

A method of recording GP appointment activity

- Most practices in Oxfordshire have Emis clinical systems
- Emis now has a Clinical Workload tool loaded so it is easy to collect booked appt numbers including F2F, Telephone and visits as long as practices separate out these slot types
- This could be used to get an overall figure of appts for practices, localities and Oxfordshire

- It would be possible to collect this data weekly from all practices or using sentinel practices in localities to give an idea of more current activity

Workflow Manager

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting General Practice Workload Tool Workflow Task

Find Slot Book Cancel Appt Patient Appointments Slot Properties Create Session Day View Week View AM Only PM Only Realoc. List Show Holidays Refresh Assign. List Location Filters Search Book Print Appts Config

SCR - 2 Test Requests - 426 Referrals - 10 (2) GP208 - 4 (4) Medicine Management - 110 (110) Registration - 299 Lab Reports - 153 (56) Tasks - 284 (30) Mail Inbox - 15 (13)

Active MOUSE, Mickey (Mr) Born 24-Mar-1962 (56y) Gender Male NHS No. 999 000 5249 Usual GP BRADBURY, Louise (Dr)

Appointments

Monday 10-Dec-2018

Session Holder Filters

CHAPMAN, D E (Dr)

Quick Pick...

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Addictions nurse

MIND worker

Midwife

Health visitor

CHAPMAN, D E (Dr)

Duty Dr Mon AM (08:30-12:35)

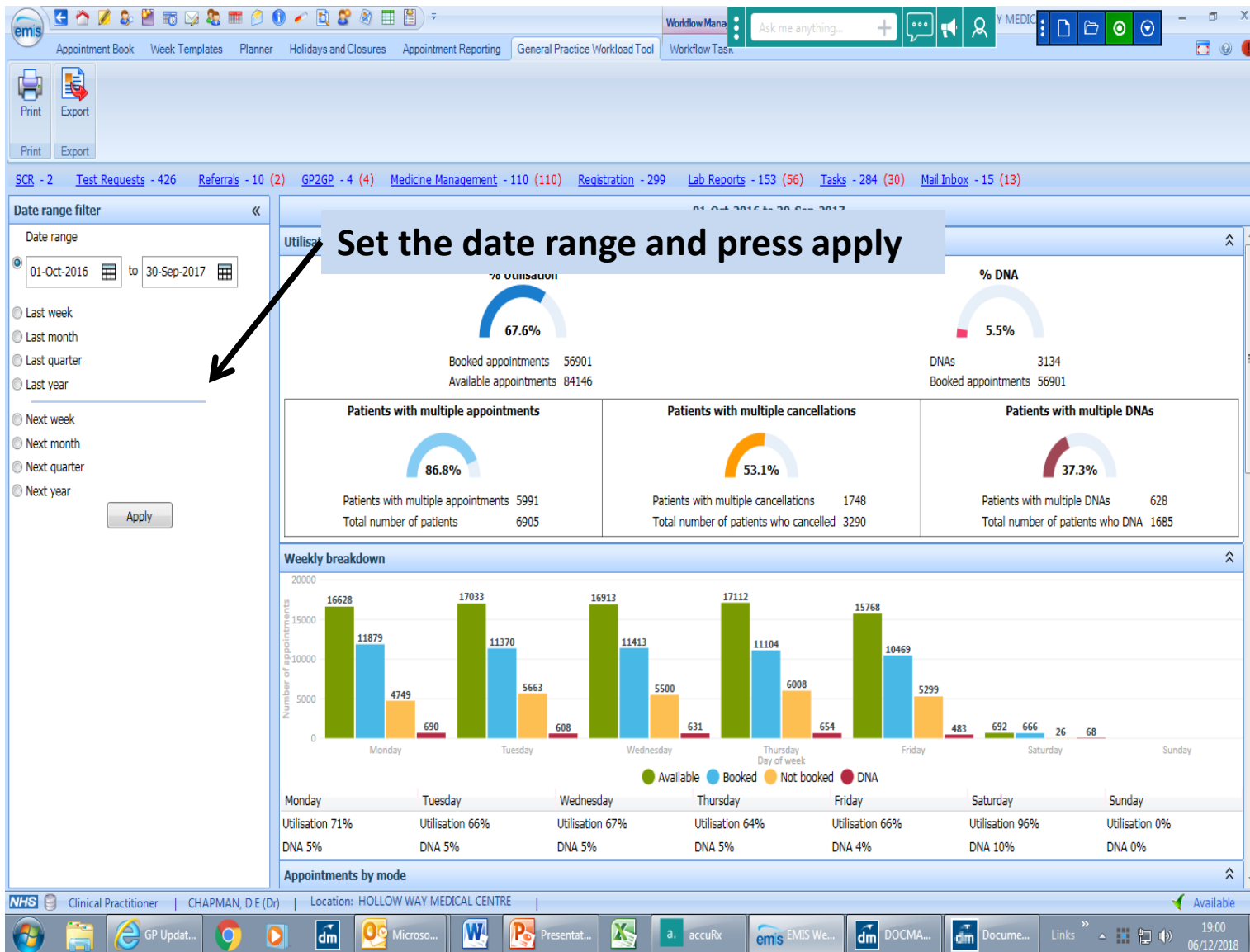
Time	Description / Patient Name	Reason
08:30	Duty Dr telephone	
08:35	Check OOH	
08:40	BLOCKED	
08:45	BLOCKED	
08:50	BLOCKED	
08:55	BLOCKED	
09:00	BLOCKED	
09:05	BLOCKED	
09:10	BLOCKED	
09:15	BLOCKED	
09:20	BLOCKED	
09:25	BLOCKED	
09:30	URGENT	
09:35	URGENT	
09:40	URGENT	
09:45	URGENT	
09:50	URGENT	
09:55	URGENT	
10:00	URGENT	
10:05	URGENT	
10:10	URGENT	
10:15	URGENT	
10:20	URGENT	

