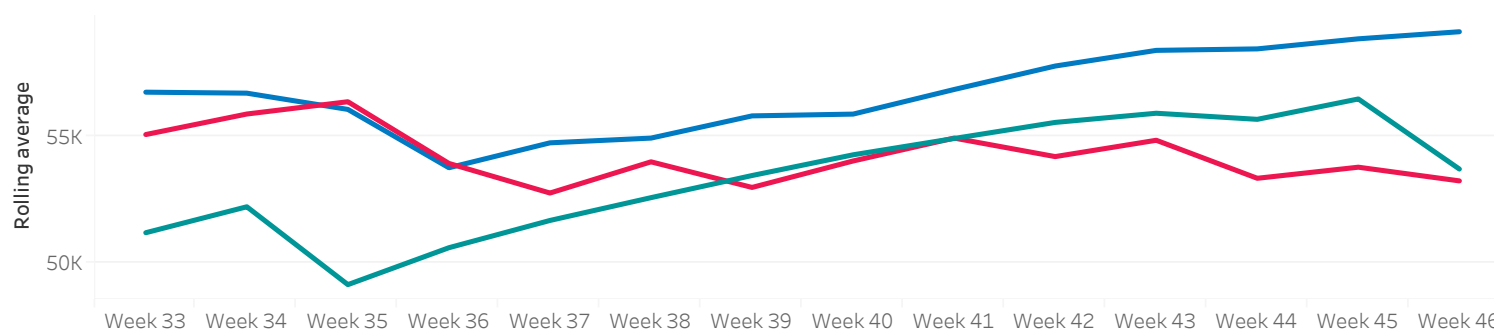


General Practice Activity Report

contacts for the rolling quarter ending 12/11/2021



The rolling quarter average of GP patients contacts across BNSSG* 2018/2019 | 2020 | 2021



Total GP contacts on 12/11/2021

11,345 -0.40%

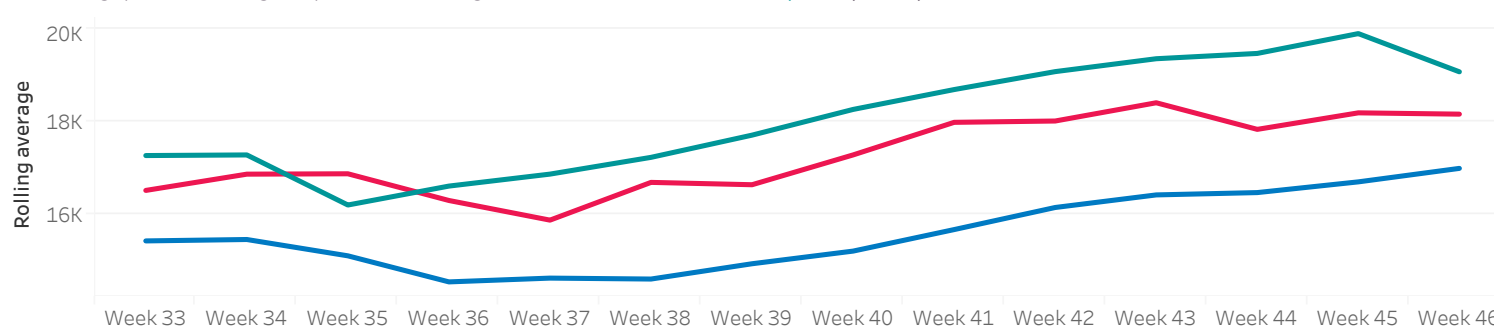
Total GP contacts last week

60,237 -2.47%

Total GP contacts last month

271,194 5.79%

The rolling quarter average of patients nursing contacts across BNSSG* 2018/2019 | 2020 | 2021



