



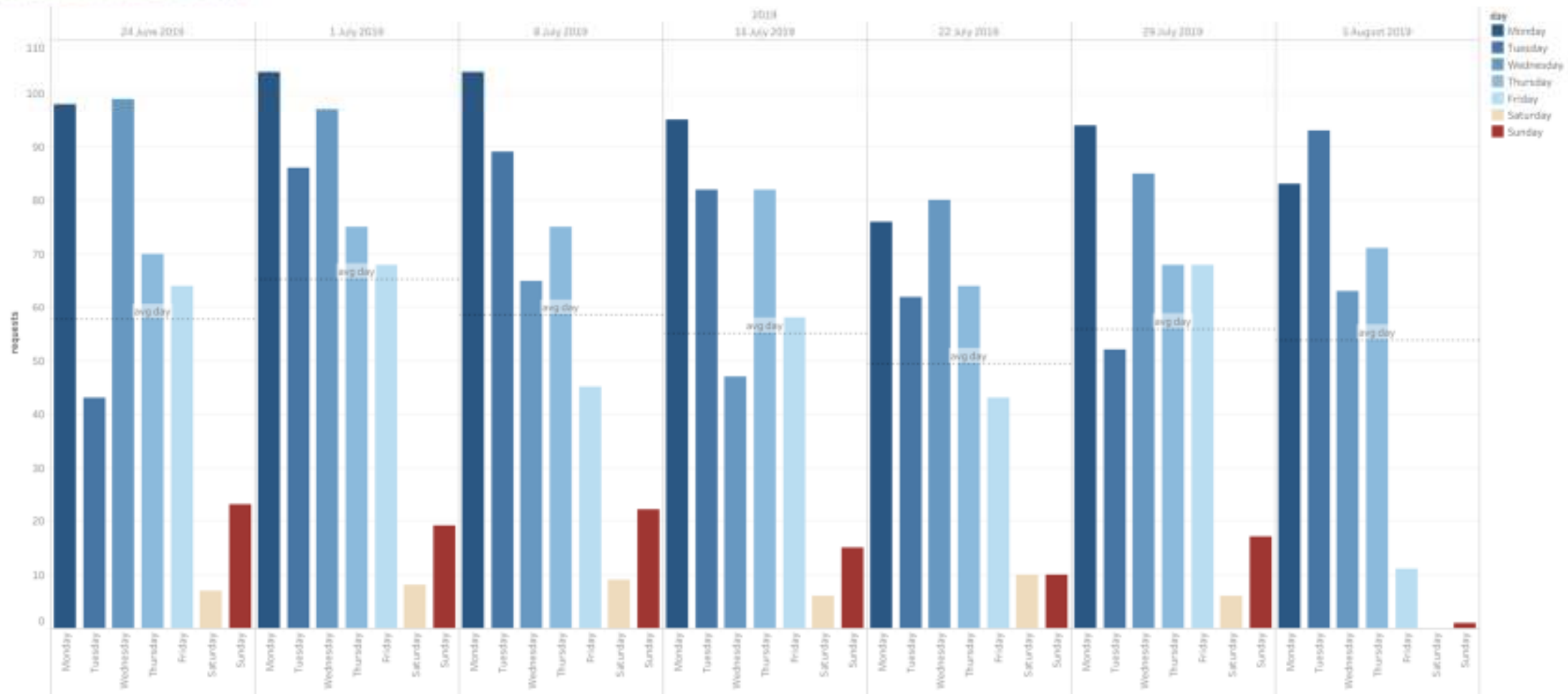
AskmyGP activity analysis

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latest date

12Aug2019

