



James Wigg

Queens Crescent

List Size

List Size

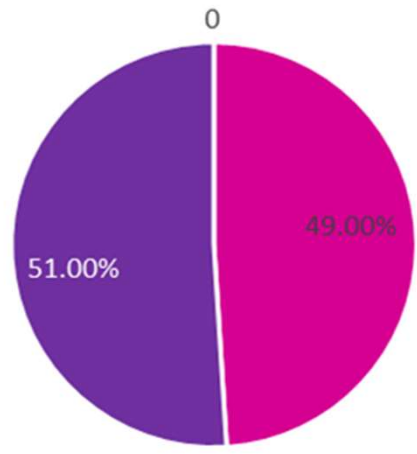
22168

6,497



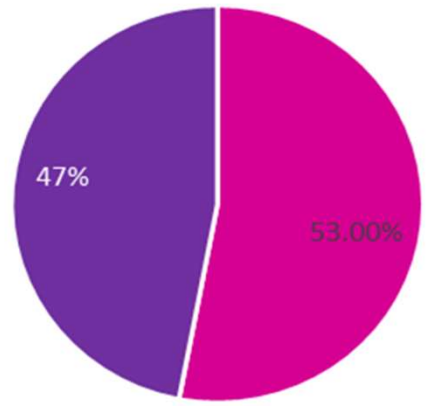
# Population Breakdown (gender)

JWG



Male Female

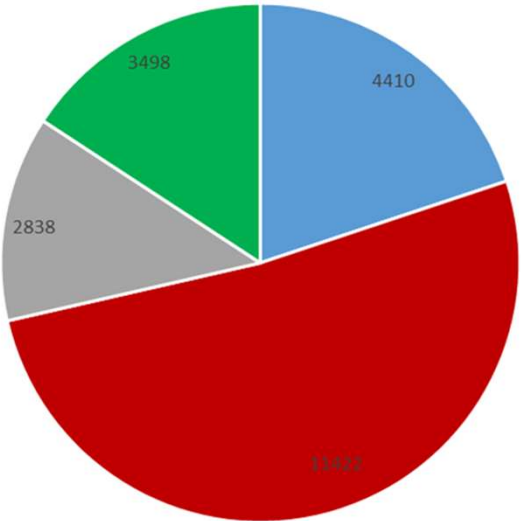
QC



Male Female

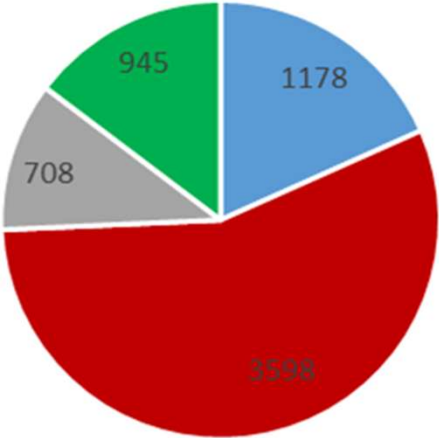
# Population breakdown (age)