Total nursing contacts on 12/11/2021

2,923 -42.50%

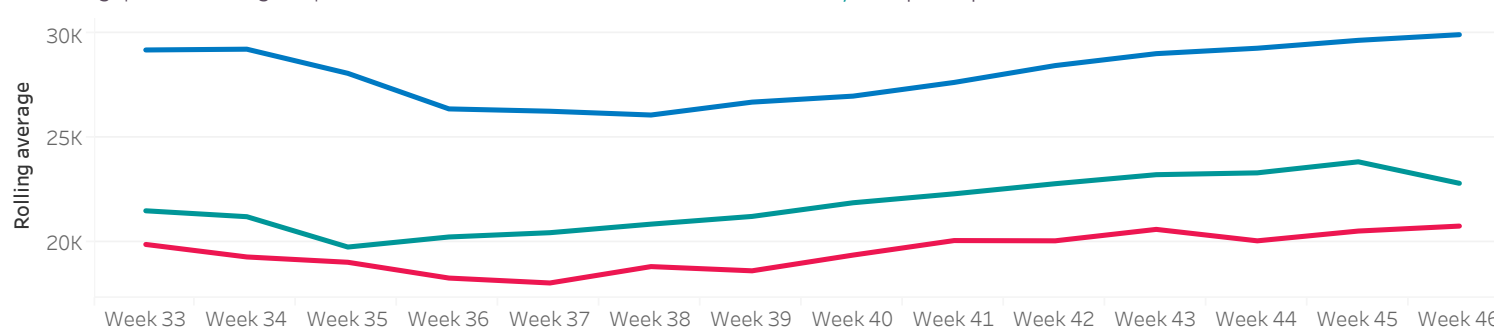
Total nursing contacts last week

19,074 4.10%

Total nursing contacts last month

81,820 11.99%

The rolling quarter average of patients other clinical contacts across BNSSG* 2018/2019 | 2020 | 2021



Total other clinical contacts on 12/11/2021

5,652 -11.92%

Total other clinical contacts last week

32,720 -3.71%

Total other clinical contacts last month

147,378 15.24%

*Data has been extrapolated based on population size. A "contact" is a clinician interaction with the patient record. The percentage change indicator shows the change in volume compared to the previous respective period, e.g. the day indicator gives % change on the previous day.

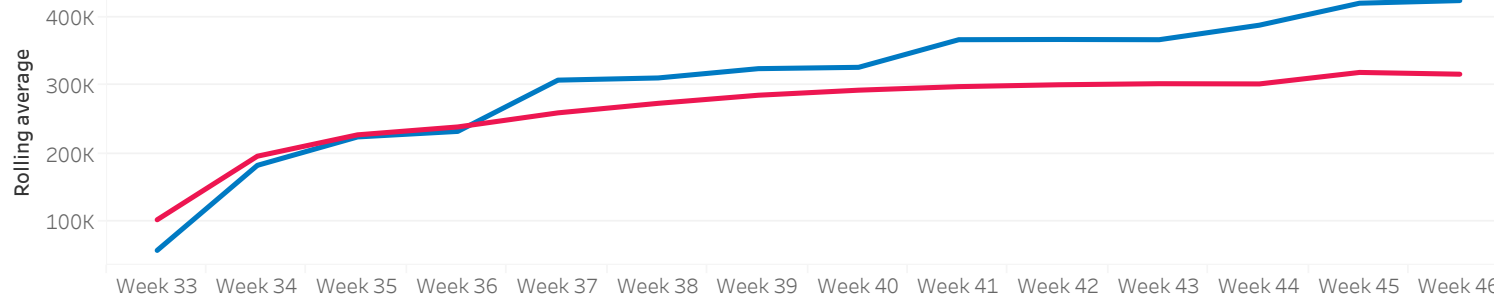
For data from your practice/PCN access your One Care General Practice Intelligence Dashboard or get in touch with the analytics team at onecare.analytics@onecare.org.uk

