

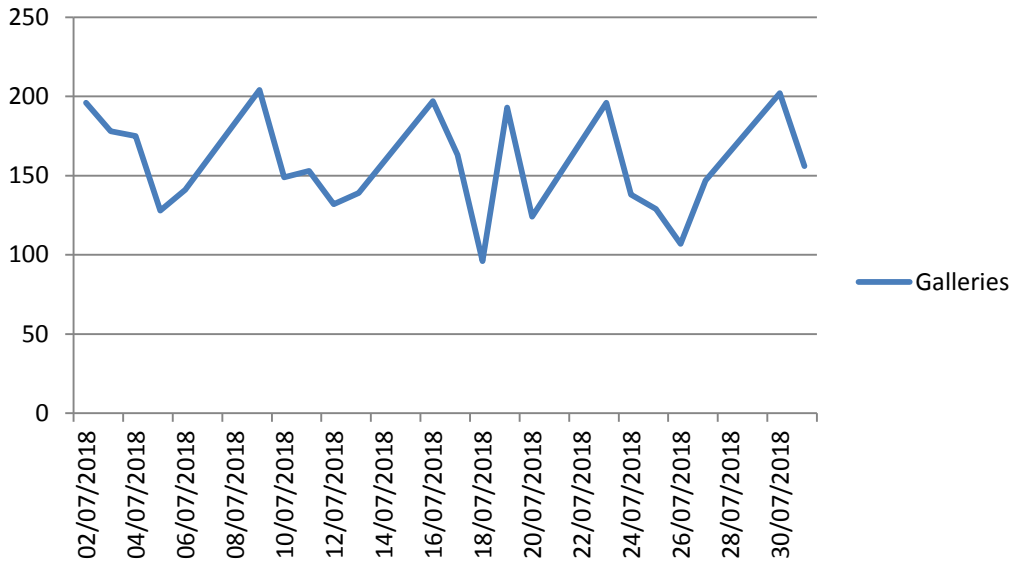


Sunderland GP Alliance APMS Practices

Monthly Performance and
Information Report – July 2018

Demand - Galleries

Galleries



Data Analysis for Galleries APMS Practice for July 2018

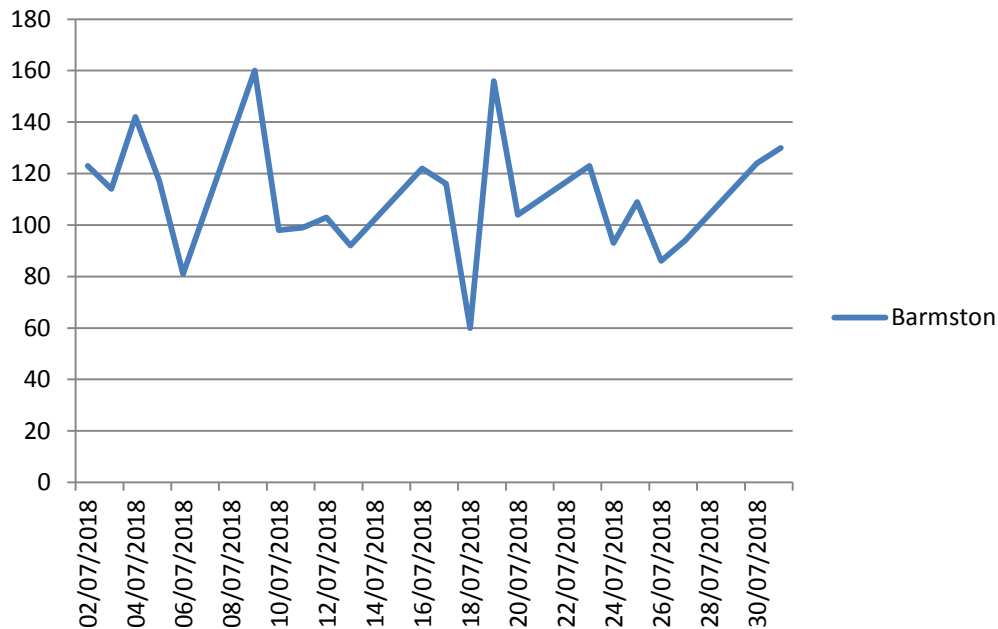
- Calls Handled across the month 3433 an increase of 170 calls compared to the previous month
- Busiest Day Monday 9th July – 204 Calls Handled



