

Contact and Offering Workshop – OUTPUTS

Aims of workshop



- To understand the current problems/issues/challenges with contact & offering
- Define the themes
- Identify strategic and tactical opportunities (operational and IT)
- Clear actions
- Quick wins – what can we do now (without IT/cost) to make it better today/tomorrow?
- Medium and longer term plans – our vision and the next steps to make this happen?



16 THEMES

Message's not
Received

Quality and
content of
Messages

Contact
Protocols

Provisional
Offers

Volume of
messages

Offers to
Tx
patients

European
offers

Length of
Process

IT
Service

Group &
fast track
offers

Difficulties in
contacting

RPOC
Access to IT

Donor
Suitability

Hub
Service

Key
communication
points

Multiple
offers

Next steps

- Detailed action plans
- Short term actions – implementation 2-3 months
- Medium term actions – work up ideally 4-6 months (some IT requirements)
- Feed longer terms projects into Hub Program/next strategy