



# What is Lean?

**Lean in General Practice** refers to the application of Lean principles, to improve efficiency, reduce **waste**, and enhance the quality of care in healthcare settings. Lean methodology focuses on:

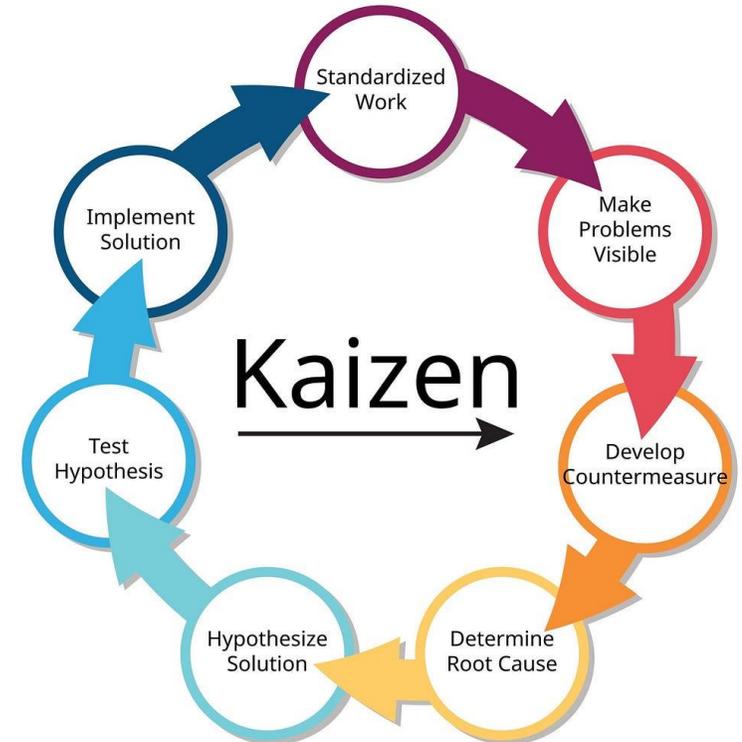
- ✓ **Better use of resource**
- ✓ **Improved Efficiency**
- ✓ **Enhanced Patient Experience**
- ✓ **Increased Staff Satisfaction**

[What is Lean video](#)



# Key elements of Lean in General Practice

1. Value Stream Mapping:
2. Reducing Waste:
3. Continuous Improvement (Kaizen)
4. Patient-Centered Care
5. Standardisation of Processes (5s)
6. Empowering Staff
7. Reducing Variability



