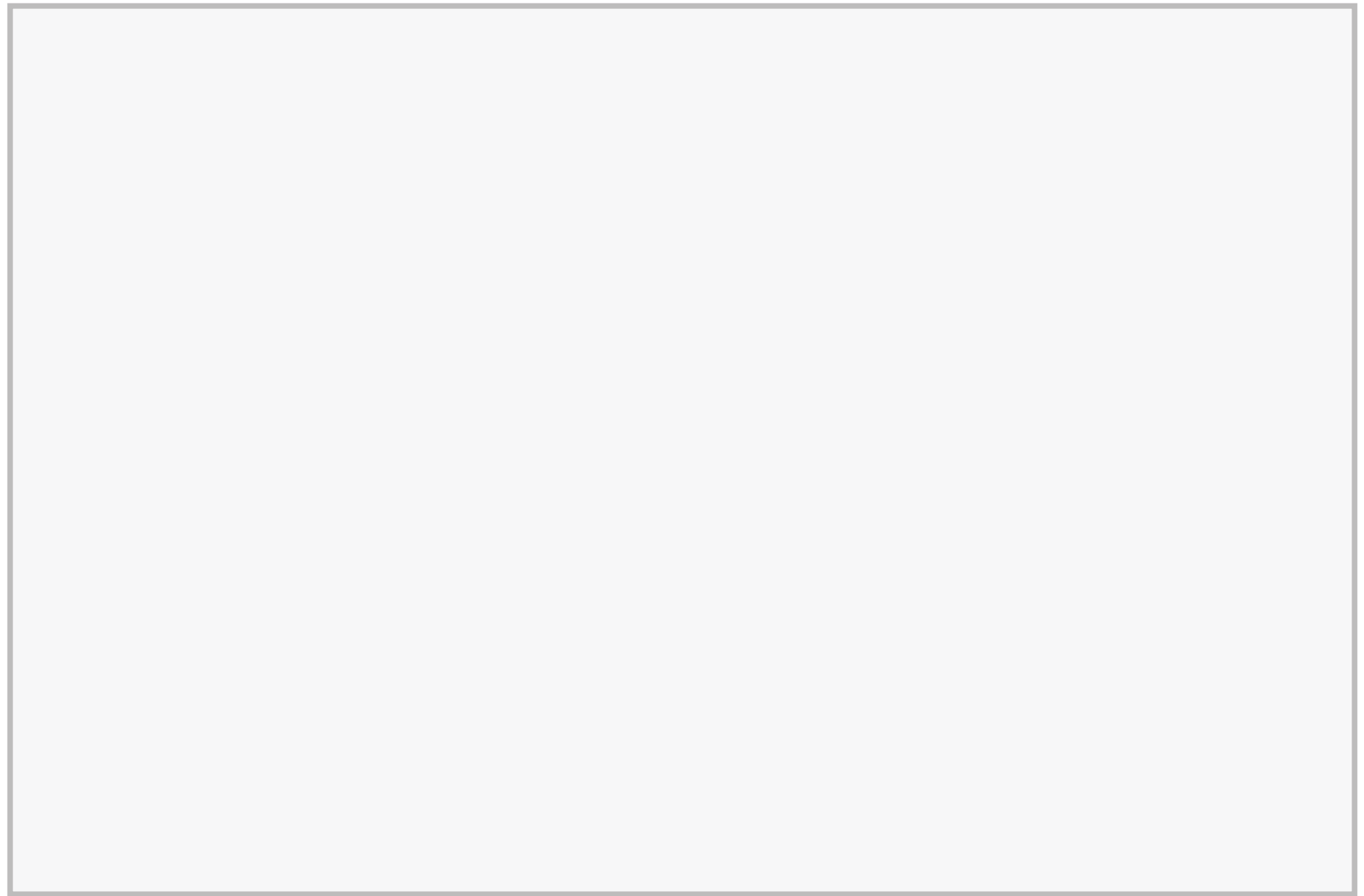




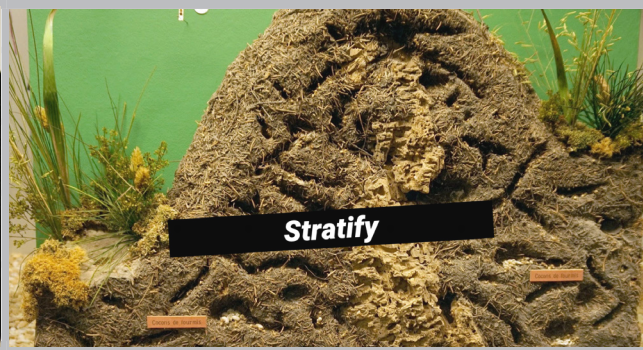
Did you Know?TM

SMC





Pick your objectives



Stratify





Use the Force



Keep the Score



Pick your Favourites

Objective Brainstorm

Key Questions	Brainstorm
Who Is Already Working At Capacity or Doing Low Value Work? (Individuals or Departments eg: Admin/Nursing/GPs/Other)	
Who has capacity for more work or Higher value work? (Individuals or Companies)	
What does the practice want more of?	

Objective Ideas

Ideas	Brainstorm
Increase consultation volumes	
Increase booking of (a) particular clinician(s)	
Increase higher value services	
New patients/ New Registrations/ Patient Referrals	
Increase non-GP consultations	
Increase certain behaviours <i>eg: Online Booking, Self check-in</i>	

	Admin (Phone)	Admin (In-person)	Nurses	GPs	Other
Primary Objective					
Question Brainstorm					
Final Question					

Question Picker

When shall we organise

What we will do now is organise....

Let's get you booked in for....

Did you know.....? If 'NO', pivot to the result

Who else needs an appointment today? Then pivot to the result: book an appointment

Is the whole family registered here? If no, pivot to the result. Ok, well let's get you all registered so that it's easy for you to book when you need a doctor.

Referral question

Dr X is busy - Did you know we have space today with Dr Y? Dr Y will still discuss any specifics with Dr X.

Scoreboard

	Attempt Tally	Total Attempts	Desired Outcome Tally	Total Desired Outcome
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				
Grand Total Attempts			Grand Total Desired Outcome	

Question Cutouts

Department	
Reception (Phone)	Did You Know Question
Reception (In-Person)	Did You Know Question
Nurses	Did You Know Question
GPs	Did You Know Question

Notes

Notes

Notes

Next ...

Name

Date

Takeaways

Top 3

Actions