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<u>Instructions on using the Storyboard</u>

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

Please refer to the 'Template' and the 'Example' worksheets to familiarise yourself with what is required.

You only need to complete the information in the white cells, The grey/black cells do not need manually completing as they are formula driven.

Completion of the Storyboard is carried out by both the Resource Team and the MEC SDLs:

The Resource Team should complete the white cells for the following columns:

'Practitioners Assigned' in column B - Please specify whether the practitioner is a doctor when adding the practitioner names in column B, e.g. Dr Smith.

'Expected Exams' in column D - Please specify how many each practitioner is expected to complete, based on their learning curve, current national expectation.

'Appointments Booked based on Expected Exams and Dropout' in column E - Self explanatory

Please save this file with the name: 'MEC Storyboard,<name of the relevant MEC>'

Please note: This Template has only been copied onto the first worksheet. This will allow you to complete all the relevant practitioners names into Column B, and then copy this onto future sheets, as many of your practitioners names will be the same on subsequent days. Please rename tabs 1,2,3...etc with the appropriate dates for the month.

The MEC SDL should complete the remaining columns as below. These cover the on-the-day activity:

'Practitioner Present on the Day?' in column C: The appropriate traffic light should be selected. Depending on the colour selected, redundant cells will be greyed out and will not need completing.

'Practitioners Assigned' in column B: The MEC SDL should only complete the practitioners here who have been 'added' on the day (i.e. Amber traffic light).

'Half Day or Full Day or Training Stage' in column G: Select from dropdown. If 'other' option is selected, elaborate on in Narrative [for the practitioner] column

'Filework Cases' in column I: To show the overall MEC productivity for the day, this figure should include both filework with and without a supporting case file (SCF). MEC staff should manually count the physical files, while the practitioner should inform staff of any 'electronic'/non-SCF filework they complete.

'Examined' AM/PM' in columns J and K: The 'Examined (Total)' column will automatically be calculated once these two columns are completed.

'DNA' in column M/Total': Enter the number of claimants that did not attend.

'UTA' in column N/'Total': Enter the number of claimants that cancelled their appointment.

'CSHU' in column P/Total': Enter the number of claimants that were sent home unseen on the day.

'Cancelled/Other' in column Q/Total': Enter the number of cases that were cancelled on the day.

Please note: If all cases are accounted for, then the automated figure in the 'Total' column should match that in the 'Actual App'ts booked on AC1' column.

'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.



