A blueprint for streamlining patient pathways using a hybrid lean management approach


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http://sro.sussex.ac.uk
**Lead/ touch time**

**Primary processes**

**Patient, GP**
- Presents to GP

**Alternative process end point**

**GP**
- Sends referral letter to radiology

**Internal Processes**

**Report**
- Email sent to referring clinician/phone referrer or duty person

**Radiology**
- IAM MRI reported

**ENT**
- Reviews IAM MRI result on PACS

**Audiology**
- Discharge to GP
  - Letter sent to GP & patient
- Discharge to GP
  - FU as necessary

**Other key delays**

**Patient, Radiology**
- OP IAM MRI

**Patient, Audiology**
- Tinnitus clinic

**Unsuspected finding including acoustic neuroma**
- Yes
  - **Report**
  - Email sent to referring clinician/phone referrer or duty person

**Radiology admin**
- Contact patient with appointment

**Audiology admin**
- Added to audiology database

**Lead time = 42d**

**Touch time = 85m**