Management of patients on NHS waiting lists

Self-assessment checklist for NHS boards

AUDITOR GENERAL

Audit Scotland published its national report, *Management of patients on NHS waiting lists – audit update*, on 12 December 2013. This checklist sets out some of the high-level practical issues around managing waiting lists raised in our main report. NHS boards should assess themselves against each statement and consider which statement most accurately reflects their current situation. This approach will enable boards to identify the actions they need to take forward. The last column in the checklist can be used to record sources of evidence and supplementary comments to support your assessment or to highlight areas of interest.

	No action needed	No but action in hand	Yes in place but needs improving	Yes in place and working well	Not applicable	Comments
Our management of waiting lists includes scrutinising how we use all waiting list codes, not just unavailability codes.						
We have implemented the national controls framework to assess whether we have all the necessary controls in place to manage waiting lists.						
We are using our assessments against the controls framework to identify any gaps we need to address and we have taken action to address them.						

Cont.

	No action needed	**No** but action in hand	**Yes** in place but needs improving	**Yes** in place and working well	**Not** applicable	**Comments**
We are making sure that we identify patients with additional support needs and providing them with the support they require.						
We ensure that the letters we send to patients about the treatment time guarantee provide clear and detailed information, and comply with the minimum requirements set out on page 19 of the report.						
We use the new patient-advised unavailability codes to monitor unavailability due to patient choice reasons as part of our overall capacity planning.						
We will use the tool being developed by ISD Scotland to monitor indicators for the management of waiting lists and benchmark our performance with other boards.						
We are working with ISD Scotland to put in place the necessary changes to our electronic systems as quickly as possible so we can provide detailed inpatient waiting times data to ISD Scotland, to allow better monitoring at a national level and more comprehensive public reporting.						