General Practice Activity Report

telephony for the rolling quarter ending 12/11/2021



The rolling quarter average of telephony across BNSSG* 2020 | 2021



Total calls on 12/11/2021

55,631 -3.60%

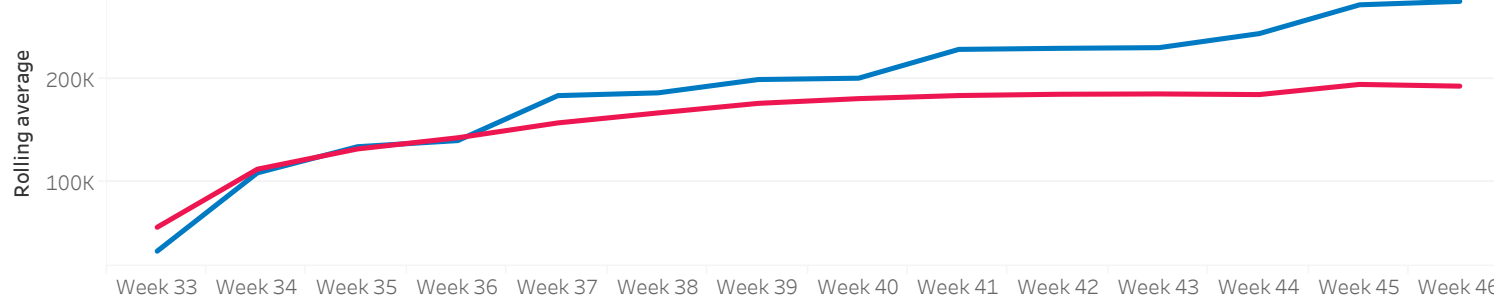
Total calls last week

328,472 -25.93%

Total calls last month

1,838,856 3.41%

The rolling quarter average of inbound telephony across BNSSG* 2020 | 2021



Total inbound calls on 12/11/2021

33,192 -6.17%

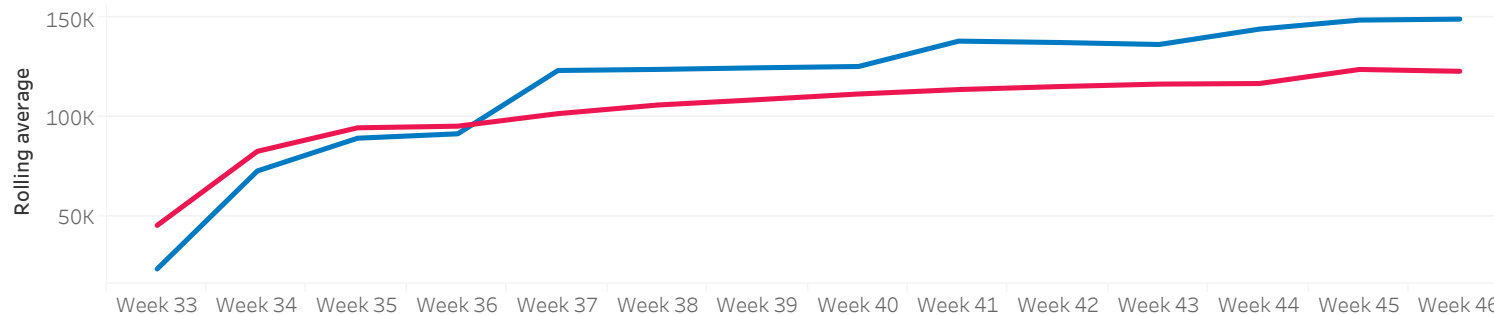
Total inbound calls last week

210,402 -61.60%

Total inbound calls last month

1,248,283 8.00%

The rolling quarter average of outbound telephony across BNSSG* 2020 | 2021



Total outbound calls on 12/11/2021

22,439 0.19%

Total outbound calls last week

118,070 37.63%

Total outbound calls last month

590,573 -6.29%

*Data has been extrapolated based on population size. The percentage change indicator shows the change in volume compared to the previous respective period, e.g. the day indicator gives % change on the previous day.

