

# Easily clearing a 2,000 appointment backlog

NHS NELFT (the North East London Foundation Trust) is a healthcare organization based in London, UK. They provide many services including language therapy and mental health services, they use 10to8 primarily for their phlebotomy department and scheduling blood test appointments.

## Challenges

### Improving social distancing and student services

NHS NELFT had built up a large backlog of bookings. Phlebotomy appointments had been restricted to ensure the safety of patients during the first wave of the COVID pandemic. With restrictions being lifted and safety measures in place, NELFT was struggling with scheduling the huge volume of phlebotomy booking requests that had built up.



Appointments taken  
in six months



Hours of work saved  
per year



Backlog cleared  
almost instantly

## Solution

# Working together to keep clinics from overcrowding

NHS NELFT had built up a **large backlog of bookings**. With COVID restrictions being lifted, NELFT was struggling with the huge volume of phlebotomy booking requests that had built up.

They started looking into solutions to **urgently clear the backlog** and book patients in for their blood tests. Sign In Scheduling was one of the three vendors they looked at alongside SwiftQueue. They wanted a booking system that was **quick to implement and easy to use**.

Sign In Scheduling was chosen for three reasons; **Capability, simplicity, and transparency**.

The system allowed NELFT to modernise the patient flow, **improve patient engagement**, automate the scheduling process, and take the pressure off of admin staff, with little or no training for the team on the ground. The onboarding process gave NELFT confidence and allowed them to get going quickly.

*"The Sign In Scheduling team was excellent. They were friendly and spoke plain English that was easy to understand and not full of technical jargon. We could relate to them. They gave us straight Yes/No answers, and were transparent about the capabilities of the solution."*

**Sanjiv Luckhea**

Healthcare Manager, NELFT



## Results

# Self-service patient flow and better patient engagement

The Trust were up and running within a week and cleared out their 2,000-strong patient backlog almost instantly. Sign In Scheduling estimates that the time-saving versus the originally planned manual method was about 3,365 hours — **roughly to two person-years of work**. The phlebotomy department took 100,000 appointments in six months and have been reducing the length of their waiting list week on week. NELFT is now **saving 28 days each month** which they can spend on providing best-in-class healthcare services.

### Results at a glance

- Cleared a 2,000 strong backlog almost instantly
- 3365 hours—roughly two person-years—of work saved
- 100,000 appointments taken in 6 months
- Saving 28 days each month



## Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

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