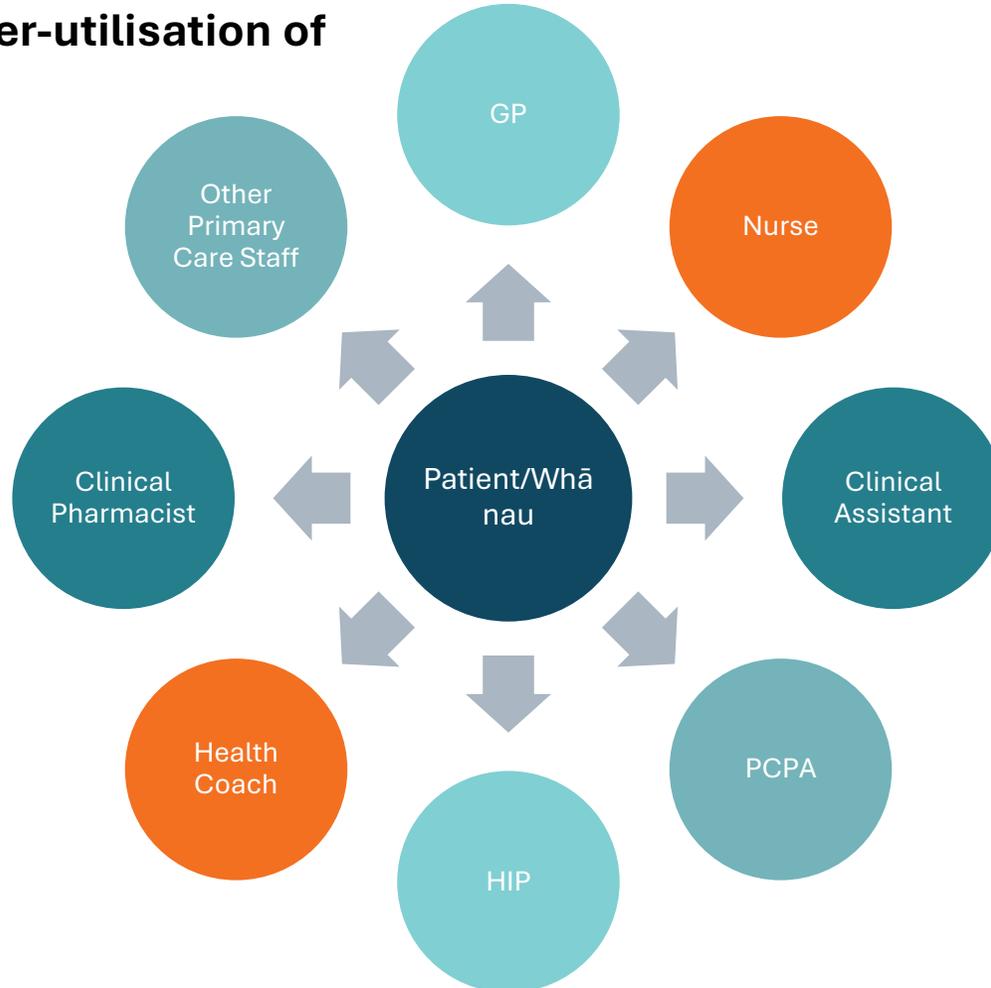
# What is Waste?