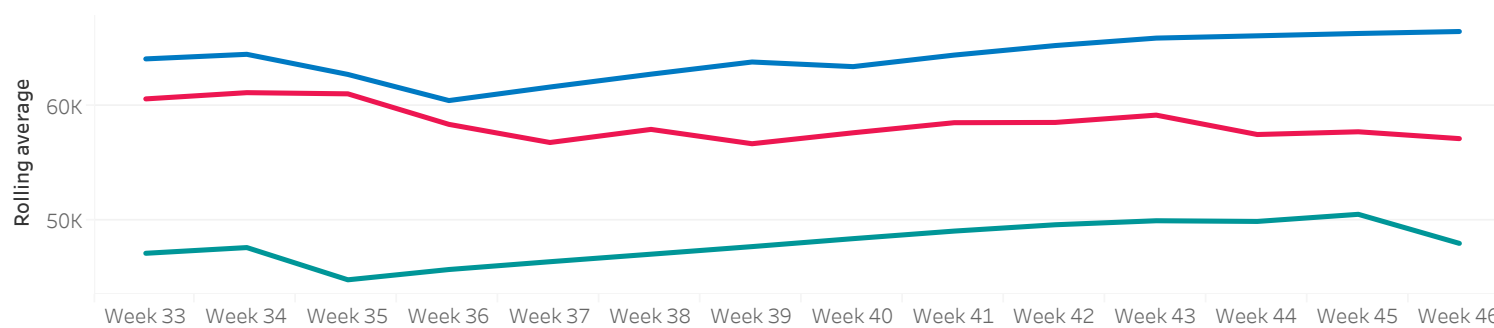
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General Practice Activity Report

lead time trends for the rolling quarter ending 12/11/2021



The rolling quarter lead time trend for urgent contacts - same day and next day 2021 | 2020 | 2018/2019



Total urgent appointments on 12/11/2021

12,467 -6.45%

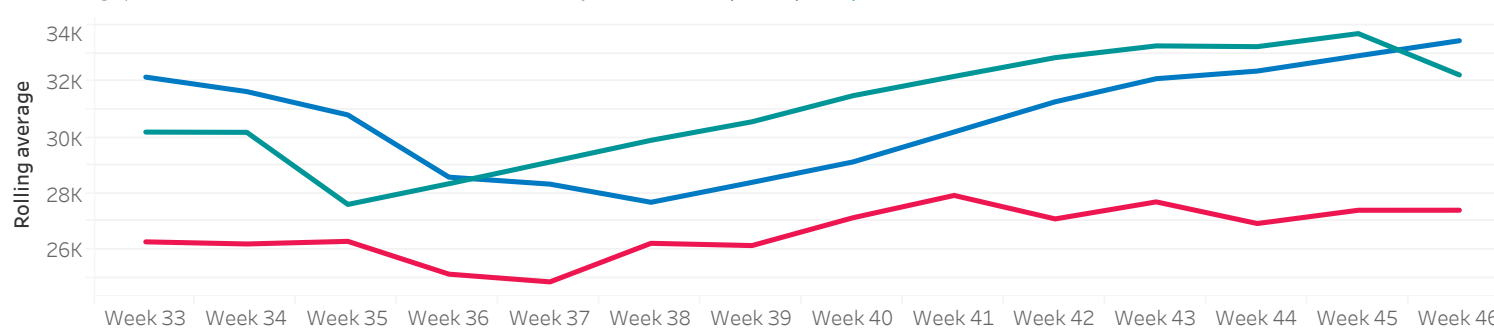
Total urgent appointments last week

67,346 0.61%

Total urgent appointments last month

304,169 4.77%

The rolling quarter lead time trend for contacts - 2-14 days ahead 2021 | 2020 | 2018/2019