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE | Available

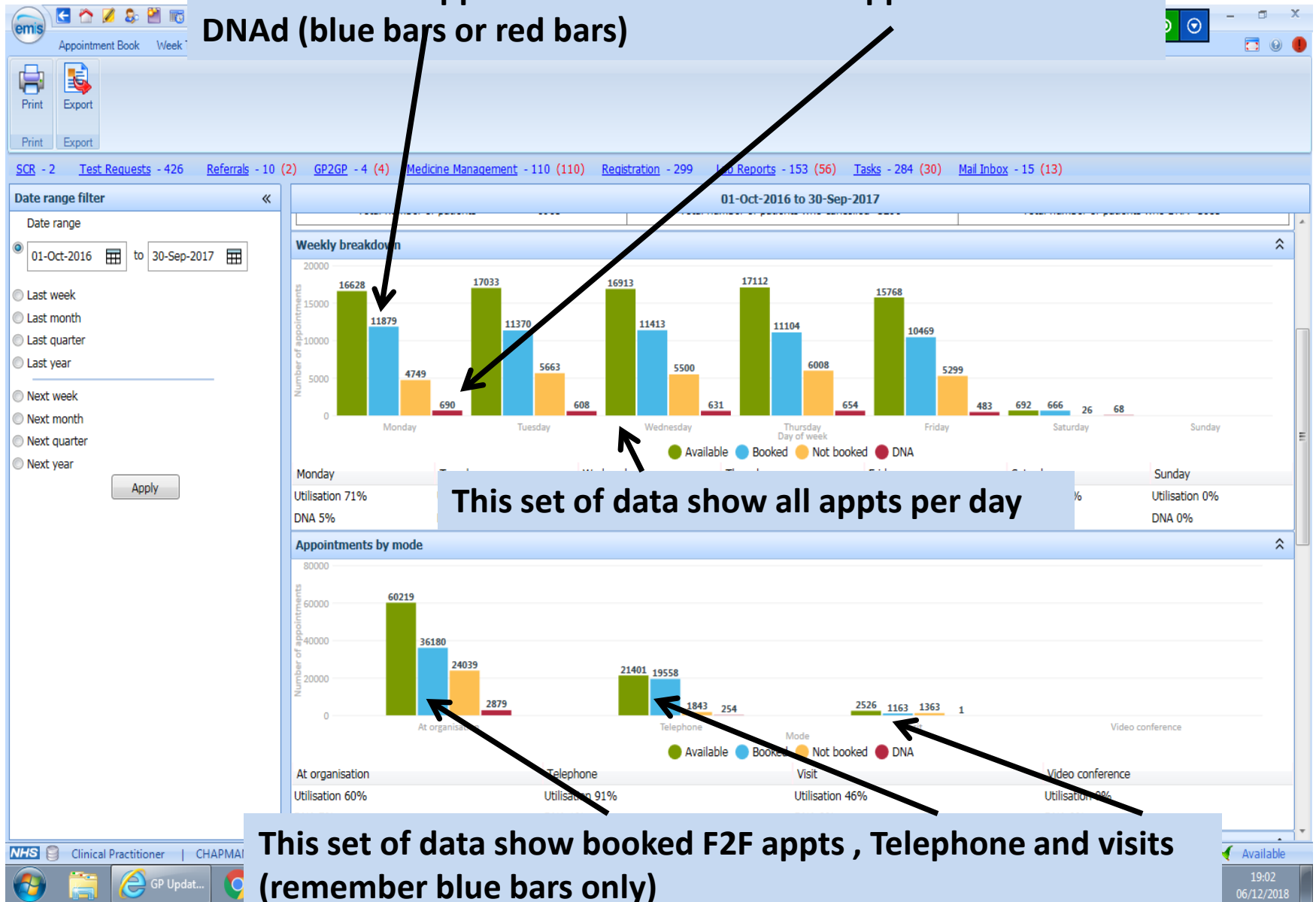
GP Updat... Micro... Presentat... accuRx EMIS We... DOCMA... Docume... Links 18:59 06/12/2018