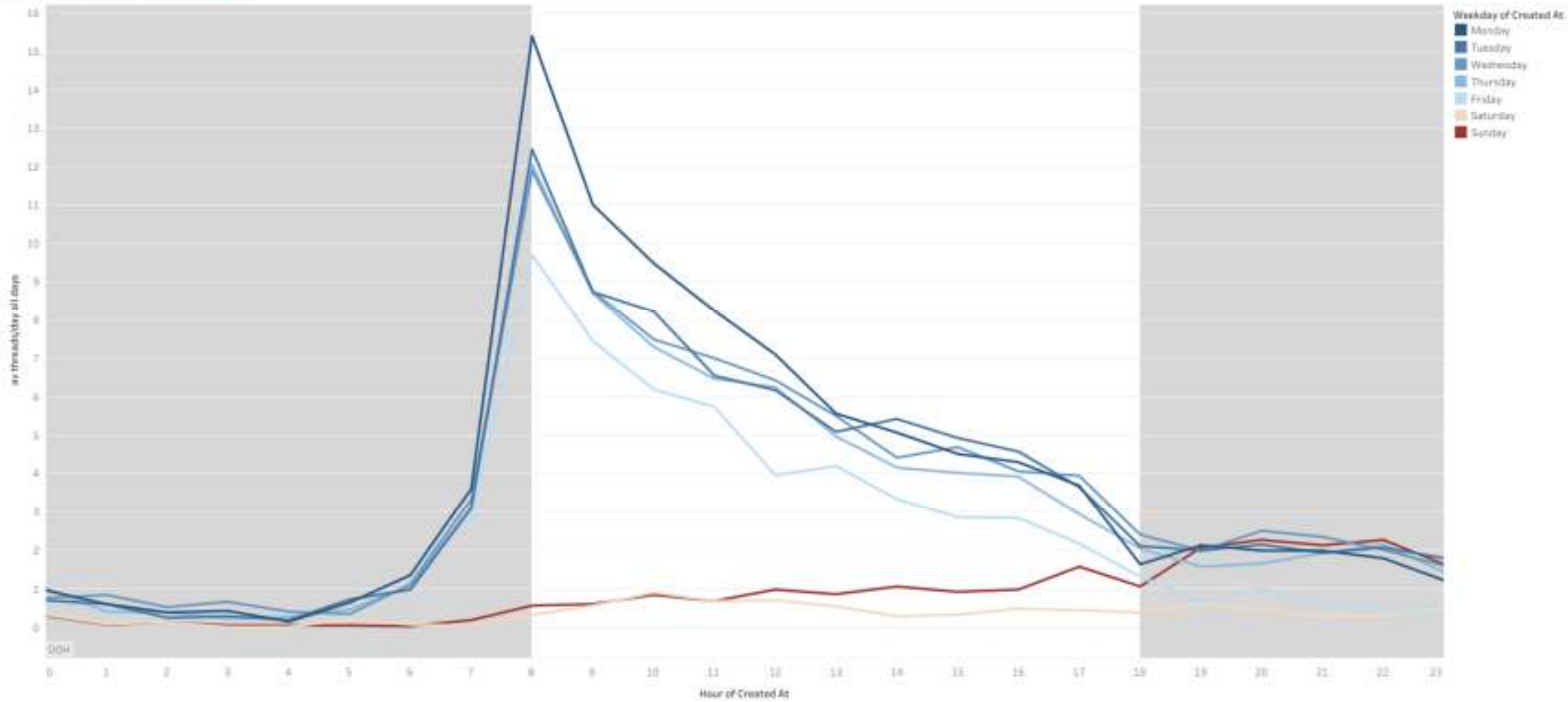
incoming requests received per day
 last 7 weeks
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mean hourly demand by day of week