Total appointments booked 2-14 days ahead on 12/11/2021

6,472 -15.64%

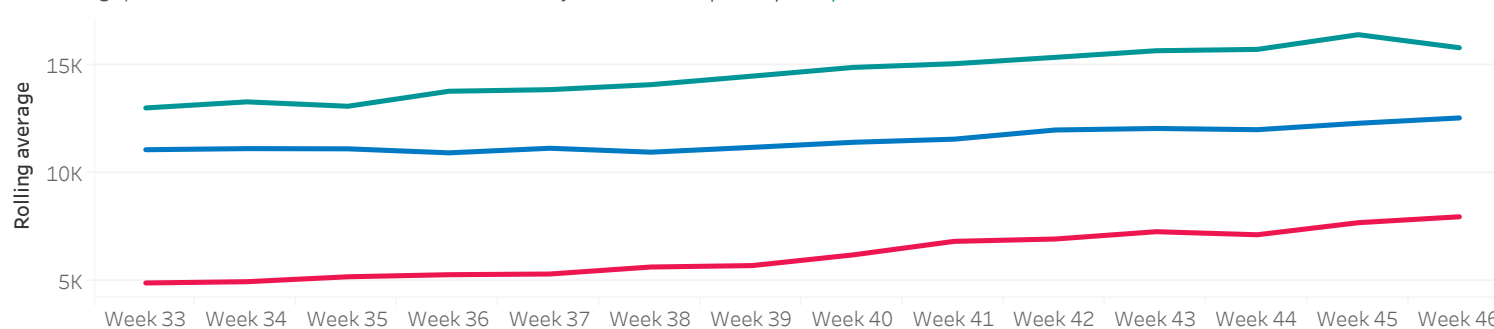
Total appointments booked 2-14 days ahead last week

37,732 -3.05%

Total appointments booked 2-14 days ahead last month

167,554 15.65%

The rolling quarter lead time trend for contacts - 15 days ahead 2021 | 2020 | 2018/2019



Total appointments booked 15+ days ahead on 12/11/2021

2,079 -43.66%

Total appointments booked 15+ days ahead last week

14,185 -3.65%

Total appointments booked 15+ days ahead last month

59,224 15.31%

*Data has been extrapolated based on population size. A "contact" is a clinician interaction with the patient record. The percentage change indicator shows the change in volume compared to the previous respective period, e.g. the day indicator gives % change on the previous day.

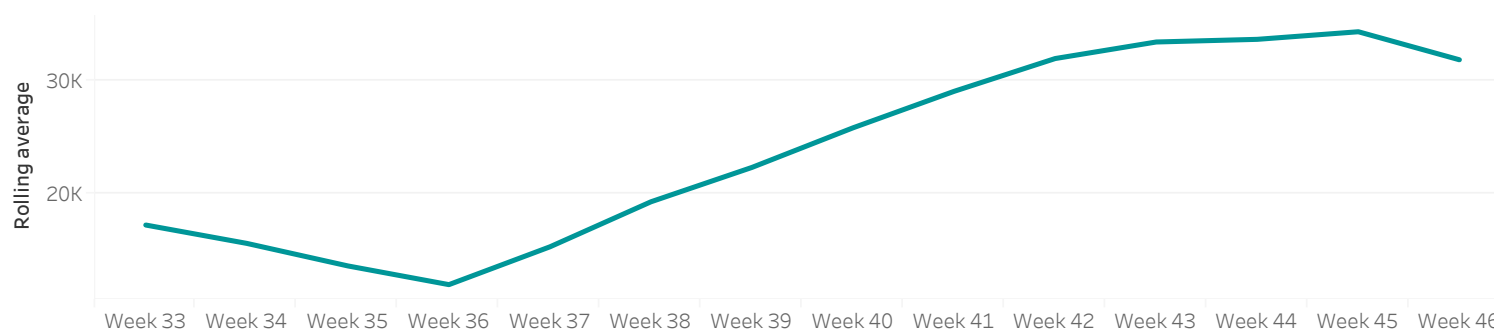
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General Practice Activity Report