Go to Appointment Book and select General Practice Workload Tool

This is the Workload tool



The important graph bars are coloured in blue as these are actual booked appts and the red which are appts booked and DNAd (blue bars or red bars)



Workflow Manager

Ask me anything...

Y MEDIC

Appointment Book

Week Templates

Planner

Holidays and Closures

Appointment Reporting

General Practice Workload Tool

Workflow Task

Print

Export

Print

Export

SCR - 2

Test Requests - 426

Referrals - 10 (2)

GP2GP - 4 (4)

Medicine Management - 110 (110)

Registration - 299

Lab Reports - 153 (56)

Tasks - 284 (30)

Mail Inbox - 15 (13)

Date range filter

Date range

01-Oct-2016 to 30-Sep-2017

Last week

Last month

Last quarter

Last year

Next week

Next month

Next quarter

Next year

Apply

01-Oct-2016 to 30-Sep-2017

Utilisation 60%

Utilisation 91%

Utilisation 46%

Utilisation 0%

DNA 7%

DNA 1%

DNA 0%

DNA 0%

Age/Gender utilisation summary

Less than 1 year	1.2%	Male	Booked DNA DNA Rate	683 26 3.8%	1.1%	Female	Booked DNA DNA Rate	643 25 3.9%	2.3%	Total	Booked DNA DNA Rate	1326 51 3.8%
1 - 5 year	2.8%	Male	Booked DNA DNA Rate	1569 75 4.8%	3.1%	Female	Booked DNA DNA Rate	1731 75 4.3%	5.8%	Total	Booked DNA DNA Rate	3300 150 4.5%
6 - 15 year	2.3%	Male	Booked DNA DNA Rate	1299 77 5.9%	2.6%	Female	Booked DNA DNA Rate	1483 79 5.3%	4.9%	Total	Booked DNA DNA Rate	2782 156 5.6%
16 - 45 year	13.4%	Male	Booked DNA DNA Rate	7617 676 8.9%	27%	Female	Booked DNA DNA Rate	15324 1098 7.2%	40.5%	Total	Booked DNA DNA Rate	22941 1774 7.7%
46 - 64 year	9.3%	Male	Booked DNA DNA Rate	5298 259 4.9%	11.5%	Female	Booked DNA DNA Rate	6519 310 4.8%	20.8%	Total	Booked DNA DNA Rate	11817 569 4.8%
65 - 80 year	8.3%	Male	Booked DNA DNA Rate	4714 116 2.5%	8.1%	Female	Booked DNA DNA Rate	4604 145 3.1%	16.4%	Total	Booked DNA DNA Rate	9318 261 2.8%
81+ year	3.3%	Male	Booked DNA DNA Rate	1885 48 2.5%	5.8%	Female	Booked DNA DNA Rate	3316 74 2.2%	9.2%	Total	Booked DNA DNA Rate	5201 122 2.3%

3rd, 4th and 5th available appointments

There is no data for the selected date range

Appointments by session holder

NHS

Clinical Practitioner

CHAPMAN, D E (Dr)

Location: HOLLOW WAY MEDICAL CENTRE

Available

GP Updat...

