Capacity & Demand dashboard — Patient and Care Optimiser

Practice To View: Brownlow Health @ Kensi.. | 02/05/2020 - 19/05/2020

CLINICIAN CAPACITY
6,768 Booked Appts. of 7,000 Available Appts.
232 Unused Appts.
Deselect All · GP · ANP · Practice Nurse · ANP · Dietitian · Psychologist · Phy

CONSULTATION RECORDINGS
Mental Health
1,830 / 6,021 obs : 30.4%

Depression	1,343 / 6,021 obs	22.3%
Hypertension	1,156 / 6,021 obs	19.2%
Diabetes	1,120 / 6,021 obs	18.6%
Other	572 / 6,021 obs	9.5%

APPT. DURATION: PLANNED VS ACTUAL
52,000 Hrs Planned v 50,000 Hrs Actual
2,000 hrs variance
Actual Time · Planned Time

AVG. APPT. TIME BY SESSION
Admin Team Follow Up List Am
120 Pts in 200 mins

Admin Team follow up list pm	80 Pts / 120 mins
Homeless unplanned letter	180 Pts / 200 mins
Unplanned Admissions	90 Pts / 180 mins
GP Visit List	120 Pts / 300 mins

APPT. SEEN V DNA
21 Hours Lost
84 DNA's from 1,692 Appts in Date Range (5% Loss)
A cancellation is an appointment cancelled within 4 hours of the Appointment time
Seen · DNA

DNA BY CLINICIAN
Chris Nixon
20 DNA / 250 Appointments (8.0%)

Timothy Hanley & Josh Livesey	17 DNA / 212 Appts.
Ben Hoyles	14 DNA / 321 Appts.
Mark Wilson & Carl Turner	11 DNA / 122 Appts.
Fatima Davidson	5 DNA / 130 Appts.

PACO

OVERVIEW

The Patient and Care Optimiser is a technology solution built *by* general practice *for* general practice. Our one stop shop solution enables your practice to indetify with our analytics engine, engage with our comms hub, schedule using the patient facing scheduler and care for your patients virtually with our virtual consults module. All of this is constantly fed back into the clinical system meaning no manual effort is needed on the clinicians behalf to update any patient record.

Analytics

Actionable insights
Enabling data driven decision making to ensure efficiency

Understand
Sign posts to key bottlenecks and issues

Assurance
Ability to monitor and ensure improvement targets are met

Comms Hub

Tailored Communications
Increase engagement with patients due to personalised messaging and branding

Efficiency
Reduced time to identify and communicate with patients

Automation
Integration to clinical systems to capture communications in SNOMED coding standards resources

Scheduler

Improved Patient experience
Increase options when booking appointments

Efficiency
Reduced phone calls to the practice increasing admin staff

Easy Configuration
Healthcare practices configure the appointment slot options for patient booking, ensuring control of the appointment book and who the patient sees.

Virtual Consult

Engagement
Increase engagement with patients

Efficiency
Increase capacity in the Healthcare practice

Automation
No duplication of effort for clinical coding into clinical system

✓ **Improved Outcome for Patients**

Analytics

DESCRIPTION

Analytics is a powerful user-friendly summary of Practice performance, used to view different drivers to practice efficiency it shows on one screen 6 Key metrics that can be used to assess the efficiency of the practice, giving insights into Practice bottlenecks and opportunities to address them.

Detailed analysis views enable users to dive deep into the data and understand Patient cohorts and needs to help improve their patient care options to their patients and drive a greater patient experience.

Users have the capability to set up and save custom report templates that can be shared with fellow practice staff to track performance and drive improvements and standardisation.

The analytics platform can also support broader analytic use cases across the PCN, places and ICB's across the NHS as it consolidates information across all practices that have a sharing agreement in place.
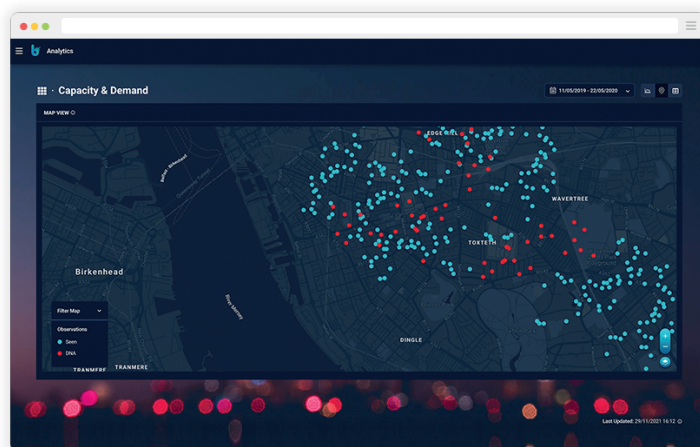
WHY IS IT IMPORTANT?

- Capacity is stretched across GP Practices with a forecasted reduction in GP numbers in the coming years it is more important to ensure efficiency
- Did Not Attends (DNA) is a key time wasted for GP Practices with 1,000's of hours lost in appointment times annually at each practice
- Ensuring the right appointment times are available for patients are particular times is key

WHAT IT DOES

With daily extracts from clinical systems and using industry standard coding and data structures it allows quick, user friendly analysis of key information about the GP Practice and Patient which can be searched and filtered to provide data driven insights.

BENEFITS

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