	Total Calls
Calls Handled (JULY)	3433
Previous Month (JUNE)	3263

Demand - Barmston

Barmston



Data Analysis for Barmston APMS Practice for July 2018

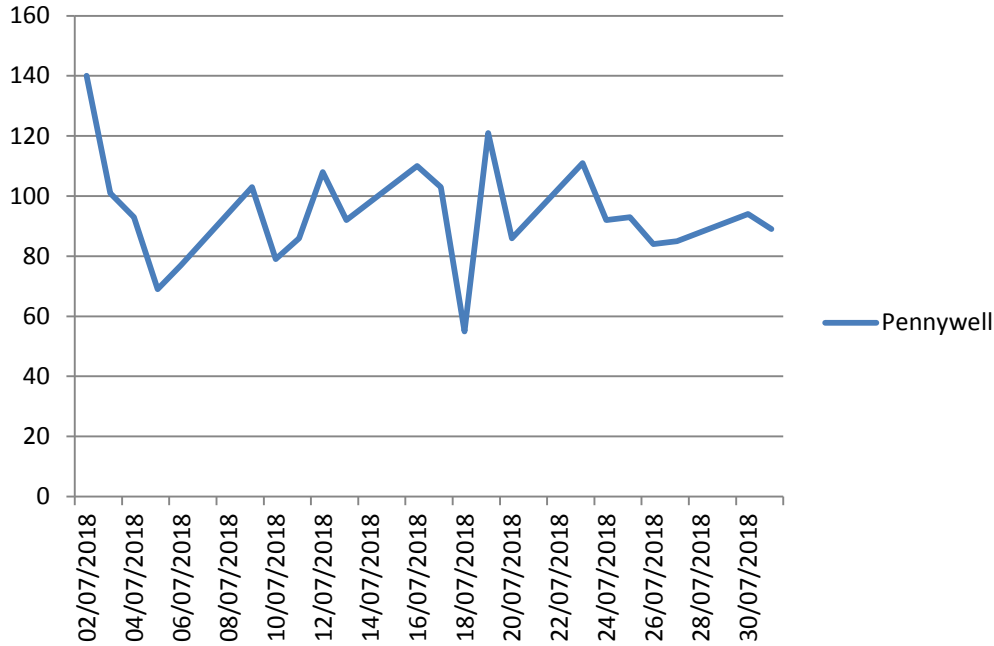
- Calls Handled across the month 2446 a decrease of 22 calls compared to the previous month
- Busiest Day Monday 9th July – 160 Calls Handled



	Total Calls
Calls Handled (JULY)	2446
Previous Month (JUNE)	2468

Demand - Pennywell

Pennywell



Data Analysis for Pennywell APMS Practice for July 2018

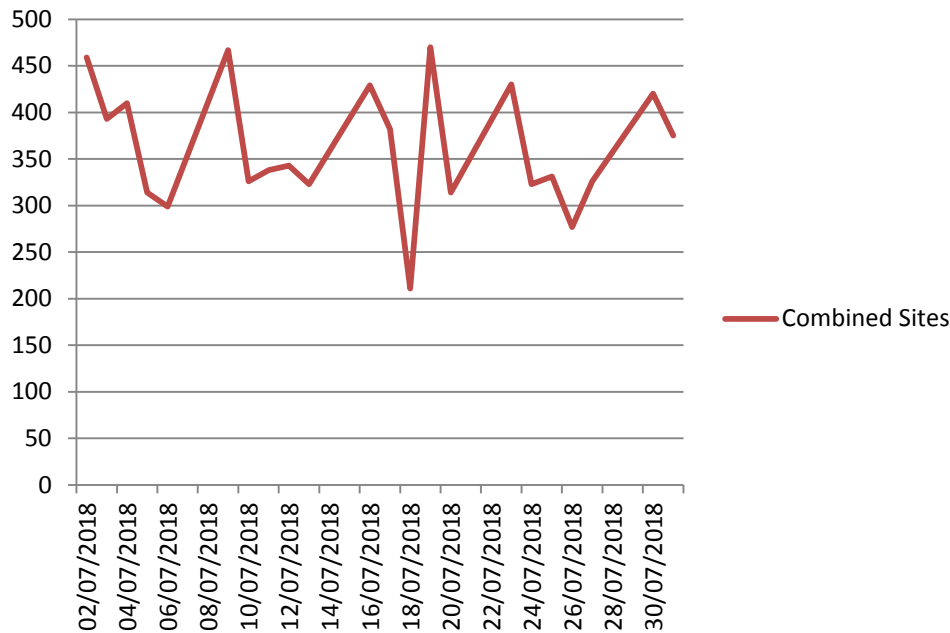
- Calls Handled across the month 2071 an increase of 116 calls compared to the previous month
- Busiest Day Monday 2nd July – 140 Calls Handled



