







Instructions on using the Storyboard
(The Storyboard will replace the MEC Daily Productivity Report, and should always be available for review by anyone from the management team)

'Narrative [for the Practitioner]' in column T: It should be stated here whether or not the practioner has met their expectation. If not, reasons should be stated, e.g. Had to handover a case to doctor, sickness, practitioner arrived late, cases taking longer than expected etc.

'Narrative [for the day]' in column U: The reasons behind any unusual figures in the Storyboard, and anything that can't be attributed just to individual practitioner performance should be explained here.

'ACTIONS' worksheet: This should be used to record any identified issues affecting productivity and performance, and any actions that have been put in place to address these issues.

The CM and the MEC SDL should be reviewing the Storyboard each day - it should give you direction and focus for your daily MEC team briefs.

Once a full week is available, there should be a minimum of one meeting per week between the Resource Team manager, CM and MEC SDL to discuss the performance, practitioner productivity, to understand if enough/too many appointments are being booked, and ensuring that booking policy is adjusted accordingly to get the optimum results.

This file should be maintained and updated to show the full month on a daily basis; it does not need to be consolidated into a broader monthly spreadsheet as it should be a daily view.