vaccinations for the rolling quarter ending 12/11/2021



The rolling quarter average of flu and mass vaccination programmes



Total vaccinations on 12/11/2021

4,835

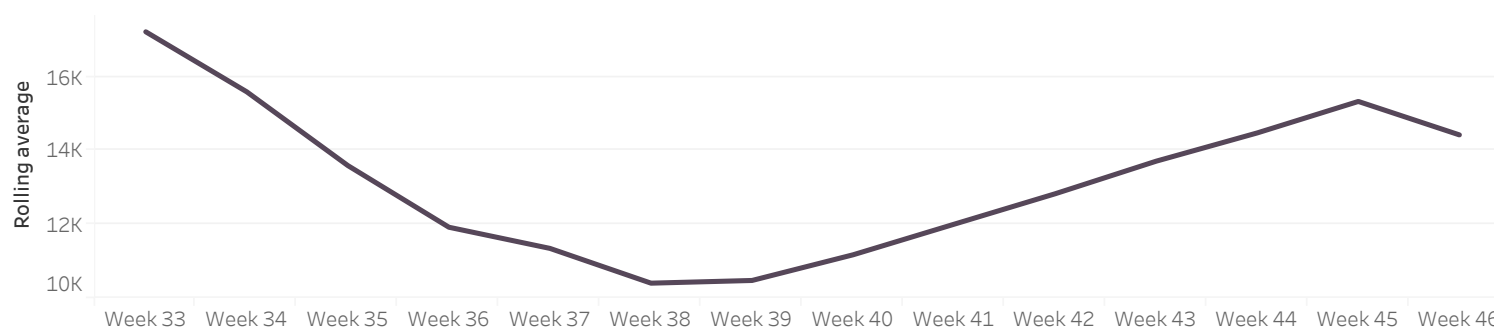
Total vaccinations last week

44,039

Total vaccinations last month

191,199

The rolling quarter average of the mass vaccination programme



Total doses on 12/11/2021

3,229 -25.02%

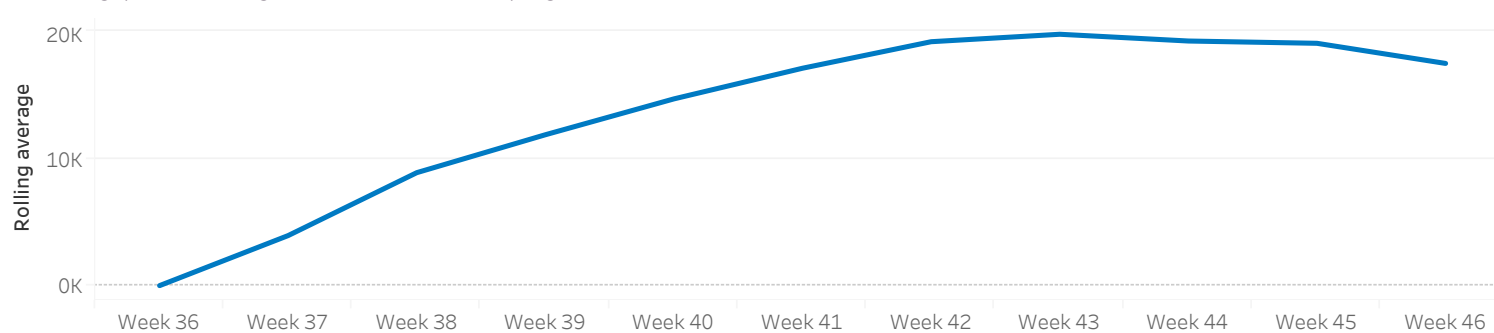
Total doses last week

28,129 11.73%

Total doses last month

104,549 48.37%

The rolling quarter average of the flu vaccination programme



Total flu doses on 12/11/2021

1,606 -67.56%

Total flu doses last week

15,910 1.01%

Total flu doses last month

86,650 -11.38%

*Data has been extrapolated based on population size. The percentage change indicator shows the change in volume compared to the previous respective period, e.g. the day indicator gives % change on the previous day.

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