THE IMPACT of WAITING

burden

1. Physical, mental + well being health
2. Work and financial stability
3. Relationships

IMPACTED

increased waiting time

ANXIETY DEPRESSION ↑

QUALITY OF LIFE ↓

The harder people's life circumstances, the harder it is to cope with waiting

This has implications for recovery

I'm worried I'll be FORGOTTEN

WHAT PEOPLE NEED

- Acknowledge my concerns ☑
- Keep me informed about the wait + anticipated dates ☑
- Help me manage my condition while I wait ☑
- Give me access to support services + peer support ☑

WHAT CAN BE DONE

ACTIVE LIST MANAGEMENT
call to assess + inform

REVIEW PATIENTS REGULARLY to see who doesn't need to be on the list

SELF MANAGEMENT SUPPORT
codesigned with patients

COORDINATED ACROSS PRIMARY + SECONDARY CARE

WAITING LIST PRIORITISATION MUST BE ADJUSTED FOR FAIRNESS

EST 1892 LSBU
Institute of Health & Social Care

WAITING

drawn by GRAPHIC CHANGE