Aims
The NHS Lothian Delivering for Patients programme commenced in January 2017 with the aim of promoting improved demand and capacity management, leading to a more streamlined patient experience of service provision, better value for money and improved service sustainability. Data capture and analysis was previously complex as well as being difficult for service management teams to evidence improvement actions. This project sought to automate data collection, building an accessible evidence base for service improvement which centres sustainability and value.

Methodology
Engagement sessions were held with service teams to foreground their difficulties with data capture and analysis, coupled with quantitative data analysis and coding to build the dashboard. Quarterly review sessions were arranged, giving service teams the opportunity to meet with executive sponsors on a regular basis to monitor actions, assess progress and plan for future service development.

Outcomes/results
An accessible and user-friendly dashboard which allows service teams to track demand, capacity and activity in close to real time was created. It contributed to a reliable, local evidence base on which sustainability planning and service improvements were established. One outpatient service is displayed below.

"Numbers at the touch of a button!" Catherine Crombie, Service Manager

Conclusion
Engagement with services is crucial to understanding and disseminating their data. Good communication of data supports service sustainability and planning.