JWG



■ 0-19 ■ 20-49 ■ 50-59 ■ 60+

QC

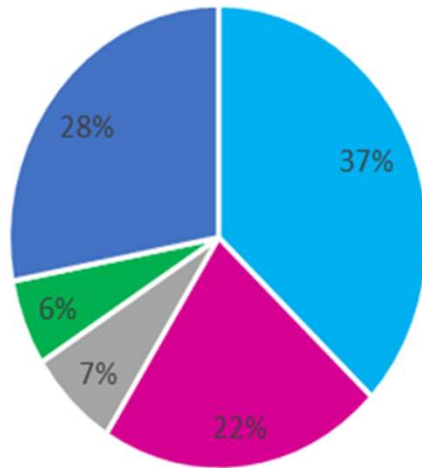


■ 0-19 ■ 20-49 ■ 50-59 ■ 60+

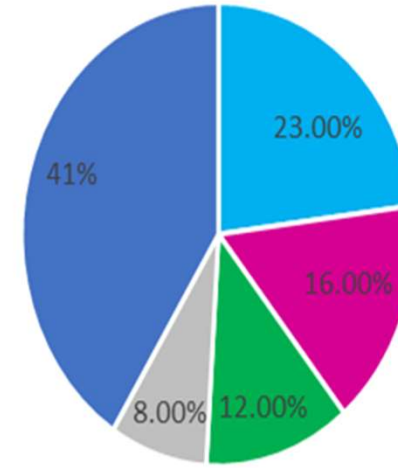
# Ethnicity



JWG



QC



■ White British ■ White Other ■ Black African ■ Asian Bangladeshi ■ All other

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No Mobile Numbers

James Wigg =1035	Queens Crescent = 408
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Requires interpreter

James Wigg =1195	Queens Crescent = 490
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### Nominated pharmacy

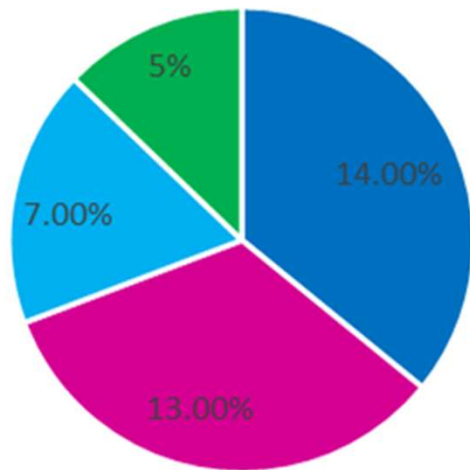
James Wigg =16819 (76%)	Queens Crescent = 4727 (73%)
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### Polypharmacy 5 or more medications on repeat

James Wigg =2360	Queens Crescent = 898
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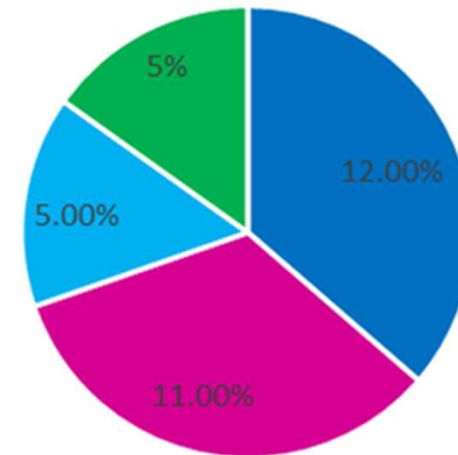
# Long Term Conditions

QC



■ Depression ■ Hypertension ■ Diabetes ■ Asthma

JW



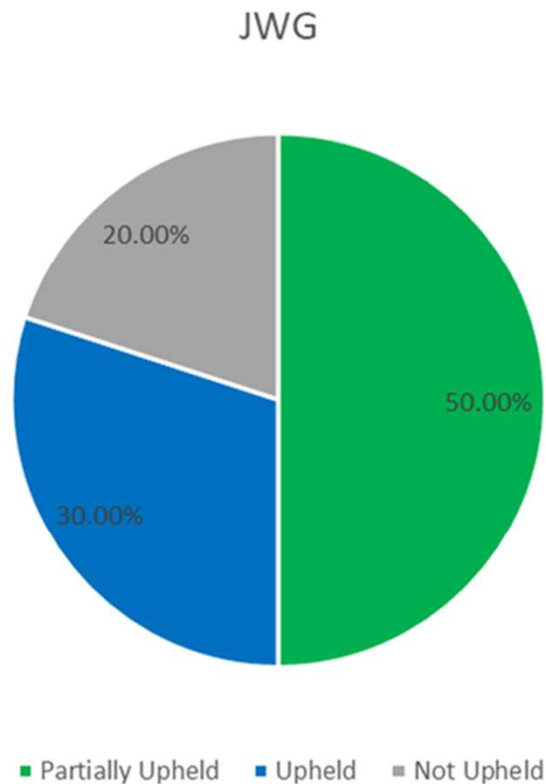
■ Depression ■ Hypertension ■ Diabetes ■ Asthma

