

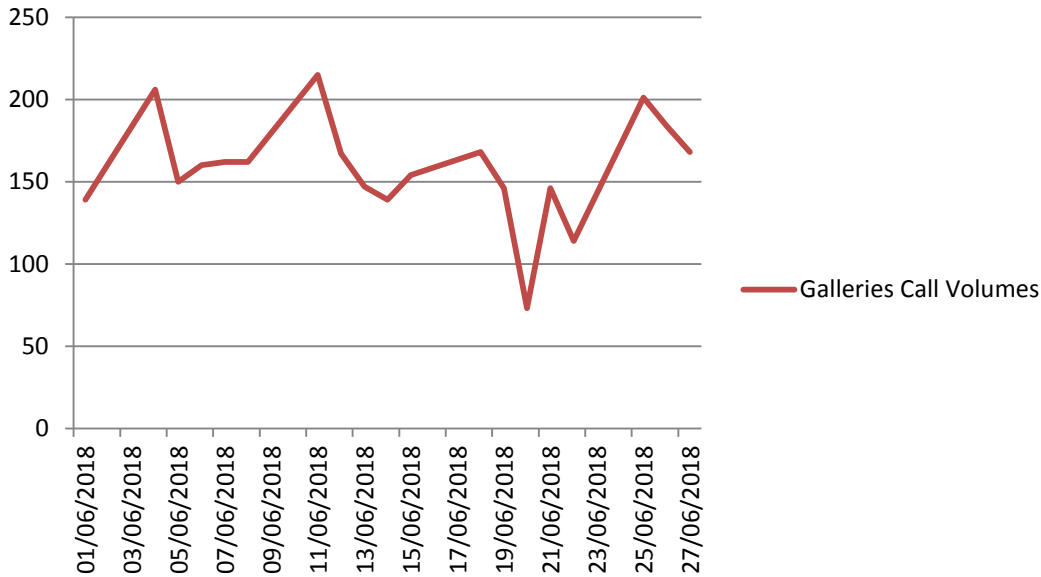


Sunderland GP Alliance APMS Practices

Monthly Performance and
Information Report – June 2018

Demand - Galleries

Galleries Call Volumes



Data Analysis for Galleries APMS Practice for June 2018

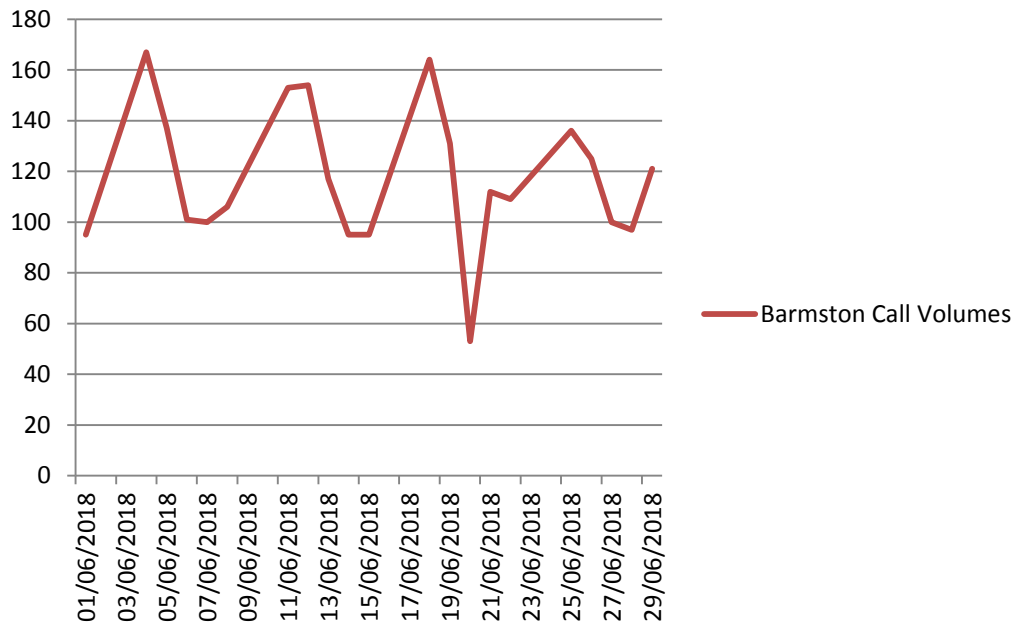
- Calls Handled across the month 3263 a decrease of 210 calls compared to the previous month
- Busiest Day Monday 11th June – 215 Calls Handled



