**BACKLOG RECOVERY PLAN**

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| Directorate  | Service |

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| **PURPOSE** | Brief outline of Backlog issue / Area of Backlog recovery plan |
| Name(s) | Title(s) |
| Name(s) | Title(s) |

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|  | **Performance and backlog issues**  |
| * *What is the current backlog?   A description of the backlog, and any accompanying analysis to understand the needs and priorities within the backlog.*
* *Factors that have led to the backlog. A description of what factors have led to the creation of a backlog, potentially as a cause-and-effect diagram if it’s multifactorial*
* *Need to include the impact on overdue patients and services.*
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|  | **Demand**  |
| * *What is the current demand on the service – i.e., how many new referrals are being received each week/month? Demonstrate as data over time.*
* *Demand and capacity template available at -* [*https://qi.elft.nhs.uk/resource/demand-and-capacity-model-template/*](https://qi.elft.nhs.uk/resource/demand-and-capacity-model-template/)
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|  | **Capacity** |
| * *What is our current capacity? What changes have we made to increase capacity within our existing resource?*
* *Demand and capacity template available at -* [*https://qi.elft.nhs.uk/resource/demand-and-capacity-model-template/*](https://qi.elft.nhs.uk/resource/demand-and-capacity-model-template/)
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|  | **Weekly / Monthly Trajectories for recovery (graphs and brief text)** |
| * *Graphical trajectories with a brief narrative on plans.*
* *The detail in the plans must directly relate to the trajectories, e.g., showing weekly changes to waiting lists.*
* *Clear timelines showing when performance is anticipated to recover.*
* *Please use below embedded excel sheet to calculate the trajectory for recovery (double click to open). Update the excel sheet with the numbers from demand and capacity section.*

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|  | **Recovery plan - Systems and processes support** |
| * *What do we need in place to support recovery plan - structures, processes, support.*

*Example** + *plans to recruit an interim resource to cover areas such as demand and capacity analysis*
	+ *dedicated support*
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| * *Reassurance around the measures now in place to prevent this occurring again.*
* *The plan should include a capacity buffer below the backlog threshold.*
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