# Performance

- Carers
  - JW: 521 (2%)
  - QC: 174 (3%)
- Housebound Patients
  - JW: 145
  - QC: 45
- Diabetes 8CP
  - JW: 45%
  - QC: 72%
- Diabetes 3TT
  - JW: 19%
  - QC: 26%
- NHS Health Checks
  - JW 936
  - QC: 342
- Cervical Smears
  - JW: 59%  
25-49: 54%  
50-64: 72%
  - QC: 50%  
25-49: 44%  
50-64: 70%

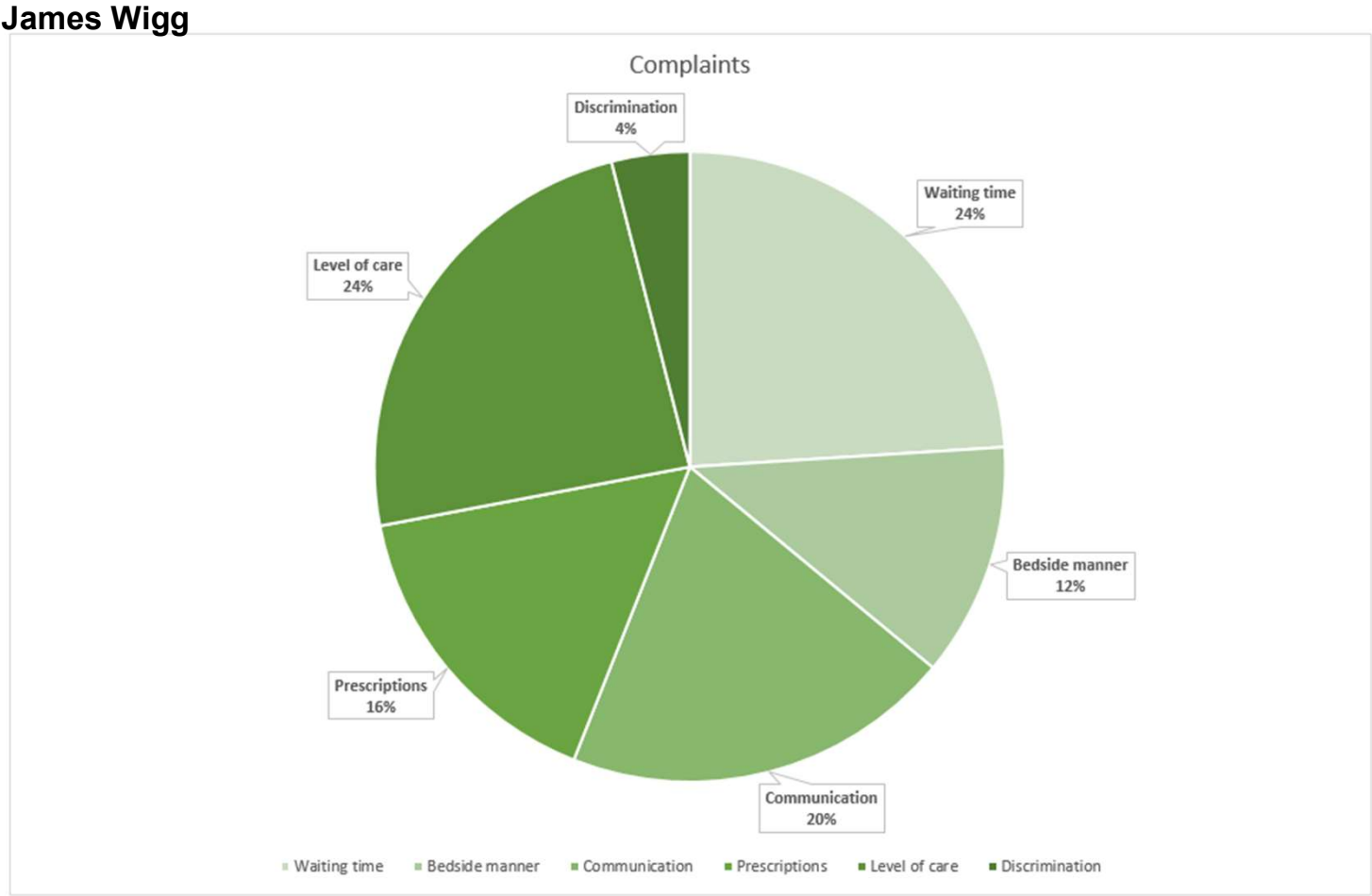


# Complaints



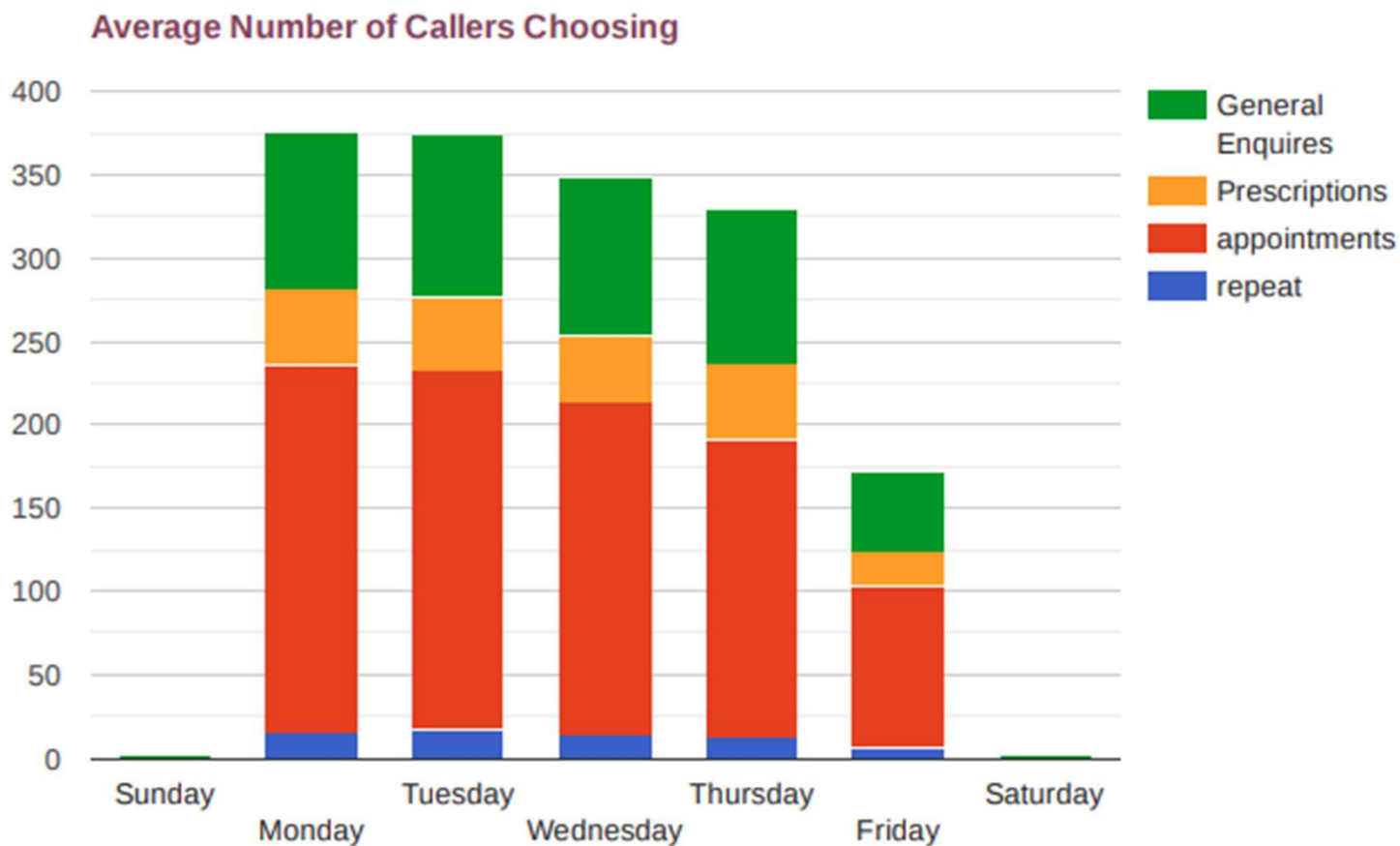
- Acknowledgement within 48 hours
- Named complaint Leads
  - Farha
  - Pal
  - Dilini
- Named Complaints Coordinator:
  - Cansu
- Response within 40 days
  - Average response time 14 working days
- 40 written complaints received in the last 12M.