Microso...

Presentat...

accuRx

EMIS We...

DOCMA...

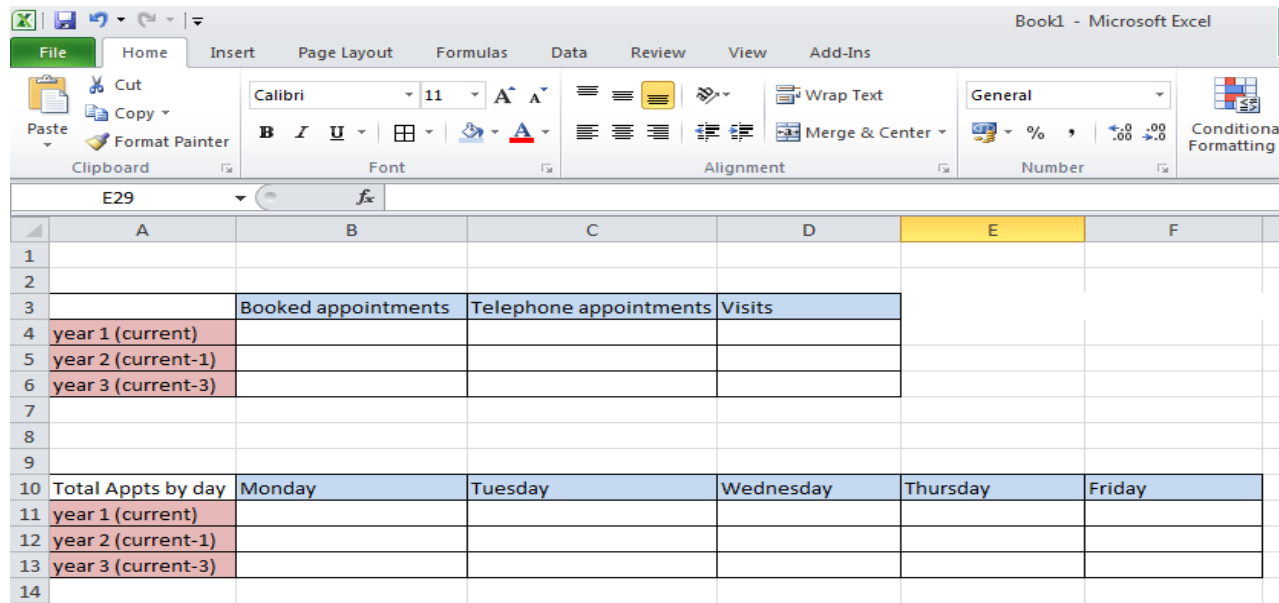
Docume...

