Rescheduling on a locum slot — the three ways of doing it

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Fictional document

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> **Fictional document**, produced for the demonstration. The organisation, the files, the people and the figures are invented. **None of the ways of doing it was applied before the client chose.**

The diary rule offers a move **in the same practitioner's diary**. It does not say what is offered when that practitioner will no longer be in post on the available date: that is the point that had not yet been configured.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Offer the regular practitioner's slot, without comment	The appointment is rebooked at once	The patient discovers the change in the waiting room	Set aside by the front desk

Way of doing it	What it brings	What it costs	Outcome
Offer only the locum's slots	Continuity is kept	Only two slots, both at the end of the day	Set aside by the front desk
Offer both, practitioner named on each line, slots held	**The patient decides knowing what changes**	A slightly longer message	**Recommended, then approved**

How often the case arises

Period	Moves on a locum slot	Of which followed by a second exchange
Last six months	**14**	**5**
Of which the last month	4	1

The figure is what turns a one-off decision into a rule: **5 second exchanges out of 14 requests** are worth an entry in the diary rule, and the practice decides it knowing the volume.

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