1. Overproduction
2. Waiting
3. Transportation
4. Overprocessing
5. Inventory
6. Motion
7. Defects



# What is Waste?

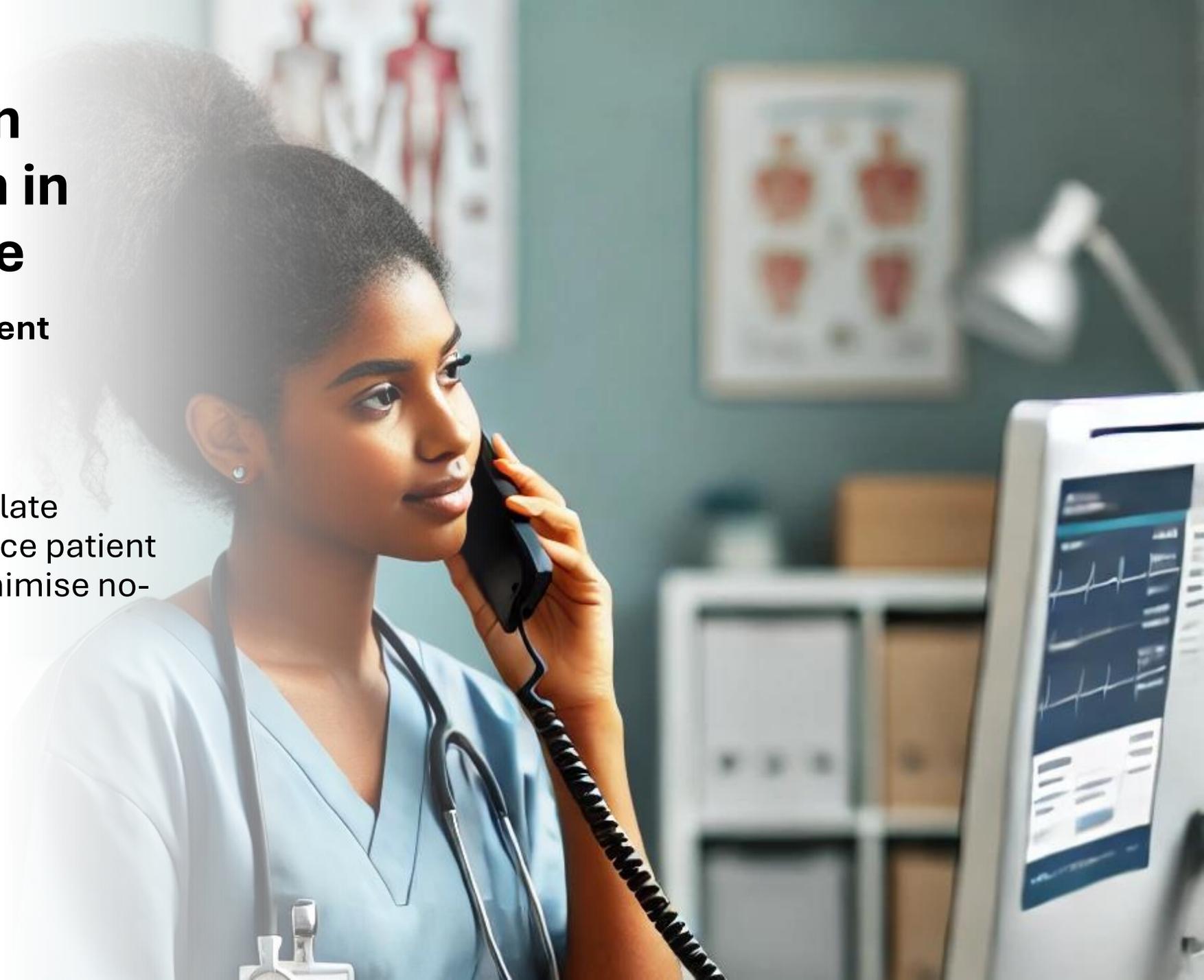
## 8. Under-utilisation of Talent



# Example of Lean Implementation in General Practice