all v3 demand

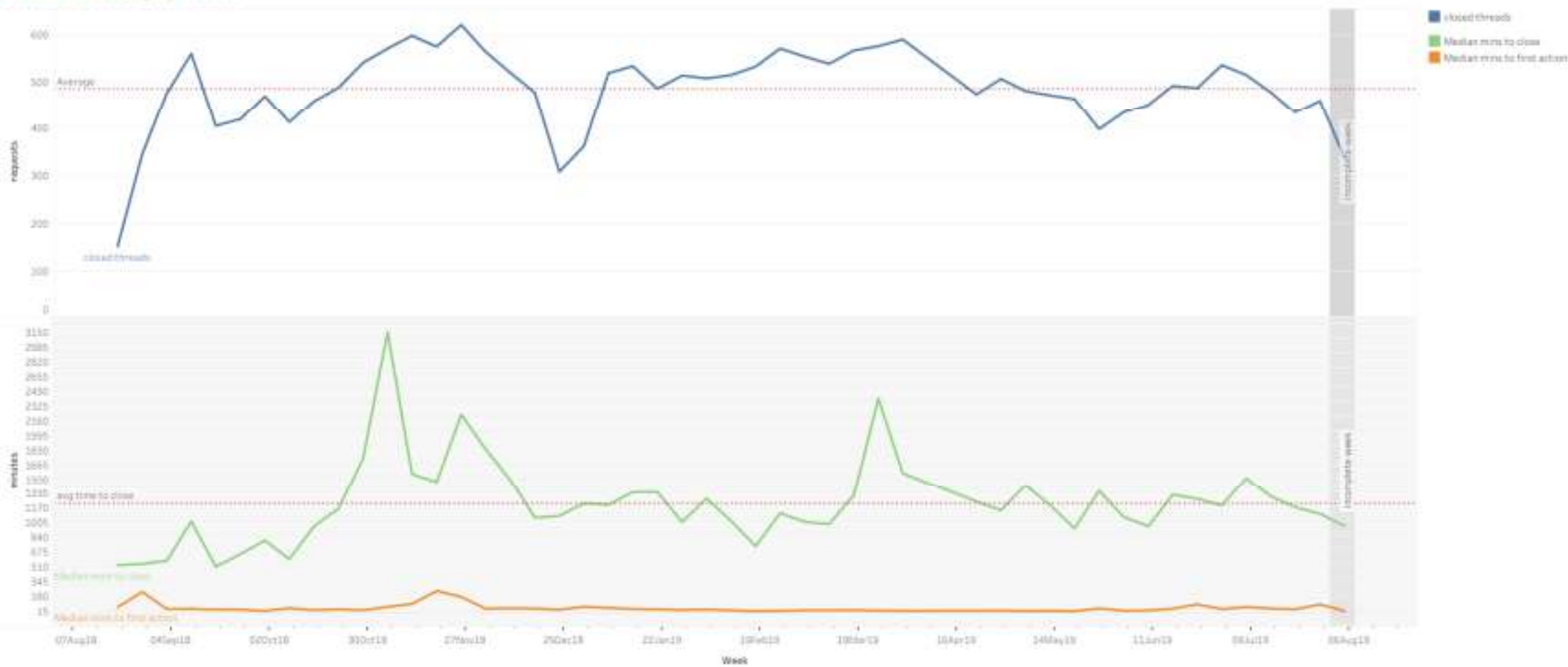
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volume and performance trends

closed requests latest 51 weeks

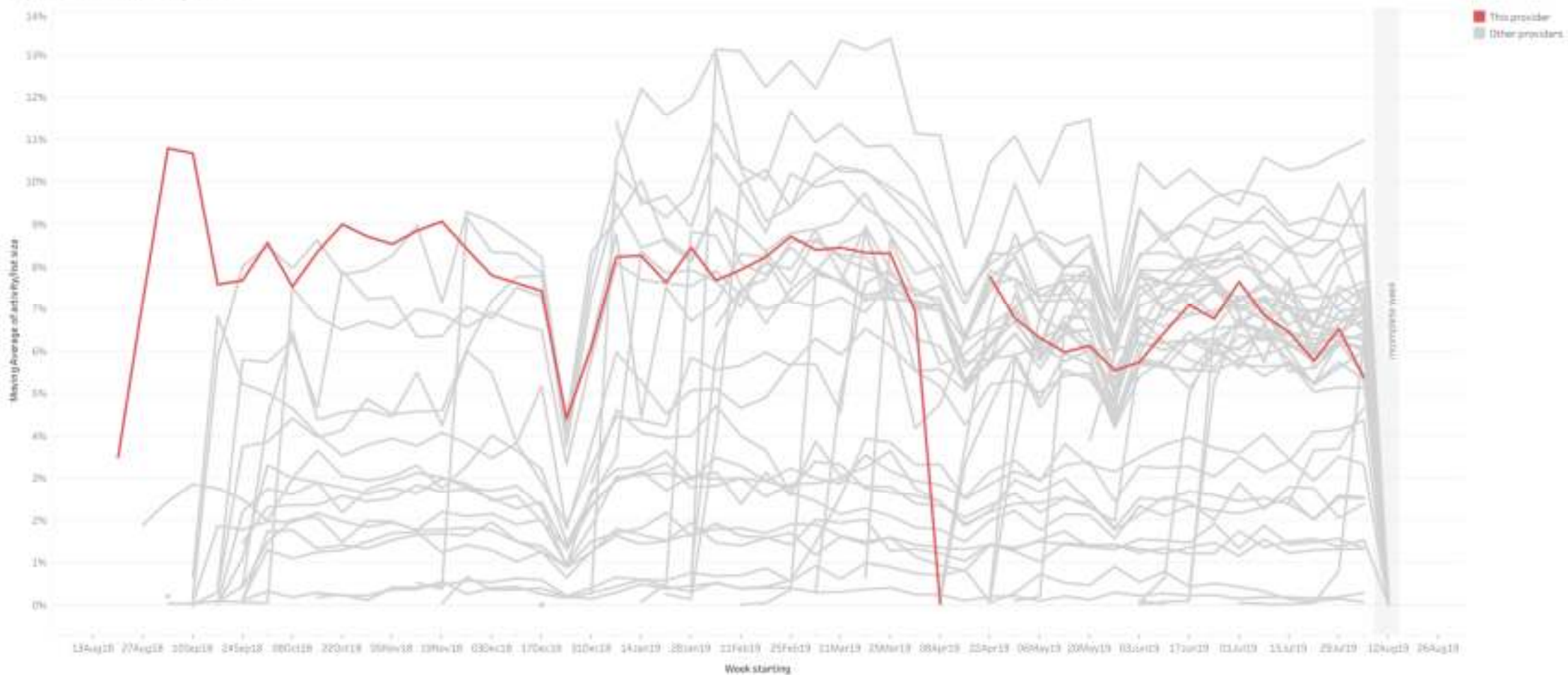
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weekly activity as a proportion of patient list

