

Demand and Activity Update

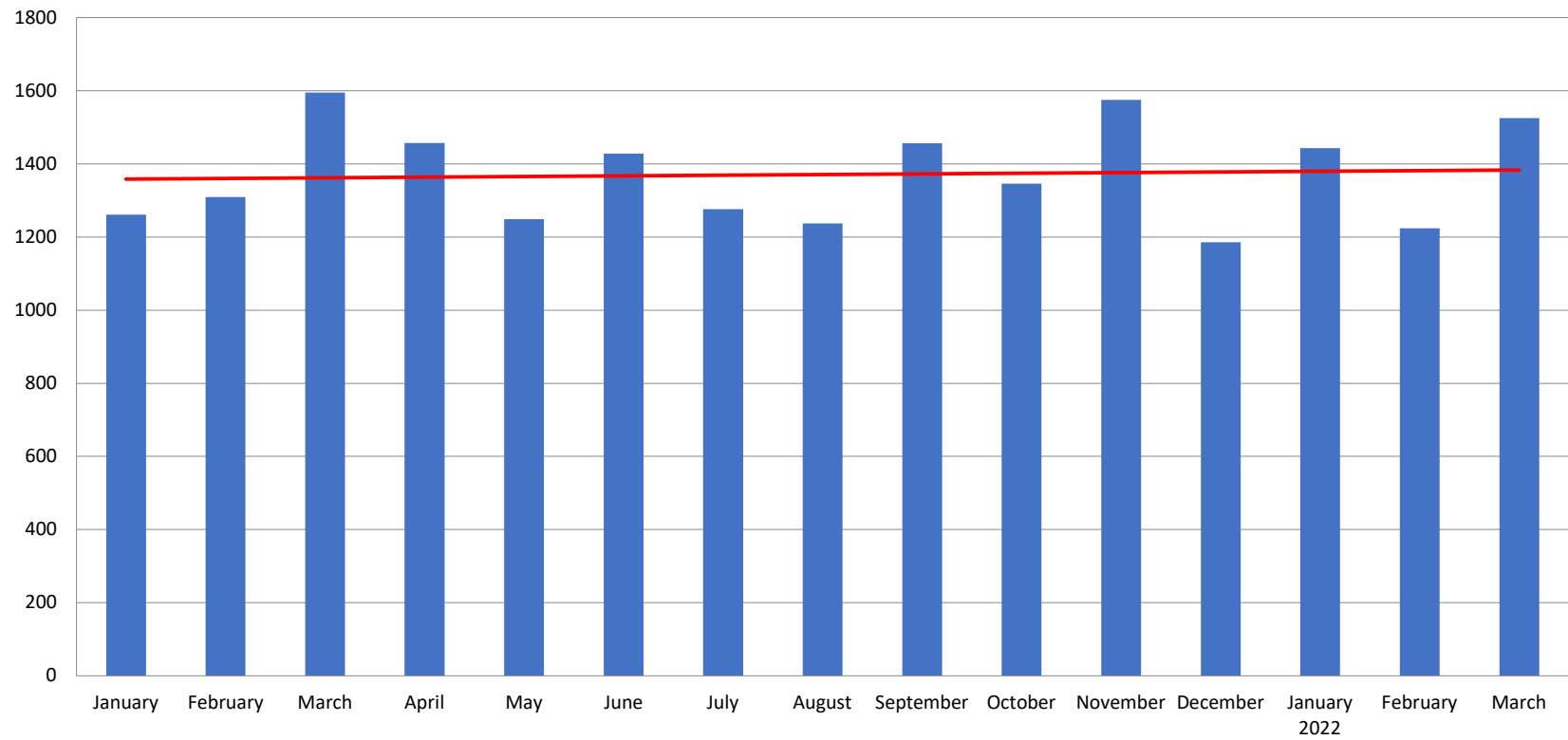
Bruton Surgery

22 April 2022

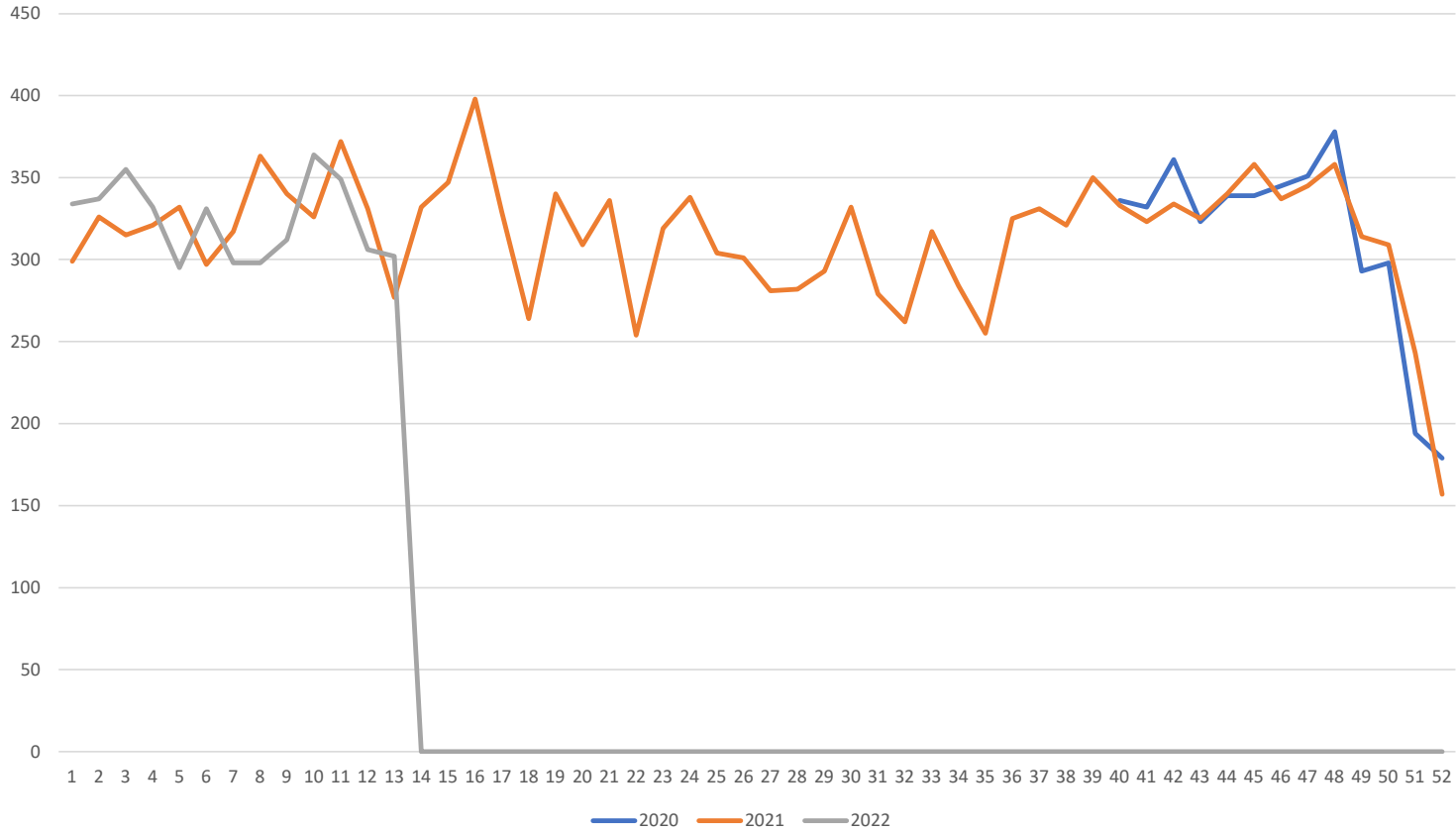
Activity

	Jan – Mar	Apr- June	July- Sept	Oct- Dec	Jan	Feb	Mar	Q1 2022
Phone calls in	10,395	9787	10548	11278	2928	2826	3486	9,240
Phone calls out	11,892	10951	10329	10203	3193	3287	4179	10,659
AMGP	5,916	4180	3913	4076	1443	1224	1525	4,192
Medications issued	22,937	23825	21331	23642	6868	5940	7033	19,841
Referrals made	573	703	608	549	141	238	235	614
Test Results	14,911	15794	12887	14435	5915	4589	5916	16,420
Documents coded	1,422	1593	1612	1133	408	365	428	1,201
FFT Good/Very Good	88%	70%	79%	96%	82%	94%	82%	86%

