



Service Priorities and Programmes
Electronic Presentations

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Submitting author: Dr Ngai Fung Cheung

Post title: Resident Specialist, Queen Mary Hospital,

**Evaluation of a new queuing system at Aberdeen Jockey Club General
Outpatient Clinic**

Cheung NF(1), Ko WKW(1), Fung KYK(1), Lai YP(1), Lo YCY(1)

*(1)Department of Family Medicine & Primary Healthcare, Hong Kong West Cluster,
Hospital Authority*

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Introduction

The Aberdeen Jockey Club Clinic (AJCC) has a large patient load serving almost 500 patients each day. The old queuing system only allowed doctors to enter a patient's disc number to call patient in. This has often led to confusion and misunderstanding. A new queuing system has been implemented at Aberdeen Jockey Club Clinic since 2011. It is linked with the clinical management system and allows the disc numbers of patients who have attended to be shown on a monitor outside the corresponding consultation room. This allows patients to know clearly when they can expect to see their doctor and if a patient is late, his disc number would automatically be postponed accordingly. Apart from displaying the queuing progress on the monitor, information on health and weather is also provided.

Objectives

To assess patients' acceptance towards the new queuing system and its usefulness.

Methodology

Patients aged 18 and above attending AJCC between June to July 2013 were randomly selected by clinic assistants and were asked to rate five questions on a Likert scale from very disagree to very agree regarding the new queuing system.

Result

A total of 825 questionnaires were completely administered of which 43% were completed by patients aged over 65, 43% aged between 41 and 65 and 14% between 18 and 40. Among them, 73.5% attended for chronic disease follow up and 26.5% for episodic health problems. Over 70% of the respondents agreed that the new queuing system was helpful. Over 80% thought it helped them to understand the progress and order of consultations as well as to make better use of their waiting time. When compared with the old queuing system, over 70% agreed that the new one allowed them to know more clearly about the queuing situation. 80% of the respondents agreed that they hoped this new system could be implemented in other general outpatient clinics. The new queuing system not only enables patients to estimate their waiting time for consultation, but also helps the clinic to be run more smoothly and

orderly.