Links

19:05

06/12/2018

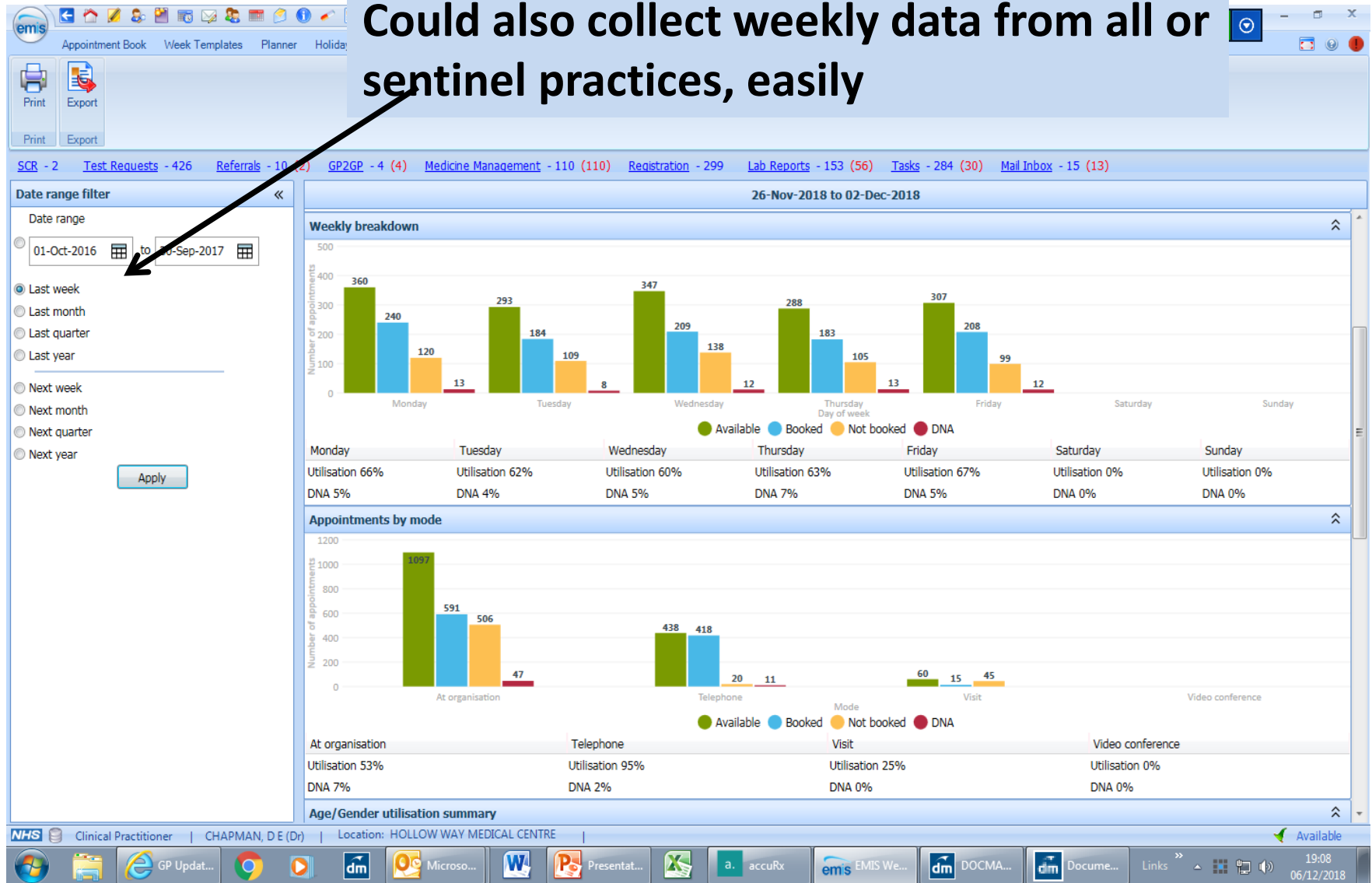
We could collect data across Oxfordshire and in localities easily for last 3 years and breakdown by days of week by collecting data from practices in following template



The screenshot shows a Microsoft Excel spreadsheet titled 'Book1 - Microsoft Excel'. The ribbon includes 'File', 'Home', 'Insert', 'Page Layout', 'Formulas', 'Data', 'Review', 'View', and 'Add-Ins'. The 'Home' tab is active, showing options for Clipboard, Font, Alignment, and Number. The spreadsheet has columns A through F and rows 1 through 14. The data is organized into two main sections: one for appointment types (rows 3-6) and one for days of the week (rows 10-13). The 'year 1 (current)', 'year 2 (current-1)', and 'year 3 (current-3)' labels are highlighted in red. The 'Total Appts by day' label is highlighted in blue.

	A	B	C	D	E	F
1						
2						
3		Booked appointments	Telephone appointments	Visits		
4	year 1 (current)					
5	year 2 (current-1)					
6	year 3 (current-3)					
7						
8						
9						
10	Total Appts by day	Monday	Tuesday	Wednesday	Thursday	Friday
11	year 1 (current)					
12	year 2 (current-1)					
13	year 3 (current-3)					
14						

Could also collect weekly data from all or sentinel practices, easily



EMIS Web Health

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting General Practice Workload Tool

Find Slot Book Cancel Appt Patient Appointments Create Session Day View Week View All day AM Only PM Only Privacy Realloc. List Show Holidays Refresh Assign. List Location Filters Search Book Print Appts Config

SCR - 2 Test Requests - 430 Referrals - 10 (2) GP2GP - 4 (4) Medicine Management - 68 (68) Registration - 299 Lab Reports - 14 (13) Tasks - 282 (30) Mail Inbox - 8 (6)

Appointments

Thursday 06-Dec-2018

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

Session Holder Filters

CHAPMAN, D E (Dr)

Quick Pick...