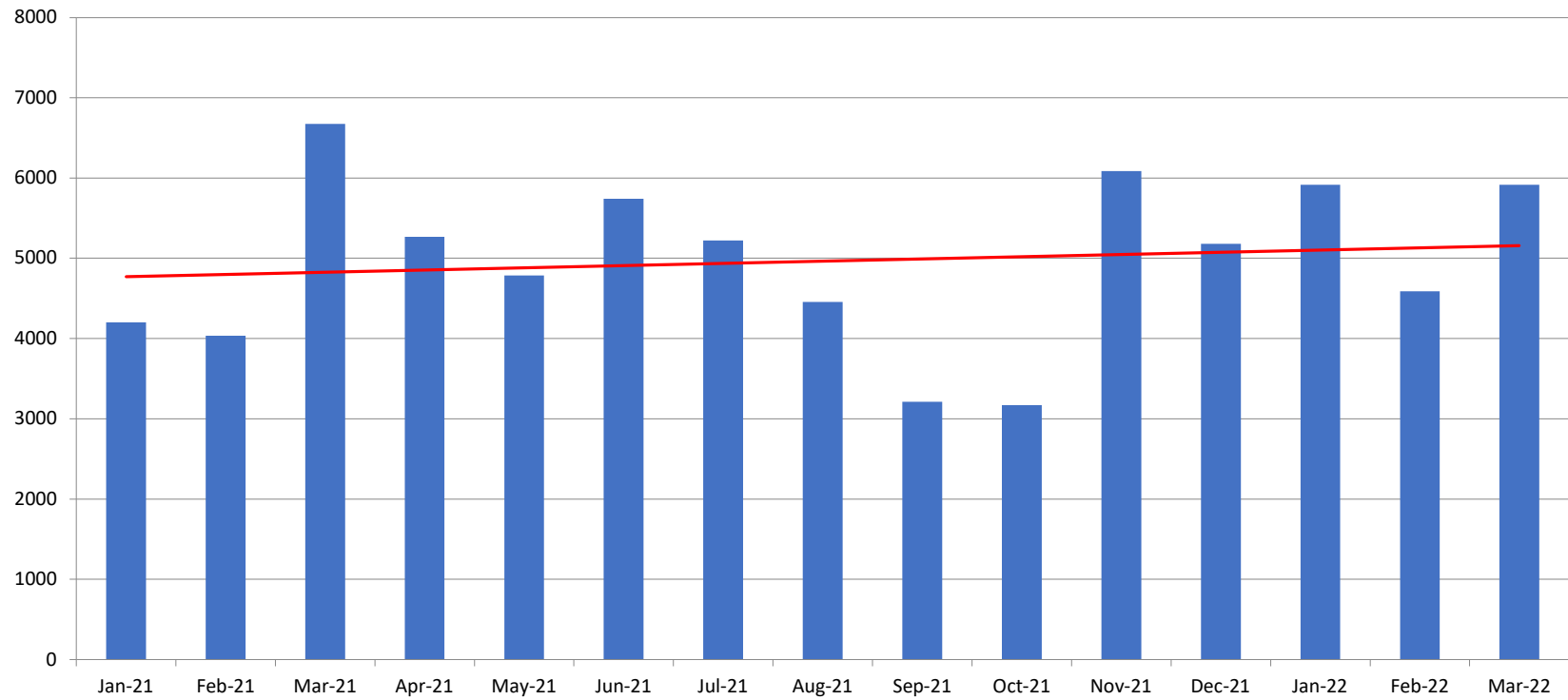
AMGP Demand



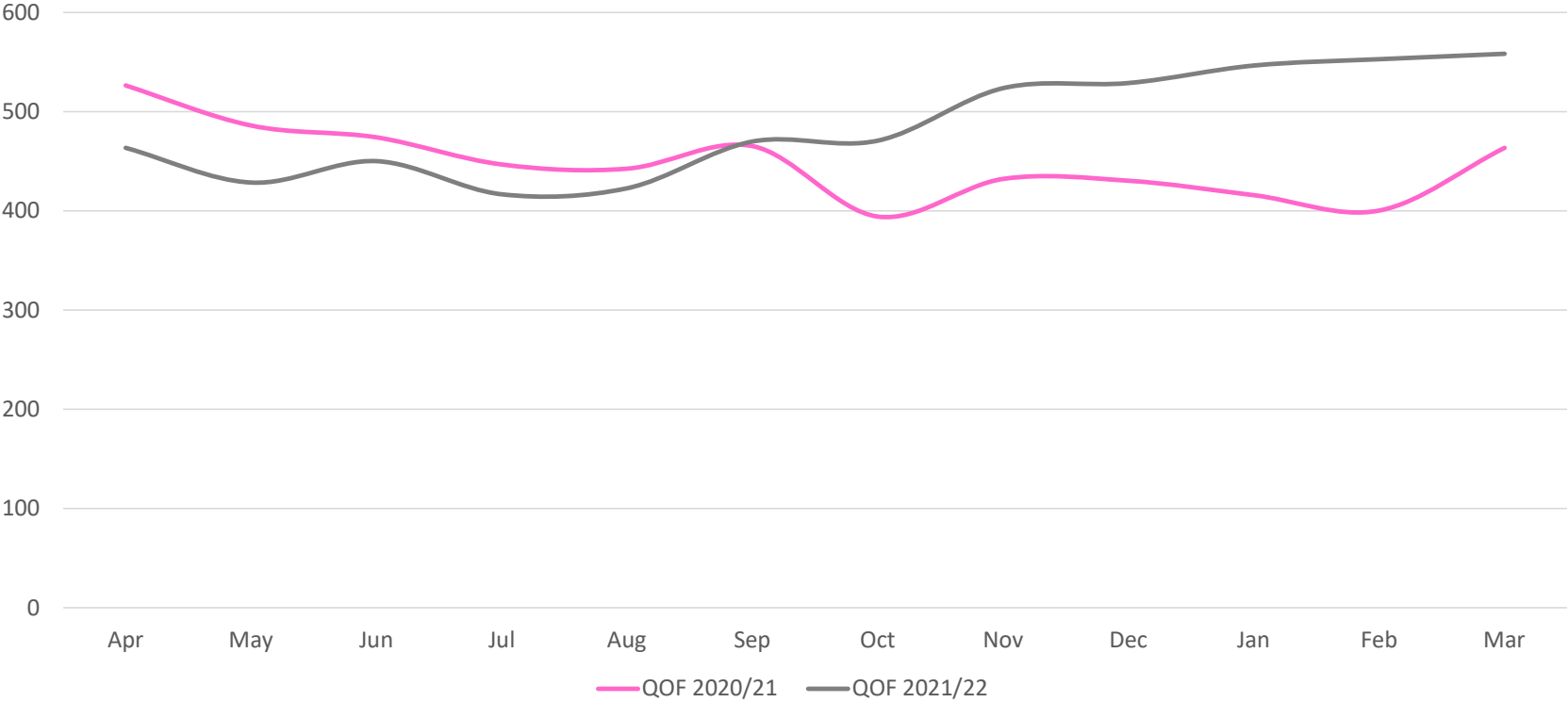
Yearly Comparison



Tests ordered



QOF Performance



Other work

- **Appointments:** Nurse, HCA, Healthcoach, MSK, womens health, pharmacist
- **COVID:** Vaccination clinics including booking & staffing, guidance and information – **now including spring boosters**
- **Practice administration:** registrations/deductions, prescriptions, private fee work eg HGV medicals
- **Service development:** Contracts, Green Impact, Early Cancer Diagnosis, etc. Birthday month recalls for QOF
- **Meetings:** GSF, safeguarding, staff, clinical, GET, PCN, PPG, huddles
- **Information:** emails, bulletins, webinars, website, Facebook, etc
- **Practice maintenance:** staff & HR, finance, premises, safety alerts, prescribing updates, websites, newsletters, complaints