# Complaints Breakdown: JWG





# Average Number of Callers Choosing



## Current phone answering situation



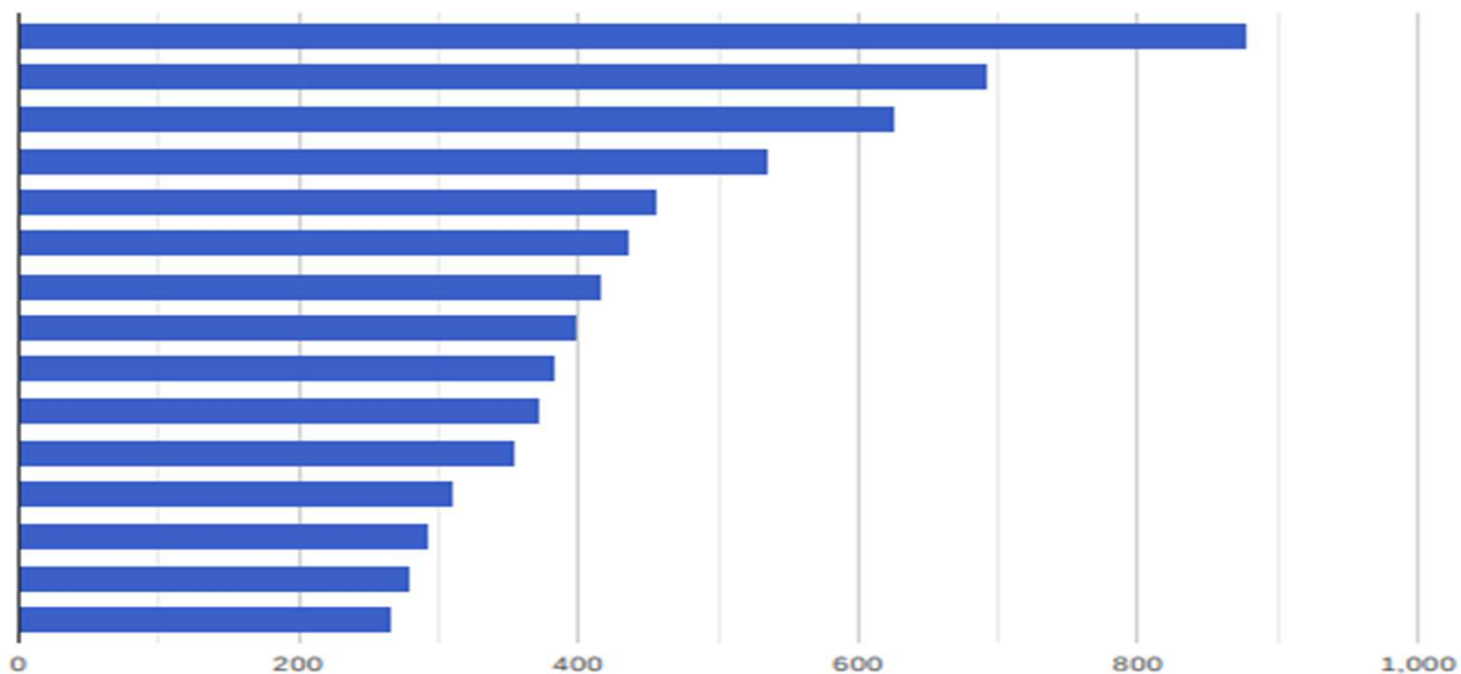
- On average 10.5k calls reaches our queue each month
- Average wait time 12m
- Aspiration is to answer 95% calls within a wait time of under 7m

