



The Save Time Challenge – Day 4 Emails!

The Scientific Email System:

1 Set times in your diary to check your emails – ONLY CHECK 3X PER DAY (Eg 9.00 / 12.30 / 4.00pm) During these checks – **Utilise the 2 minute rule AND** File the other emails into the appropriate folders eg. Shallow work or Deep work (which requires deep concentration). This check might take 15 mins – depending upon your volume of emails. **NB Empty inbox after each check! And so always empty! This will reduce your stress levels.**

2 Log Out of Email after your check (stop the temptation to keep looking.)

3 Build regular “Shallow Work” and “Deep Work” slots in your diary eg 30 minute slots to have **dedicated slots** (with no interruptions) to manage your emails. (The length and number of these slots will depend upon the volume of emails you receive.)

NB This becomes a very efficient system. You might feel anxious about not checking emails 50 times per day to start with – but relax. The worst case scenario is that you will not see an email for 3 hours – which is not the end of the world – even when you have a very demanding boss. And the chances are that being on top of you emails like this will mean that respond more quickly AND with a better more thought through response too!

For support, or more information on how we can help you, email anthony.lawton@ffmi.co.uk

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The “Email” meeting information to talk through with colleagues:

Time is very precious and I am constantly looking to improve my use of it to better the PCN and my practice.

In order to do this, I am now adhering to a strict email policy. I will only respond to emails that undertake the following best practice protocols (please print off for easy consideration):

1 Please consider

- do you really need to send this email? Will it add value?
- do you really need to send this email to me? Is it really appropriate to come to me or would it be more suitable to go to my admin team? [Filter details here]

2 Subject Line:

Please make sure that the subject line is short but has these 4 elements:

- (T) Topic
- (T) Time it will take me to review
- (I) Importance
- (U) Urgency / Call to action

For example (A good example):

Subject: Flu Venues / <5 Mins / Importance High / CTA email by 6.00pm today

Example that will not get read and there will be no response:

Subject: Flu

3 Body Text

Please provide sufficient background and details for me to respond adequately. Please use headings and subheadings so that I can read and understand very quickly. Please keep the word count as low as possible - again for quick review.

Please provide details of your availability (before the deadline) so that I might be able to reach you to clarify any details should I need to.

By helping in this way will save me huge amounts of time and as a result will have a huge and positive impact on patient care - Thank you

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