

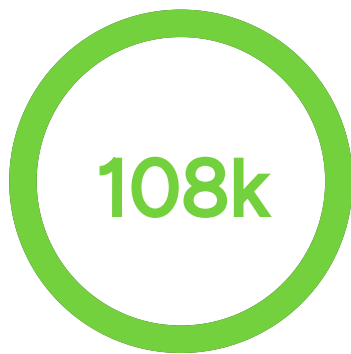
# Transforming a phlebotomy department with Sign In Scheduling

The North West London NHS Trust is a healthcare organization within the UK's National Health Service. They manage the outpatient departments of 4 hospitals around the London boroughs of Harrow and Ealing. They also have one lab clinic that they manage.

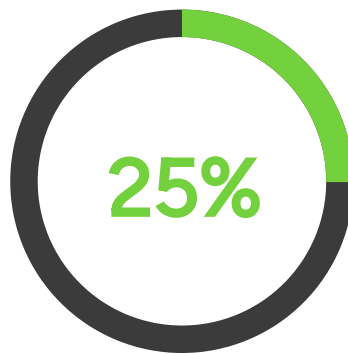
## Challenges

### Walk-in appointments and a challenging lab clinic

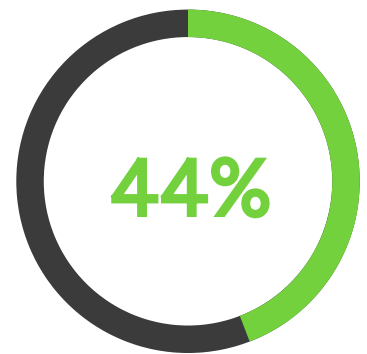
In January 2021, The North West London NHS Trust only offered walk-in phlebotomy appointments for their patients. This created many issues. There were often delays, patients weren't able to easily manage their appointments, and the lab facility was proving incredibly difficult to manage.



Appointments  
booked to date



Appointments  
increase 12 months



Decrease in patient  
wait times

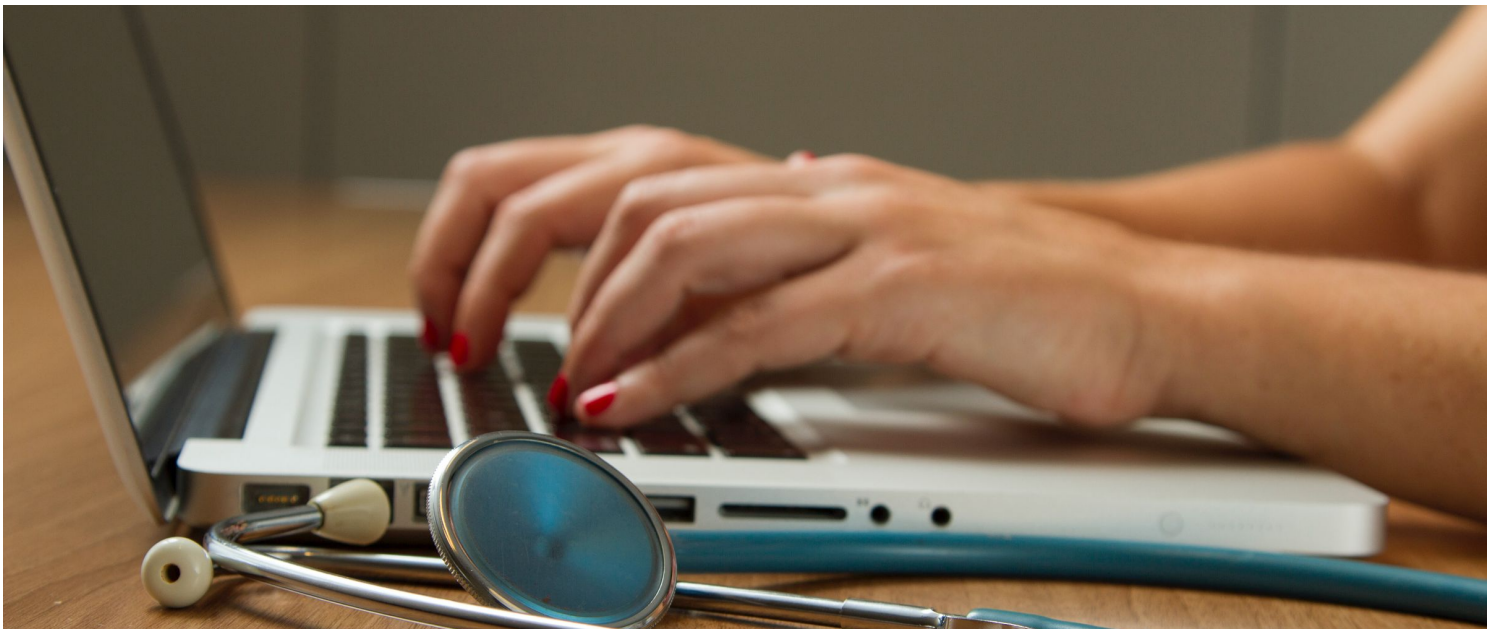
## Solution

### The Trust reached out to other NHS providers for a software recommendation

The Trust wanted to streamline their appointment booking processes and reduce no-shows. They needed a patient appointment management solution that offered:

- A **secure, customized online patient booking page**
- Automated reminder and confirmation messages via **SMS and email**
- **Customizable booking questions**
- **Multiple locations**
- **Advanced reporting**

They were recommended Sign In Scheduling by another NHS Trust and embarked on a 3-month trial period. They launched Sign In Scheduling across their entire organization. Their online booking page was integrated with their website portal so patients could book their own appointments at one of their four locations. But, they also wanted to ensure a hybrid booking method, so customers can book over the phone as well as online. This has been expertly managed to ensure there are no double bookings in their calendar.



## Results

# A 44% decrease in patient wait times and a 25% increase in appointments

Since implementing Sign In Scheduling, the Trust has moved away from walk-ins. Their **appointment count** has risen from 3,500 in January 2022 to 4,400 in January 2023, a **25% increase in just 12 months**. In total, they have booked over 108,000 appointments to date with Sign In Scheduling. Furthermore, in January 2022, the Trust was experiencing a 15.4% no-show rate and an average wait time of 20 days. Fast forward to January 2023, and they now have an average **12.4% no-show rate and 11.2 days wait time**, an improvement of 19.4% and 44% respective decrease.

### Results at a glance

- 25% appointment increase in just 12 months
- 19.4% decrease in no-shows
- 44% decrease in wait times
- Over 56,000 people scheduled
- 20 staff easily onboarded



## 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!

[Book a call](#)