	Total Calls
Calls Handled (June)	3263
Previous Month (May)	3473

Demand - Barmston

Barmston Call Volumes



Data Analysis for Barmston APMS Practice for June 2018

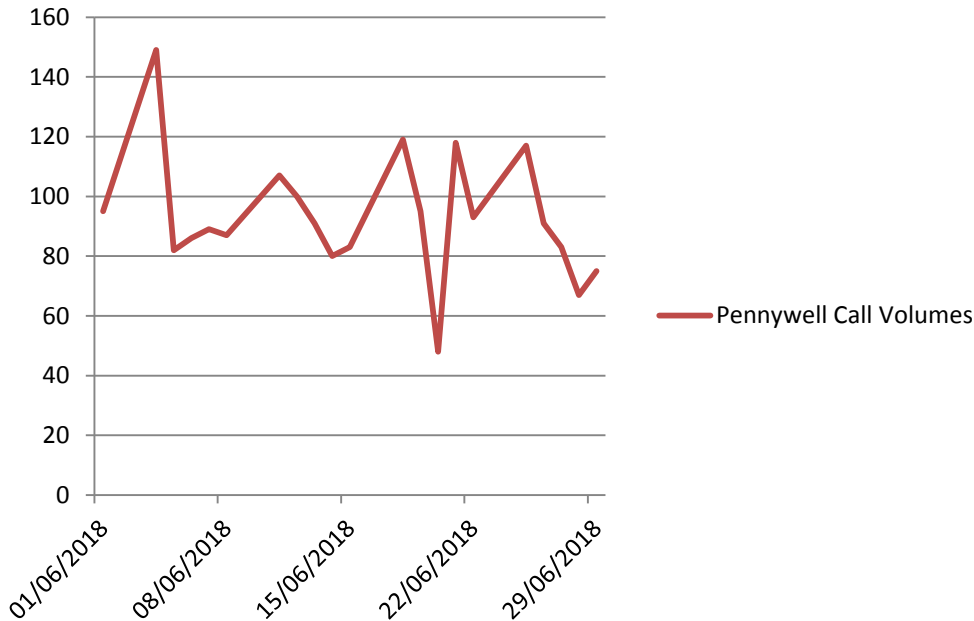
- Calls Handled across the month 2468 a decrease of 197 calls compared to the previous month
- Busiest Day Monday 4th June – 167 Calls Handled



	Total Calls
Calls Handled (June)	2468
Previous Month (May)	2665

Demand - Pennywell

Pennywell Call Volumes



Data Analysis for Pennywell APMS Practice for June 2018

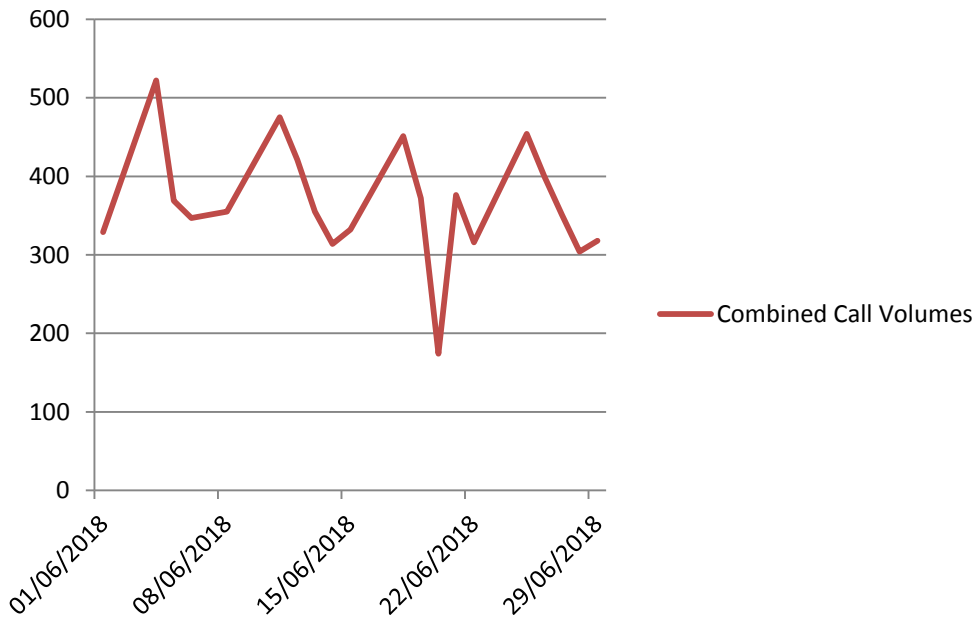
- Calls Handled across the month 1955 a decrease of 211 calls compared to the previous month
- Busiest Day Monday 4th June – 149 Calls Handled



