



TRANSFORMING DENTAL CARE: A Comprehensive Service Review

The challenge...

The Special Care Dentistry (SCD) service had an increasing backlog of patients waiting for an appointment. Limited visibility of demand, capacity and appointment utilisation was resulting in reactive planning rather than proactive forecasting and performance analysis. There was variability in capacity and administration processes between locations. This is unfair on patients who can receive a different experience accessing and waiting for their SCD treatment depending on location.

The solution...

The goal was to have standardised referral, triage, booking and discharge processes to help manage demands into the service. Capacity will be measured, and utilisation reporting will allow analysis and management of the service to improve the patient experience.