## Improving Appointment Scheduling:

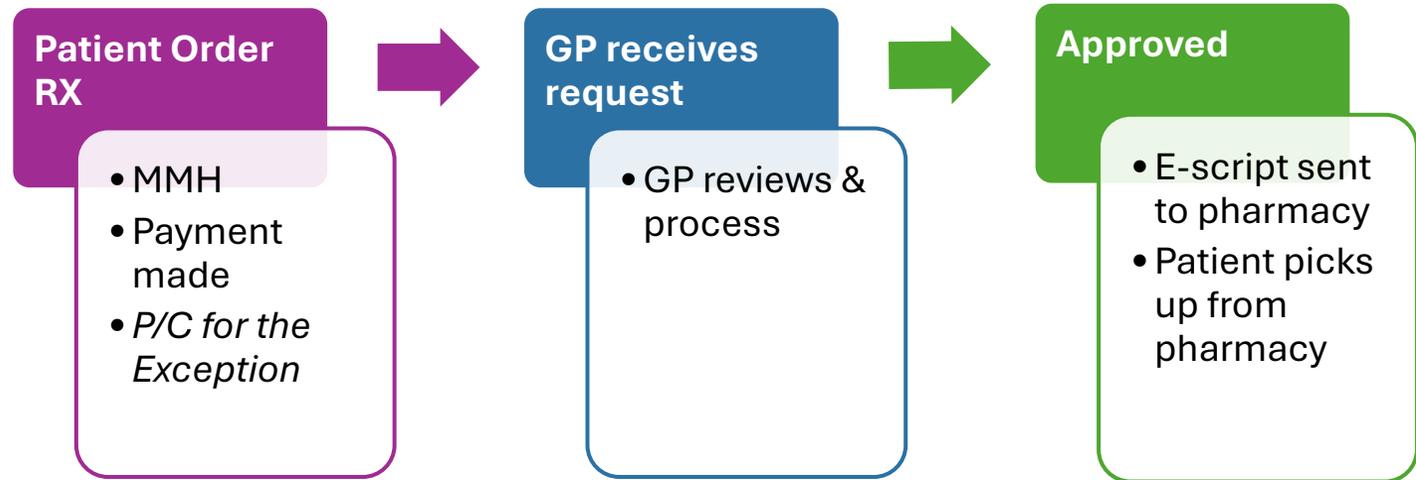
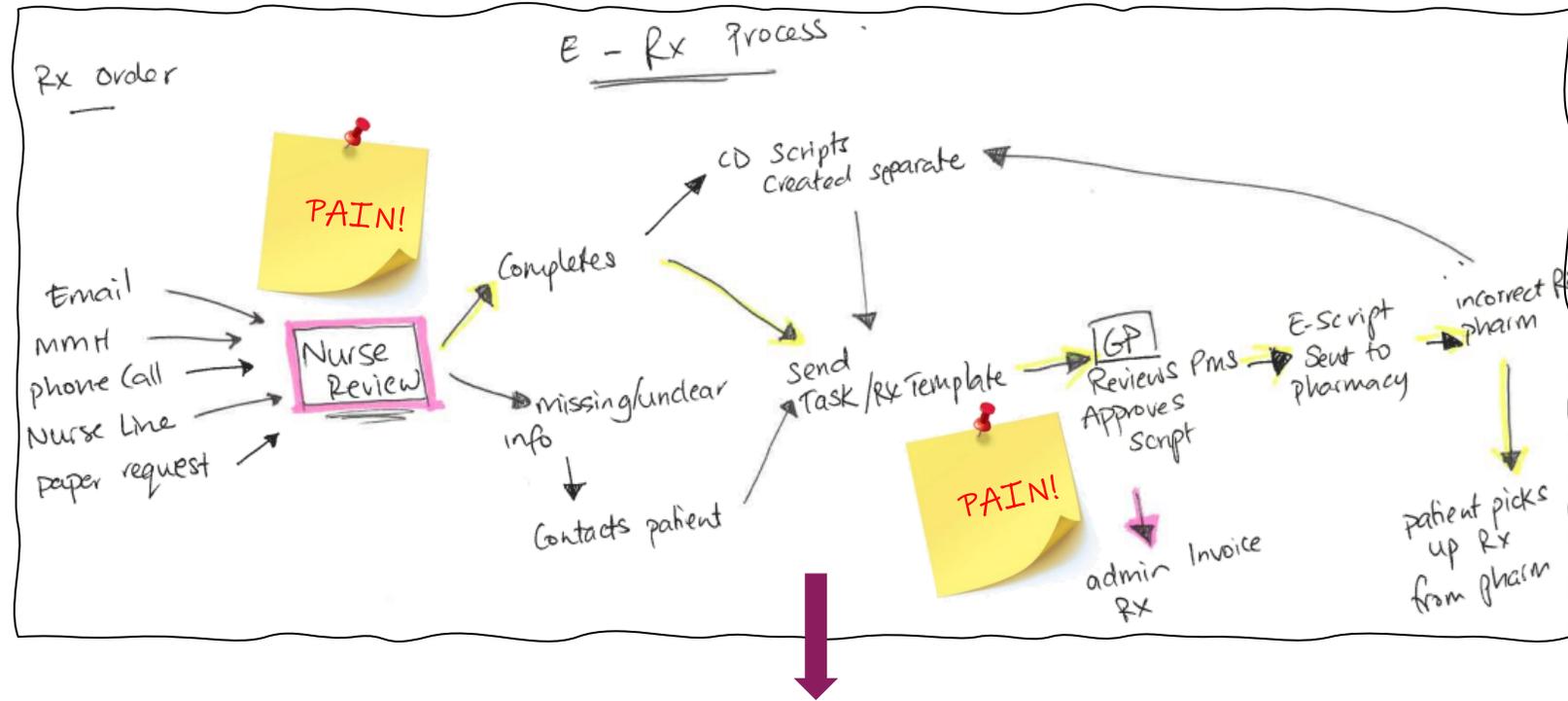
- Clinical Triage and prioritisation
- Streamlining Template scheduling to reduce patient wait times and minimise no-shows