	Total Calls
Calls Handled (June)	1955
Previous Month (May)	2166

Demand – Combined APMS Practices

Combined Call Volumes



Data Analysis for combined APMS Practices for June 2018

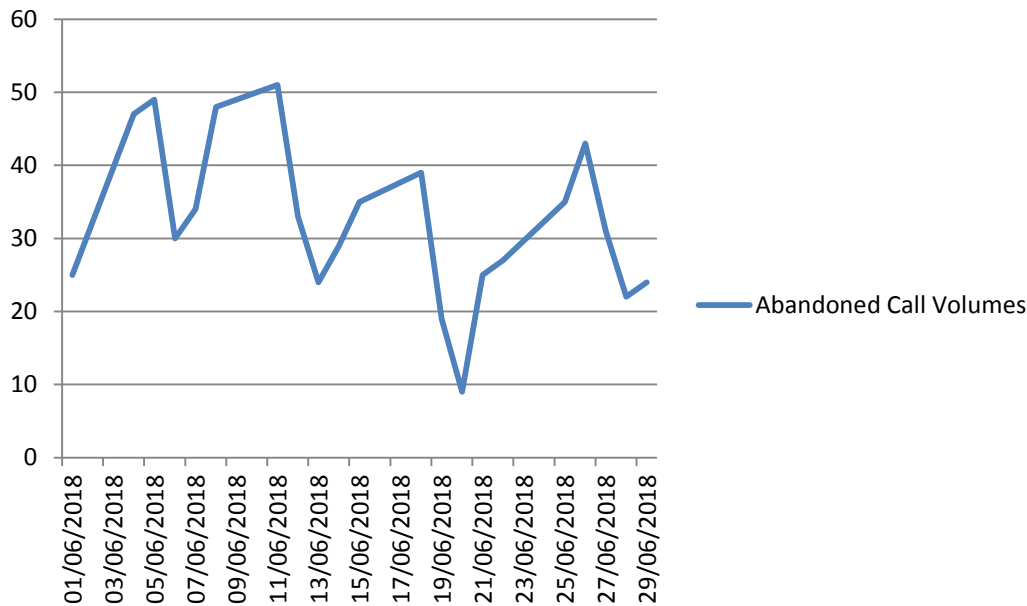
- Calls Handled 7686 calls across all three sites, a decrease of 618, There was 21 working days in May and June.
- Busiest Day Monday 4th June – 522 Calls handled across all three sites combined



	Total Calls
Calls Handled (June)	7686
Previous Month (May)	8304

Abandoned Calls Combined APMS Practices

Abandoned Call Volumes



Data Analysis for Abandoned Calls combined APMS Practices for June 2018

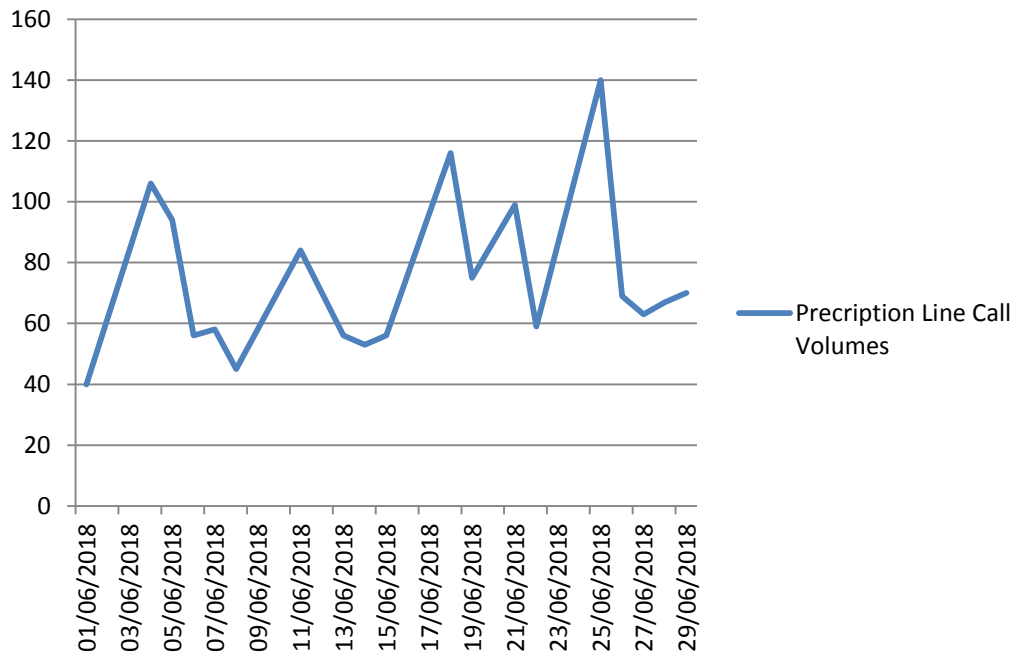
- Abandoned Calls 679 across all three sites – Equates to 8.83% of call volumes a decrease compared to May.



	Total Calls	Galleries	Barmston	Pennywell
Calls Abandoned (June)	679	370	260	49
Calls Abandoned (May)	739	418	262	59

Demand – Prescription Lines Combined APMS Practices

Precription Line Call Volumes



Data Analysis for combined APMS Practices for June 2018

- Calls Handled 1476 calls across all three sites, an increase of 100 compared to the previous month.
- Busiest Day Monday 25th June – 140 calls handled across all three sites.
- RPOS Letters Received by Patients



	Total Calls	Galleries	Barmston	Pennywell
Calls Handled (June)	1476	747	499	230
Previous Month (May)	1376	705	415	256