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Addictions nurse

MIND worker

Midwife

Health visitor

It is important that slots types are set up properly to capture this data fully - broadly speaking need Appointment (surgery F2F), Telephone and Visits

Press the Appt Config

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE

Available

20:23 06/12/2018

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting General Practice Workload Tool

Find Slot Book Cancel Appt Patient Appointments Create S

SCR - 2 Test Requests - 430 Referrals - 1

Appointments

Thursday 06-Dec-2018

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

Session Holder Filters

CHAPMAN, D E (Dr)

CHAPMAN, D E (Dr)

Quick Pick...

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Additions nurse

MIND worker

Midwife

Health visitor

Appointments Configuration

User Options

General

Your Session Holder Filters

Assignment Lists

Organisation Options

General

DNA Management

Reasons

Slot Types

Session Holder Filters

Embargo Types

Opening Times

Session Categories

LED Screens

Organisation Templates

Session Location Filters

Notification Reminders

Patient Schedules

Terminal Options

General

Your Initial Display Settings

Initial view when you enter Appointments ☒ Day ☐ Week

Initial filter selected when you enter Appointments **My Appointments**

Show Holidays ☐

Available Columns

Slot Notes
Booking Notes
Last Appointment
Date Of Birth

Included Columns

Status
Time
Description
Reason

Display EMIS number after patient name ☒

Show red alert for late patients ☒

When colouring slots **colour all but status and time**

Show waiting times for patients ☒

Show Patient Facing Services icon ☒

Show Calling Name ☒

Appointments Reasons

Reason must be entered when booking ☒

Reason must be entered when cancelling ☐

New Consultation

On a registered patient send in [Start new Consultation](#)

On a registered patient visited [Do Nothing](#)

OK Cancel

Select Organisation Options Slot Types

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE

Available

20:24 06/12/2018

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting General Practice Workload Tool

Find Slot Book Cancel Appt Patient Appointments Create S

SCR - 2 Test Requests - 430 Referrals - 1

Appointments

Thursday 06-Dec-2018

Mo Tu We Th Fr Sa Su
26 27 28 29 30 1 2
3 4 5 6 7 8 9
10 11 12 13 14 15 16
17 18 19 20 21 22 23
24 25 26 27 28 29 30
31 1 2 3 4 5 6

Today

Session Holder Filters

CHAPMAN, D E (Dr)

CHAPMAN, D E (Dr)

Quick Pick...

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Additions nurse

MIND worker

Midwife

Health visitor

Appointments Configuration

User Options

General

Your Session Holder Filters

Assignment Lists

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DNA Management

Reasons

Slot Types

Session Holder Filters

Embargo Types

Opening Times

Session Categories

LED Screens

Organisation Templates

Session Location Filters

Notification Reminders

Patient Schedules

Terminal Options

General

Slot Types

+ Add... Edit... Delete Archive Show archived

Slot Types	Archived
ABPM/Urine	No
ADMIN	No

Select a slot type and Edit

Bookable by Clinician	No
Bookable by Ella only	No
BOOKING APPOINTMENT	No
BREAK	No
BROOKFIELDS	No
Business meeting	No
call Brookfields at 12 - Danny	No
call Brookfields at 12 - Lida	No
CATCH UP	No
CATCH UP-GP USE ONLY	No
Check OOH	No
Chest/Asthma/COPD	No
CHILD FLU ONLY 2-3 YEAR OLDS	No
Child immis	No
Childrens flu	No
Coil fit	No
COIL FIT 12.00	No
Diabetic	No
DO NOT BOOK	No
DUTY DR	No
Duty Dr calls	No
DUTY DR OWN USE	No
Duty Dr telephone	No
F2f meds review	No
FLU	No
GP Admin	No

OK Cancel

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE | Available

20:25 06/12/2018

EMIS Web Health

Appointment Book Week Templates Planner Holidays and Closures Appointment Reporting General Practice Workload Tool

Find Slot Book Cancel Appt Patient Appointments Create S

SCR - 2 Test Requests - 430 Referrals - 1

Appointments

Thursday 06-Dec-2018

Mo	Tu	We	Th	Fr	Sa	Su
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Today

Session Holder Filters

CHAPMAN, D E (Dr)

CHAPMAN, D E (Dr)

Quick Pick...

