

Demand and Activity Update

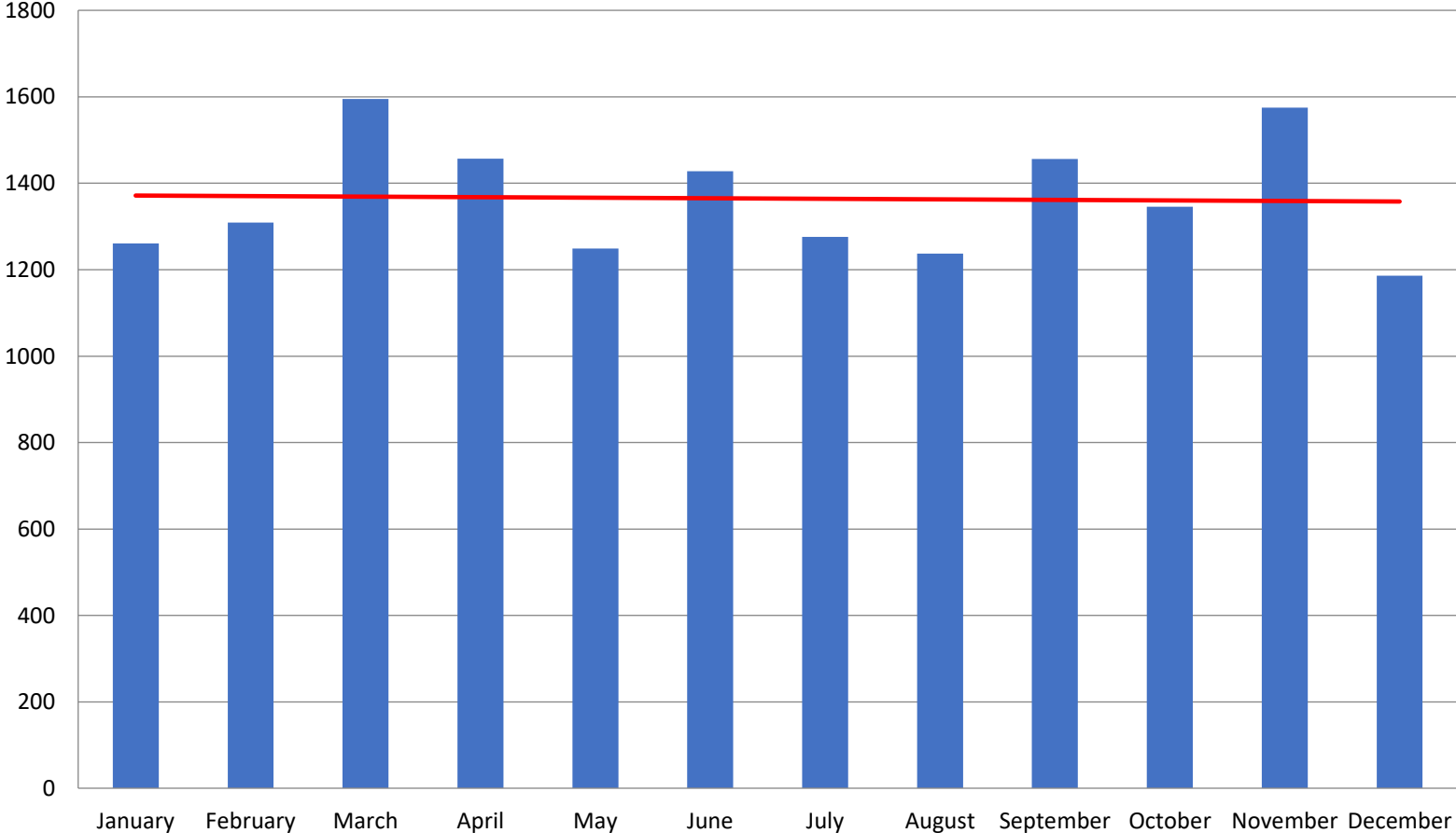
Bruton Surgery

21 January 2022

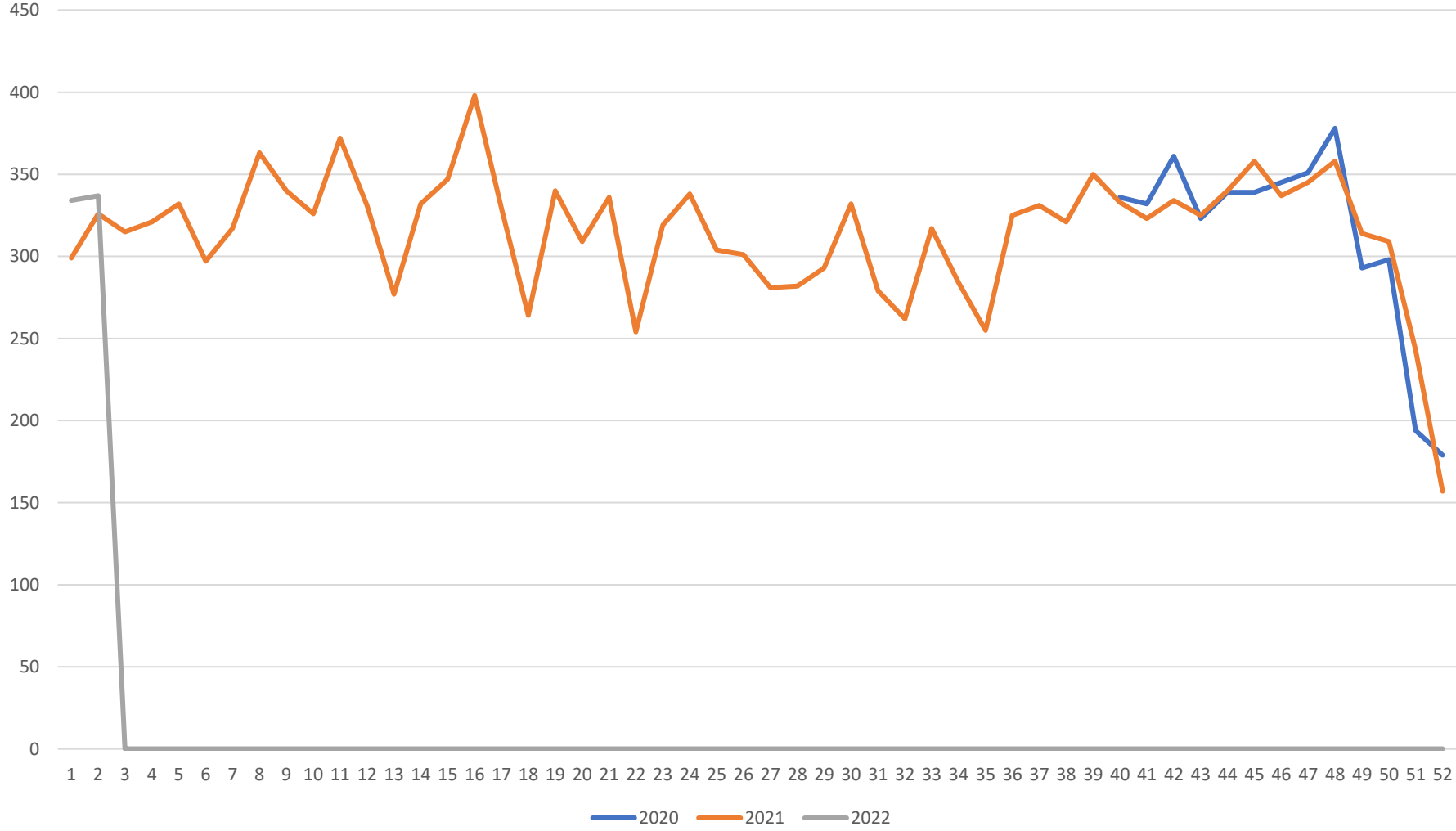
Activity

	Jan – Mar	Apr-June	July-Sept	Oct-Dec	Oct 21	Nov 21	Dec 21	Total 21
Phone calls in	10395	9787	10548	11278	4183	4234	2870	42,017
Phone calls out	11892	10951	10329	10203	3491	3322	3390	43,375
AMGP requests	4165	4134	3969	4107	1346	1575	1186	16,375
Medications issued	22668	23518	19326	19500	Est 6500	Est 6500	Est 6500	85,012
Referrals made	481	601	539	511	173	178	160	2,132
Test Results	5172	6973	5431	6000	Est 2000	Est 2000	Est 2000	23,576
Documents coded	2439	2783	2692	3441	997	1455	989	7,914
FFT Good/Very Good	88%	70%	79%	96%	100%	93%	94%	83%

AMGP Demand



Yearly Comparison



Other work

- **Appointments:** Nurse, HCA, Healthcoach, MSK, womens health, pharmacist
- **COVID:** Vaccination clinics including booking & staffing, guidance and information – **now including 3rd doses / boosters and flu clinics**
- **Practice administration:** registrations/deductions, prescriptions, private fee work eg HGV medicals
- **Service development:** Contracts, Green Impact, Early Cancer Diagnosis, etc. Birthday month recalls
- **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