

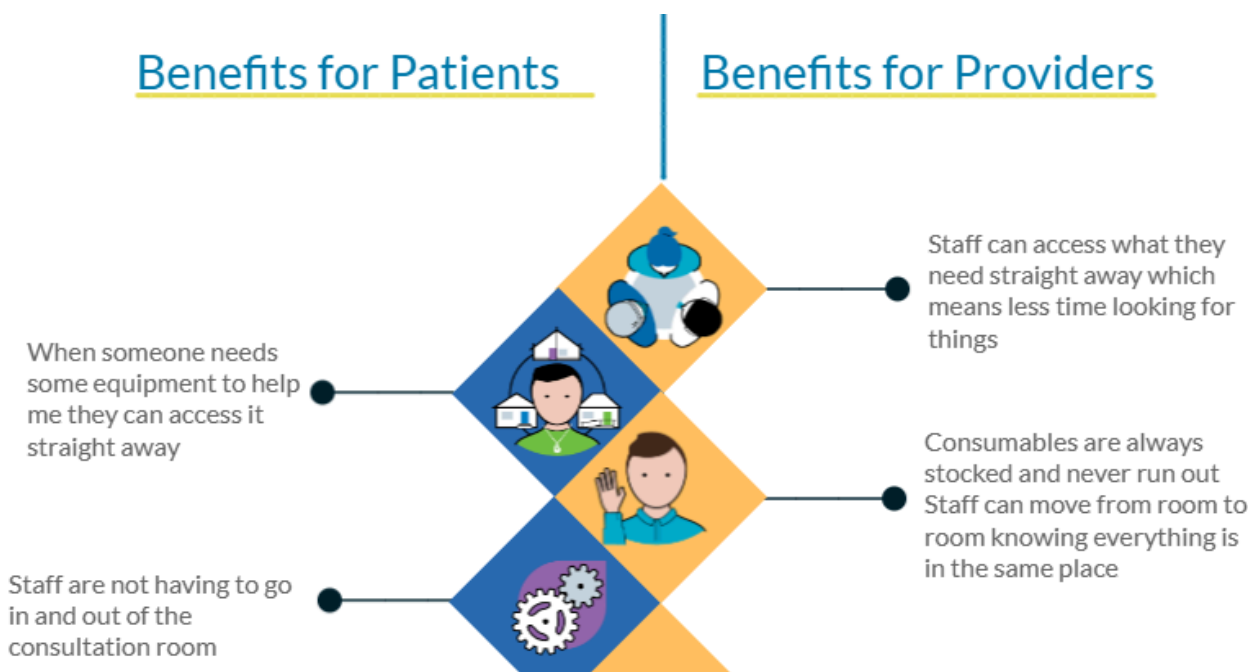


Standardisation Overview

What is Standardisation?

Standardising consulting rooms and communal clinical spaces involves having an agreed minimum set of equipment, everything is stored in the same place in each room and a systemised process ensures consumables are replaced routinely

Why?



Patient Stories

“It’s great they can put me through to the doctor. If he is busy, the receptionist just takes my name and the doctor will usually call me back within ten minutes”

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Provider Story

A practice nurse led a Gemba walk after having 3 days of LEAN training. She showed how the practice had continued to declutter and standardise including 10 trolleys set up to a defined standard.