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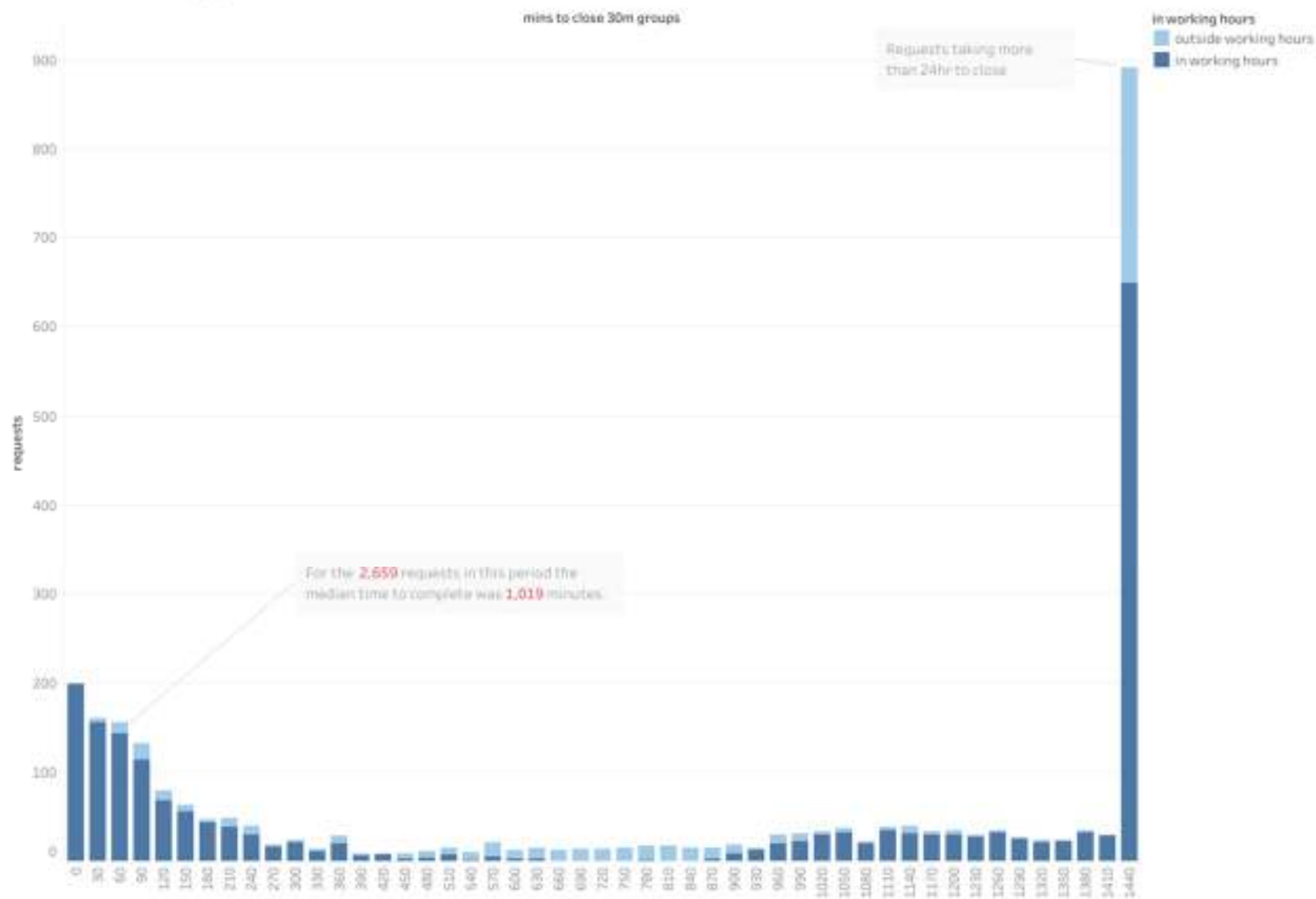
compared to other active askmyGP users



