

St Mary's Island Group Practices



In March 2021:

- Practice appointments have increased by **18%** compared to March 2020 and **11%** compared to March 2019
- Appointments with a GP are up **15%** on March 2020 and **8%** on March 2019
- Same or next day appointments are up **21%** on March 2020 and **25%** on March 2019.
- These are all the highest on record (going back to October 2018)

NHS Digital GP appointment data, March 2021

St Mary's Island Group Practices

In April 2021

- Practice appointments have increased by 47% compared to September 2020
- Appointments with a GP are up 56% on September 2020
- Appointments with Advanced Nurse Practitioners are up by 80% on September 2020
- Appointments with Practice Nurses are up by 67% on September 2020
- Pharmacist appointment are up by 59% on September 2020
- Recruitment of Paramedics, Healthcare Assistants, Podiatrist and Phlebotomists to support the practice meet the needs of our patients.
- 140 additional hours of Appointment Centre Administrators have been recruited to date and on-going recruitment of additional Administrators to support demand.
- The launch of Livi in May/June 2021 will provide an additional 300 GP appointments per week

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Browser tabs: Docman 10, Email - SPINKS, Julian (MEDWAY), Wallboard

URL: https://wallboard.x-onweb.com/tv/?t=7XDbkpaZXQx9knHEGhBaKRMRYzknzAvvExrzsWWT27xPj0kWT45Cb3FJY2pueeY1b0C7mmJFY7zQhLgjlHvYrDeG19Ck91ovbca3tj9rLMnkLcD68FMNmTH40

Name	Status	Duration
AMANDA STEBBEDS	DO NOT DISTURB	47M
BALMORAL EMERGENCY BYPASS	AVAILABLE	2D 15H
BRIE WILLIAMS	DO NOT DISTURB	48M
CAROLINE WISEMAN	CALL OUT	5M 29s
CONNOR BLOOR	AVAILABLE	1M 47s
DIANE PYM	AVAILABLE	8M 21s
GRACE HUGHES	DO NOT DISTURB	5M 55s
HAYLEY GLEESON-TURNER	AVAILABLE	5M 55s
KAREN HILLS	AVAILABLE	2D 18H
KERRY RUSHTON	AVAILABLE	1M 16s
KIM SMITH	AVAILABLE	33M
PENTAGON EMERGENCY BYPASS	AVAILABLE	50M
REBECCA DENSON	DO NOT DISTURB	2M 47s
SM RECEPTION 1	AVAILABLE	1H 18M
SALLYANN FREEMANTLE	AVAILABLE	2M 4s

Missed Today

27

Average Talk Time

1m 37s

Avg Q Last Hour

1m 20s

Standard Q Now

0

Available Users	Ringing No	401	242	27	Average Talk Time
14	0				1m 37s
Q under 1 min	Q 1 min to 5 min	Q 5 min to 10 min	Q over 10 min	Abandoned Today	Outbound Today
52	73	45	71	132	91
Avg Q Last Hour					Standard Q Now
1m 20s					0

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