

## **Improvements to Practice**

2009 was a landmark year in that my practice was perhaps the busiest it has ever been. As one person it became clear to me over time that there were a number of issues that had to be resolved to provide a better service to all.

### **1. Appointments:**

At one stage in the summer I was booked 6 weeks ahead which made it very difficult to see urgent cases.

To resolve this I now plan to leave some time a few days each week which will only be able to be booked 24 hours ahead.

Additionally as and when I get booked too far ahead alternate appointments with a colleague will be offered to new cases until the backlog subsides.

### **2 Communication.**

Modern technology has resulted in information overload and clients have understandably taken advantage of this but there are practical difficulties to consider.

Surveys of clients have shown the most popular service outside of appointments is the Free of Charge morning phone in times.

Therefore I will be trying to make more of that and the service will be available most weekdays from 9-10am unless I am already booked to work away from the clinic.

Do check with reception the day before as to when I am expected in before calling. All calls will be limited to 5 minutes during those times.

However, it is clearly not possible to be fully booked and deal with all the letters, faxes, emails (30 a day at times) and even texts that are sent in instead of booking appointments or calling.

Additionally clients seem to expect an immediate response to many of these methods which is impractical for one person. So I will no longer accept any of these forms of communication other than by prearranged appointment, which will then be charged for in the usual way, and texts/emails to discuss cases will no longer be accepted at all as they are not an appropriate format for that.

Clients wishing me to call them back outside of the morning phone in to discuss a case will be asked to make an appointment for a telephone consultation.

Please therefore do use the FOC early morning call times, or book an appointment to be seen or to discuss your case by phone

With best wishes for 2010

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