

PORTWAY DENTAL PRACTICE

WAITING TIME ANALYSIS

We are continuously auditing the time our patients are waiting before they are seen for an appointment. Using our computer system we are able to record the time a patient checks in at reception and the time they are seen by their dentist. In conjunction with the time of the relevant appointment, this enables us to extract useful information regarding wait times.

The wait time is defined as the time between the appointment time and the time that the patient is seen by the dentist. If the patient arrives after the appointment time, the wait time is taken from the time that the patient checks in at reception until the time they are seen.

Our target is an average wait time of 5 minutes, or less.

Please remember that this is an average, many patients will be seen at, or even before, their appointment time.

We will be recording the average wait time for each dentist on a monthly basis. If we are not meeting our target we will analyse our data to establish why and the measures that need to be taken to rectify this.

We ask that patients arrive just before their appointment time. Patients who arrive late can cause an increased wait time for all following patients for the rest of that morning or afternoon. For this reason, patients who arrive significantly late may be asked to reschedule their appointment for another day.

Whilst we are very experienced at estimating the time needed to carry out treatment, there will be occasions when unexpected events result in more time being taken than expected, causing an increased wait time for subsequent appointments.

Below is a table giving the total number of appointments and average waiting time for each dentist.

Total Number Appointments/Average Wait Time (mins)			
	Peter Brodie	Adrian Walley	Tabassum Khaki
January 2017	240/06	230/03	250/03
February	155/05	192/03	193/03
March	294/07	209/03	205/02
April	247/08	139/03	111/02
May	220/07	210/04	186/03
June	260/06	169/04	120/02
July	160/07	186/04	250/04
August	284/08	182/04	214/03
September	257/07	234/03	N/A
	Peter Brodie	Adrian Walley	Angeline Nga
October	208/08	170/04	199/04
November	266/07	223/03	275/04
December	215/07	121/04	202/04