# Solutions

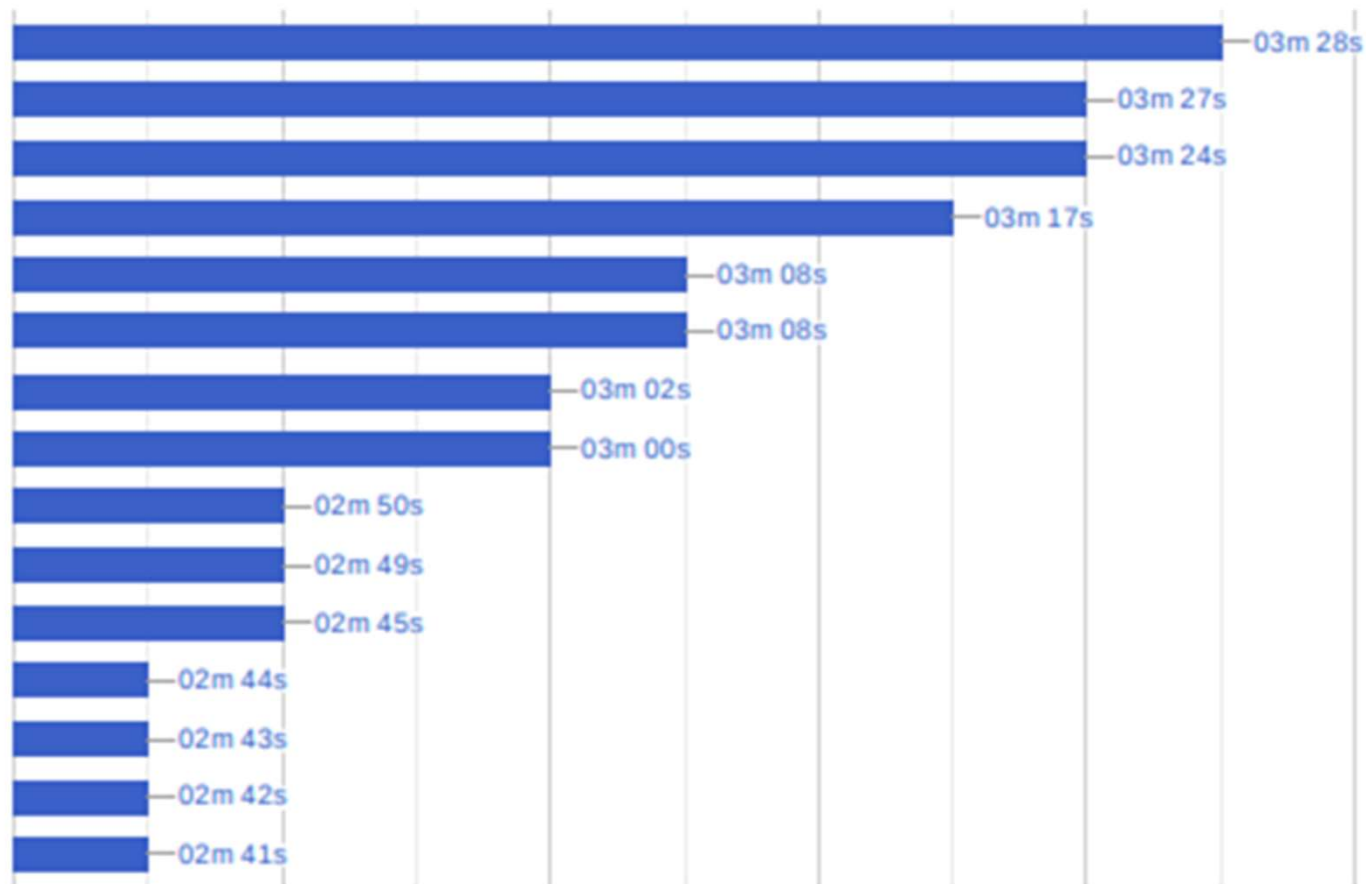
- JWP provides meet and greet service for all services at KTHC
- Several calls are about requests to make changes to other service appointments which we have no control over
- There is now an option on the phone to choose other services
- JWP and QC lines separated since 3 months
- Simplified phone message with 4 options
- Improved self care section on the website
- Improved econsult offering
- Fully recruited reception team
- Rota changes to ensure more calls answering staff during peak hours
- Apprentices hired as additional staff to assist with calls answering
- All day Ehub/duty team to answer clinical queries quickly
- All day appointments availability
- Sharing performance data with the reception team to encourage and motivate
- Promoting the use of NHS app
- Improvement in processes such as prescription, referrals and blood test results
- Laptops and VOIP telephony system to ensure uninterrupted service