	Total Calls
Calls Handled (JULY)	2071
Previous Month (JUNE)	1955

Demand – Combined APMS Practices

Combined Sites



Data Analysis for combined APMS Practices for July 2018

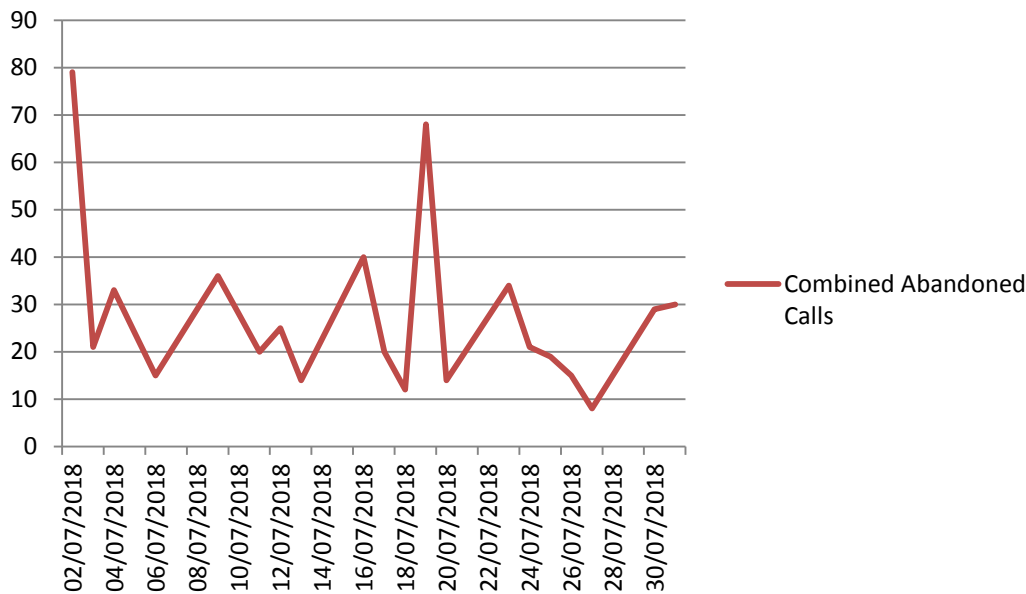
- Calls Handled 7960 calls across all three sites, an increase of 274, There was 22 working days in July
- Busiest Day Monday 2nd July – 459 Calls handled across all three sites combined



