

# **Welcome to the NHS IMAS IST Outpatient Capacity and Demand Tool**

**Version 1.1 (February 2012)**

# Purpose of the model

The model helps you to:

- Understand your outpatient **demand** and also the **variation** in demand, for your specialty
- Understand the current service
- Understand the **core capacity** you genuinely have available to see patients and the **ad hoc/flexible capacity** you rely on to deliver the service

The model will provide:

- An estimate of the capacity you need to meet your demand
- An estimate of the **backlog** that may need to be cleared to sustainably deliver national, and locally agreed, waiting times standards

**This model is an excel workbook –  
no special software is required to run this model**

# Limitations of the model



- All models are theoretical guides
  - Any model is by definition a theoretical guide and should be used with other tools to help you to better understand, plan and manage your service.
- No model can give an absolute assurance of waiting times
  - The use of this model does not give any assurance of waiting times performance and should not be taken as a guarantee.
- What goes in...
  - The outputs of any model are only as good as the information entered.
- Also
  - Whole numbers are used where appropriate and may result in minor inaccuracies due to 'rounding'.
  - Does not automatically assume growth (you will need to adjust the parameters in the model manually).

# Important information

- To use this tool you will need to have a good understanding of basic demand and capacity theory and terminology. The IST can help with this, but there are many other sources of such information that can be utilised.
- The benefits of using this tool are maximised when the whole specialty team are involved in the discussions. As a minimum, the IST recommends that the following staff are engaged from the beginning of the process;
  - Clinical Director, Lead consultant, general manager, service manager, relevant administrative/booking staff, outpatient manager, and designated information analyst who will support this work

**Click here to access a populated example**

**[Example NHS IMAS IST Outpatient  
Capacity and Demand Model](#)**

**OR**

**Click here to access the blank model  
to complete for your Trust**

**[Blank NHS IMAS IST Outpatient  
Capacity and Demand Model](#)**

# Contact us for support or to provide feedback



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