# Telephone Answering

Top 15 Users Answering Calls



# Inbound: Average Call Lengths





## Staffing



- Clinical Team - We have GPs, Trainee Drs, Prescribing Pharmacists , Paramedic Practitioner, Nurses, Healthcare Assistants and Medical students
- Non Clinical Team - Reception staff, Admin staff , Care Coordinators, Apprentices Practice Manager, Director of Quality & Performance , Other Senior Managers
- On average over 120+ appointments per 1000 patients per week (more than contractual requirement)
- Approximately 1600 patients per doctor

# General Practice Data : Healthcare professional (2018-2023)



## GP appointments data dashboard - Appointment details

Appointment data up to 24/09/2023



**Latest release:** Service setting page and Raw Data download added to dashboard. [Click here for more information.](#)

19/07/2022: Dashboard data refresh has been resolved. Data is now up to date.

- Summary
- Total Appts
- Appt. Details**
- Service Setting
- Nat. Categories
- Data Quality
- Download Data
- Guidance & Info

<b>Measure</b> Select your measure below Healthcare Professional	<b>Practice</b> Select your practice below JAMES WIGG PRACTICE (F83023)	<b>Date range type</b> Select option below <input checked="" type="radio"/> Selected ranges <input type="radio"/> Custom range	<b>Date range</b> Select your date range below All
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**Current Selection: JAMES WIGG PRACTICE (F83023) - Appointments by Healthcare Professional - All Weeks - (31 December 2018 - 24 September 2023)**

Select the Measure filter above to change the appointment information displayed in the dashboard.

	GP	Other Practice staff
	243,074	105,070
Select Count / Percent	70%	30%
Select Comparator	65%	34%

# General Practice Data: Time from booking Appointment (52 weeks)



## GP appointments data dashboard - Appointment details

Appointment data up to  
24/09/2023



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- Summary
- Total Appts
- Appt. Details**
- Service Setting
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### Measure

Select your measure below

Time from Booking to Appointment

### Practice

Select your practice below

JAMES WIGG PRACTICE (F83023)

### Date range type

Select option below

- Selected ranges
- Custom range



### Date range

Select your date range below

Last 52 Weeks

**Current Selection: JAMES WIGG PRACTICE (F83023) - Appointments by Time from Booking to Appointment - Last 52 weeks - (26**

September 2022 - 24 September 2023)

Select the Measure filter above to change the appointment information displayed in the dashboard.

		Same Day	1 Day	2 to 7 Days	8 to 14 Days	15 to 21 Days	22 to 28 Days	More than 28 Da..	Unknown / Data ..
		68,905	10,880	28,071	14,609	6,226	2,557	1,256	37
Select Count / Percent	Percent of Total	52%	8%	21%	11%	5%	2%	1%	0%
Select Comparator	National Average	8%	8%	13%	5%	19%	43%	5%	0%

# General Practice Data: Total Appointments



## GP appointments data dashboard - Appointments

**Latest release:** Service setting page and Raw Data download added to dashboard. [Click here for more information.](#)

19/07/2022: Dashboard data refresh has been resolved. Data is now up to date.

Appointment data up to  
24/09/2023



- Summary
- Total Appts**
- Appt. Details
- Service Setting
- Nat. Categories
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- Download Data
- Guidance & Info

Practice  
Select your practice below

JAMES WIGG PRACTICE (F83023)

**Current Selection:**  
JAMES WIGG PRACTICE (F83023) - All Weeks - (December 31, 2018 - September 24, 2023)

### Total appointments by year

Numbers in grey show appointments per thousand registered patients

Download charts

2021  
**100,117**  
4,568

2022  
**132,911**  
6,064

2023  
**91,460**  
4,173