

A week in the life of Villa Street Medical Centre (September 2024)

	Category	Numbers	Information about the numbers
Patient Facing Clinical Roles	GP Appointments	376	94 hours of GP appointment time
	GP urgent triage/duty	92	All of these patients have been called back within 3 hours
	GP Messages	121	Includes: Fit note extensions, district nurses, patient info, hospital consultants etc
	Nurse Appointments	145	48 hours of Nurse appointment time
	Nurse Messages	38	Includes: travel advice, patient follow up, district nurse requests, GP requests
	Home Visits	10	We allow at least 30 minutes per home visit - they often happen during lunch hours
	Blood Test Appointments	45	Usually more than this but a GPA on holiday this week
Non Patient Facing Clinical Admin Roles	Prescription requests	314	All requests are processed within two working days
	Documents coded and filed	432	Once coded and filed - some will need follow up with the patient
	Test results reviewed and coded	562	Any abnormal results need to be followed up with the patient
	Referrals	178	Clinicians fill in forms with relevant information and submit via a portal - admin then monitor progress of referral
	Medical Reports	12	Insurance, letter requests - admin coordinate and clinicians complete the reports
Non Clinical Admin Roles	Calls answered	677	All are answered by reception team
	Outbound calls	410	Includes clinical call backs
	Emails received		Too many to count - hundreds! All need to be read, responded to and often actioned
	Admin messages & tasks	33	Following up on referrals, contacting hospital departments, pharmacists, calling patients with updates.
	Health campaign batch invites	4	Texts & letters to invite for vaccinations, smears, annual reviews, covid boosters, flu vaccs etc.
	Registrations	23	Multiple administrative steps to the process of registering and removing patients.
Development & Improvement	Audits	2	clinical audits -examples are cancer two week waits, prescribed medicines
	Meetings	6	15 hours of staff time - all in non patient facing time - mostly take place in lunch hours
	Tutorials and Supervision	9	18 hours of clinical staff time
Lost Time	Did not attends	45	11 hours of appointment time lost due to 45 patients not coming to their appointment. <i>Please let us know if you can't attend your appointment so that we can give it to another patient - thank you! :-)</i>