# Example of Lean Implementation in General Practice

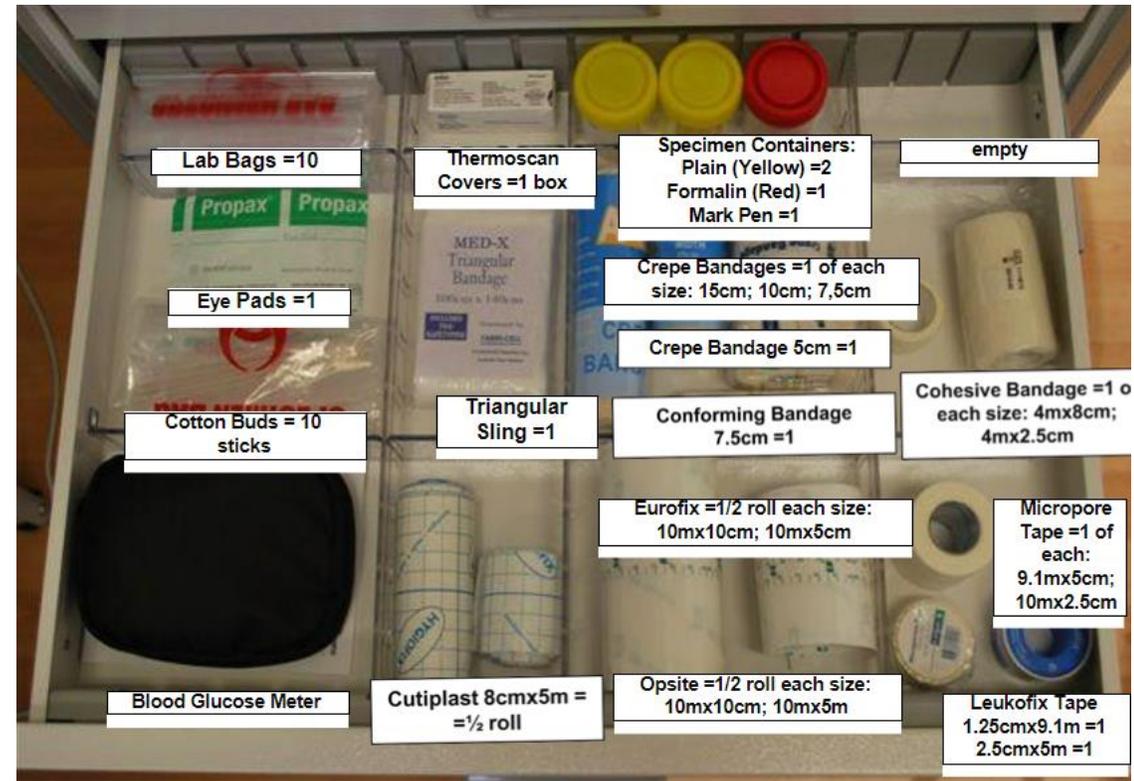
## Streamlining Patient Flow:

Redesigning the patient flow from check-in to check-out to reduce bottlenecks and improve the overall experience.



# Example of Lean Implementation in General Practice

**Optimising Inventory Management:** Implementing Lean techniques to ensure that medical supplies are readily available when needed, without overstocking or wastage



# Example of Lean Implementation in General Practice

Effective use of Visual management in working spaces can include:

1. Team huddle boards
2. Kanban Boards
3. Color-Coding
4. Signage
5. Performance Metrics
6. Andon
7. Visual Controls