	Total Calls
Calls Handled (JULY)	7960
Previous Month (JUNE)	7686

Abandoned Calls Combined APMS Practices

Combined Abandoned Calls



Data Analysis for Abandoned Calls combined APMS Practices for July 2018

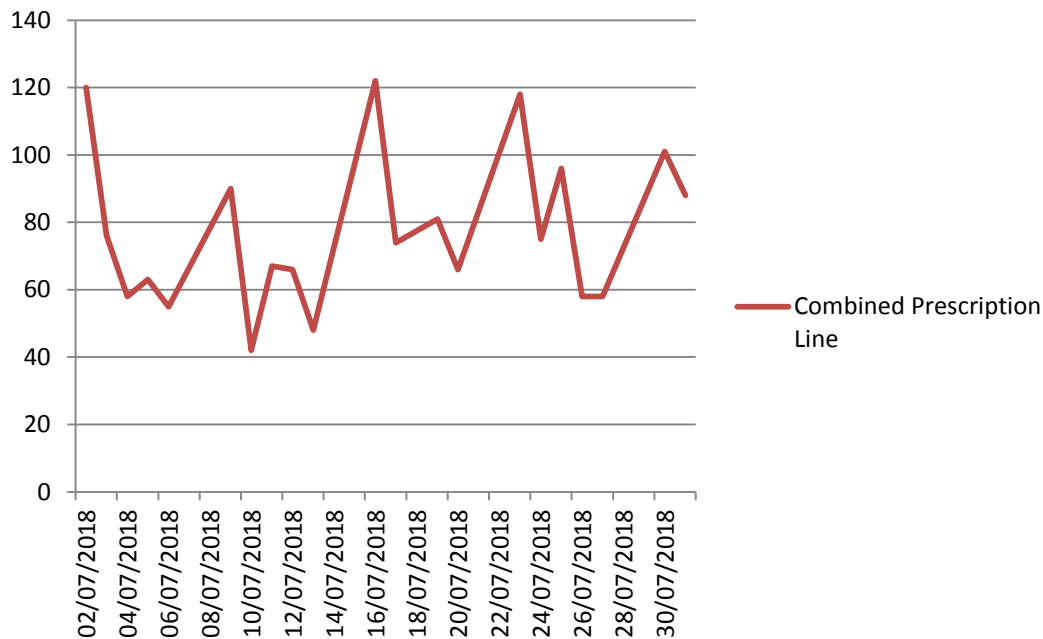
- Abandoned Calls 605 across all three sites – Equates to 7.6% of call volumes a decrease compared to June.



	Total Calls	Galleries	Barmston	Pennywell
Calls Abandoned (JULY)	605	296	196	113
Calls Abandoned (JUNE)	679	370	260	49

Demand – Prescription Lines Combined APMS Practices

Combined Prescription Line



Data Analysis for combined APMS Practices for July 2018

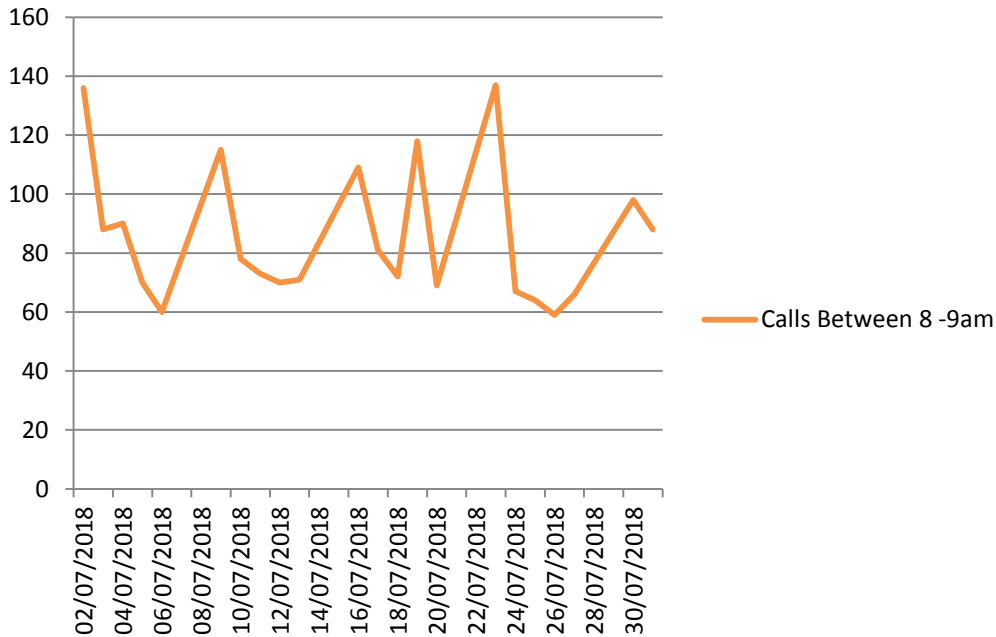
- Calls Handled 1622 calls across all three sites, an increase of 146 compared to the previous month.
- Busiest Day Monday 16th July – 122 calls handled across all three sites.
- RPOS Letters Received by Patients in June 2018, Closed 18th July for TITO



	Total Calls	Galleries	Barmston	Pennywell
Calls Handled (JULY)	1622	839	510	273
Previous Month (JUNE)	1476	747	499	230

Demand Between 8-9am Combined

Calls Between 8 -9am



Data Analysis for combined APMS Practices for July 2018 for calls received between 8-9am

- 1879 calls received in total equates to 24% of overall call volumes



	Total Calls	Galleries	Barmston	Pennywell
Calls Handled (JULY)	1879	790	609	480