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Additions nurse

MIND worker

Midwife

Health visitor

Appointments Configuration

User Options

General

Your Session Holder Filters

Assignment Lists

Organisation Options

General

DNA Management

Reasons

Slot Types

Session Holder Filters

Embargo Types

Opening Times

Session Categories

LED Screens

Organisation Templates

Session Location Filters

Notification Reminders

Patient Schedules

Terminal Options

General

Slot Type Details

Name: CATCH UP-GP USE ONLY

Bookable Slot: ☒

Status Type: Appointments

Embargo Type: Appointments

Foreground colour: [Color Picker]

Background colour: [Color Picker]

Slot Alert: [Text Box]

Allow auto DNA: ☐

Send Notification: ☐

Icon: none

OK Cancel

Make sure slot type set up correctly

ABPM/...	No
ADMIN	No
AM & JB lab results	No
AM lab results	No
BLOODS	No
book v	No
Bookable	No
BOOK	No
BREAK	No
BROOK	No
Busine	No
call Bro	No
call Bro	No
CATCH	No
CATCH	No
Check	No
Chest/	No
CHILD	No
Child in	No
Childre	No
Coil fit	No
COIL F	No
Diabet	No
DO NOT BOOK	No
DUTY DR	No
Duty Dr calls	No
DUTY DR OWN USE	No
Duty Dr telephone	No
F2f meds review	No
FLU	No
GP Admin	No

OK Cancel

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE | Available

20:26 06/12/2018

In my experience practices do not record visits well. A suggestion is to set a separate visits requests clinic each day with slot type Visit and enter all visits. It is probably good practice to record patients the practice have triaged for Practice visiting service (PVS) both to record visit numbers and enable clinicians to check visit data from the PVS.

The screenshot displays the EMIS Appointment Book interface. The top navigation bar includes 'Appointment Book', 'Week Templates', 'Planner', and 'Holidays and Closures'. The left sidebar shows 'Session Holder Filters' with a list of roles: CHAPMAN, D E (Dr), FLEMMING, M (Dr), GP, Practice Nurses, HCA, Phlebotomists, Pharmacist, Addictions nurse, and MIND worker. The main area is titled 'Appointments' and shows a calendar for Wednesday, 12-Dec-2018. A table titled 'Visit requests (13:10-13:30)' lists several entries with reasons like 'dec', 'mf', 'lb', 'Home visit', 'PVS (practice visiting service)', and 'PVS'. Below this, a section titled 'Wednesday PMN/S (15:00-19:00)' shows a session for 'Rosie' at 15:10. The bottom status bar indicates the user is 'CHAPMAN, D E (Dr)' at 'HOLLOW WAY MEDICAL CENTRE'.

Appointment Book Week Templates Planner Holidays and Closures

Find Slot Book Cancel Appt Patient Appointments Create Session Session Properties Slot Properties Day View Week View

Book Appointment Actions

SCR - 2 Test Requests - 430 Referrals - 10 (2) GP2GP - 5 (5) M

Appointments

Wednesday 12-Dec-2018

December 2018

Mo Tu We Th Fr Sa Su

26 27 28 29 30 1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

31 1 2 3 4 5 6

Today

Session Holder Filters

CHAPMAN, D E (Dr)

Quick Pick...

☒ FLEMMING, M (Dr)

GP

Practice Nurses

HCA

Phlebotomists

Pharmacist

Addictions nurse

MIND worker

FLEMMING, M (Dr)

Visit requests (13:10-13:30)

Description / Patient Name	Reason
XXXXXXXXXX	dec
XXXXXXXXXX	mf
XXXXXXXXXX	lb
Home visit	
Home visit	
XXXXXXXXXX	PVS (practice visiting service)
XXXXXXXXXX	PVS
XXXXXXXXXX	PVS
Home visit	
Home visit	

Wednesday PMN/S (15:00-19:00)

Time	Description / Patient Name	Reason
15:00	TUTORIAL	
	Rosie	
15:10	TUTORIAL	
15:20	TUTORIAL	

NHS Clinical Practitioner | CHAPMAN, D E (Dr) | Location: HOLLOW WAY MEDICAL CENTRE | Available

07:04 07/12/2018

m