Diary rules — 5 specialties, seven rules each

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Read from 18 months of diaries kept · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The rules are not proposed by the agent: they are reconstructed from the diaries the department actually kept.** They belong to the nurse manager, who corrects and settles them.

Where the 14.8 % of lost slots go — endocrinology, 18 months

Cause	Share of slots	What produces it	What corrects it
Missed appointment, no cancellation	**9.1 %**	The service user does not come, nobody takes the place	**Reminders at 7 and 2 days with one-gesture return of the slot**
Slot released too late	4.3 %	Cancellation arrives the day before, waiting list not called	**Waiting list called within the hour**
Slot blocked by mistake	**1.4 %**	**A weekly slot closed since a doctor left in March 2025**	Flagged to the nurse manager

Cause	Share of slots	What produces it	What corrects it
Total	**14.8 % — that is 9.2 slots a week out of 62**	—	—

The 94-day waiting list contained a queue of empty slots. No extra slot and no extra doctor were needed to bring it down.

The seven rules of one specialty

Rule	Typical content	Who settles it
Duration by reason	First appointment, follow-up, complex opinion	**Nurse manager**
Slots reserved for first appointments	A fixed share each week	Nurse manager
Protected fallback slots	**Kept free for what cannot wait**	**Nurse manager — the agent protects them, it never fills them**
Safety interval before an investigation	Minimum gap between sample and consultation	Lead doctor
The doctor's theatre days	Slots not opened	Doctor
Order of the waiting list	**Order of registration, no exception**	**Departmental rule — no judgement by the agent**
Request marked “to be seen within eight days”	Placed on a fallback slot, nurse manager informed	**Doctor**

> **The agent prepares, the nurse manager settles.** It writes the diary rules and costs them across 18 months of diaries, it prepares appointment rebookings as a list approvable on one screen, and it holds the order of arrival to the line. Where a service

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> user stands in a queue is a public-service decision: it is set by a rule signed by the nurse manager and the doctors, and it is that signature that makes it defensible.

For the nurse manager to settle

Waiting-list threshold triggering an alert, by specialty: _____

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