



Eleven files — nine share one cause

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **It is not nine careless patients: it is a form asking a document of a patient who has already left.**

Missing document	Files	Booking channel
Certificate (the same one)	9	Online form
Document B	1	Telephone
Document C	1	In person

Where the document is asked for in the form

Screen	Content	Does the patient stop there?
1	Choice of reason	No
2	Choice of slot	No
3	Contact details	No

Screen	Content	Does the patient stop there?
4	Confirmation — "your appointment is booked"	Yes
5	Request for the certificate	—

Screen 4 tells the patient it is finished. Screen 5 comes after, and it is read by those who have not already closed the tab.

What it costs, over three months

Indicator	Value
Incomplete files	67
of which on this document	51
Chases required	51
Estimated reception time	~4 h a month

What is proposed, in this order

Step	Action	Why this order
1	Message to the 11, naming the document and how to send it	A generic "incomplete file" forces a call
2	Move the request before the confirmation screen	Handles the next 51

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