

Does your organisation encounter problems with patient flow?

Are you interested in forecasting demand or capacity planning but don't know where to start?

Do you want to learn some common pitfalls, principles and rules of thumb that might help you?

This one day, hands-on workshop is an introduction to demand, capacity and flow aimed at staff from NHS Trusts, CCGs and Local Authorities, and is run by the [NIHR CLAHRC North Thames Academy](#).

After attending this workshop, you will have the skills and knowledge to apply simple principles and rules of thumb for managing demand and capacity in your local organisation or service.

The course covers:

- **Exploring what we mean by demand, capacity and flow**
- **The role of variability in demand forecasting and capacity planning**
- **How these concepts relate to flow within and between organisations**
- **Common pitfalls including the role and limitations of using historical data**
- **Some useful rules of thumb from 'queueing theory'**
- **Practical skills and tips for applying these concepts within your own organisations**

This workshop is suitable for staff from NHS Trusts, Local Authorities and CCGs. It is not aimed at academics and/or researchers. No previous knowledge of demand, capacity or flow is required but basic Excel skills are essential.

Participants should attend the course with a service in mind in which they need to manage demand and capacity. You will need to bring a laptop/device with you to the course, on which you can access Microsoft Excel.

All participants will receive a certificate of attendance.

Cost - This course is free for staff working in NIHR CLAHRC North Thames partner organisations (please click [here](#) to see a list of our partners). There is a delegate fee of £250 for other attendees.

Registration - Please complete the [registration form](#) and email it to clahrc.academy@ucl.ac.uk by **5pm, Friday 3rd August 2018**.

Please note, a cancellation fee of £100 will be charged to both partner and non-partner delegates in the event of non-attendance without notice after 5pm, Tuesday 18th September 2018.

For more information, and to be added to our mailing list, please contact clahrc.academy@ucl.ac.uk