

Managing Demand

Optimise access within practice through the use of the demand cycle and associated tools

Module Duration: 40mins

Everything we do is to improve the working life and empower practice staff to help enhance the patient experience.

This module provides individuals with a host of tools and techniques to aid practices in managing demand. By the end of the module individuals will be in a position to effectively manage demand within their practice, improving access and subsequently maximising productivity. Managing demand is essential, ultimately enabling the practice to better meet the needs of its patients and adhere to the guidelines set by governing bodies.

A blended approach is utilised with each module containing relevant theory alongside interactive activities and opportunities for reflection.

An end of module assessment will evaluate your understanding of the content covered and individuals will receive a certificate of successful study, whilst a learning review document will allow individuals to recap the key elements covered at another time.

Managing Demand Module Structure

- ▲ Introduction to managing demand
 - ▲ What is demand
 - ▲ The demand cycle
 - ▲ A macro analysis
- ▲ Demand analysis
- ▲ Demand solutions
- ▲ Demand measures
- ▲ Module Review Assessment
- ▲ Certificate of Completion (70% pass grade)
- ▲ Module Learning Review Document

Benefits of Managing Demand

- ▲ Understanding what demand is
- ▲ Improving access to patients
- ▲ Maximise productivity
- ▲ Encourage more effective decision-making
- ▲ Understand what influences effects your demand

For information about our complete suite of professional development topics, or if you have any other questions, please visit the website:

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