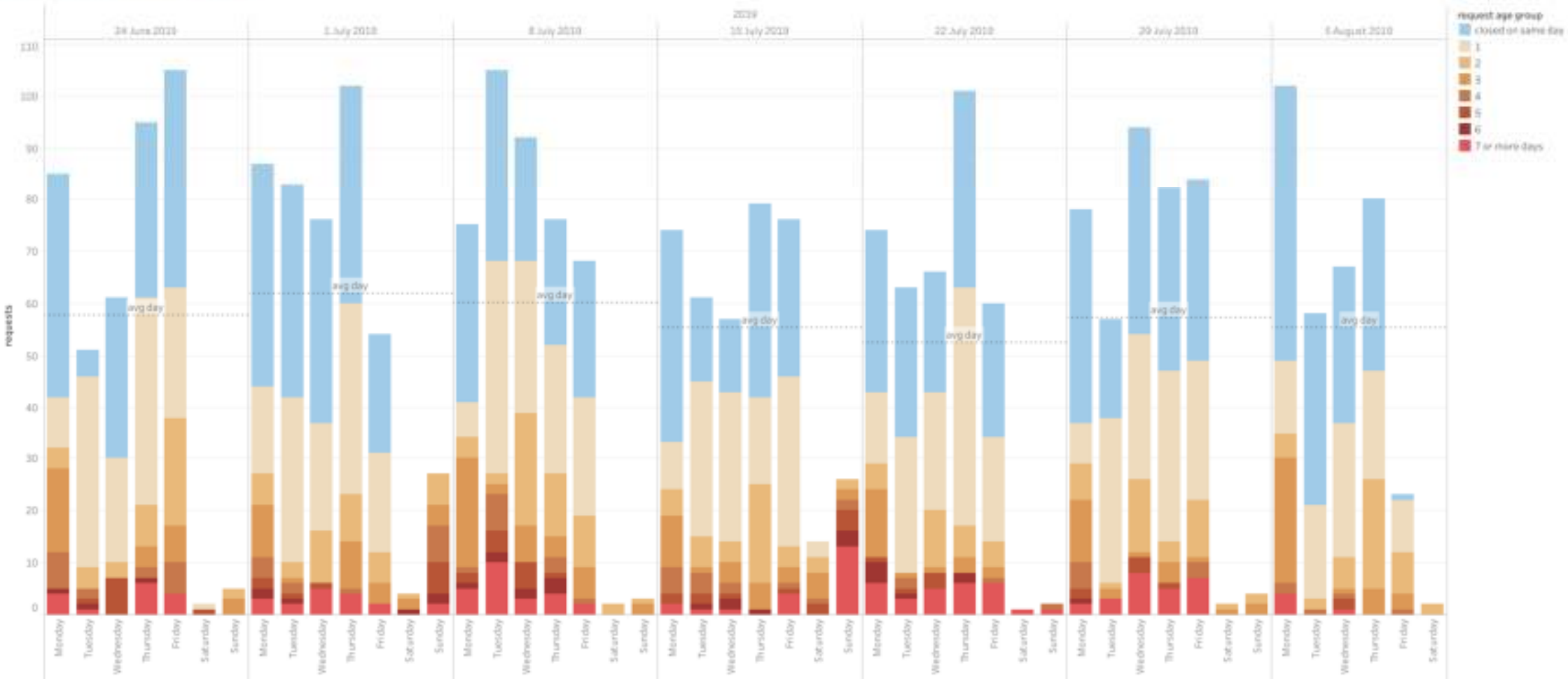
distribution of completion times

latest 7 weeks

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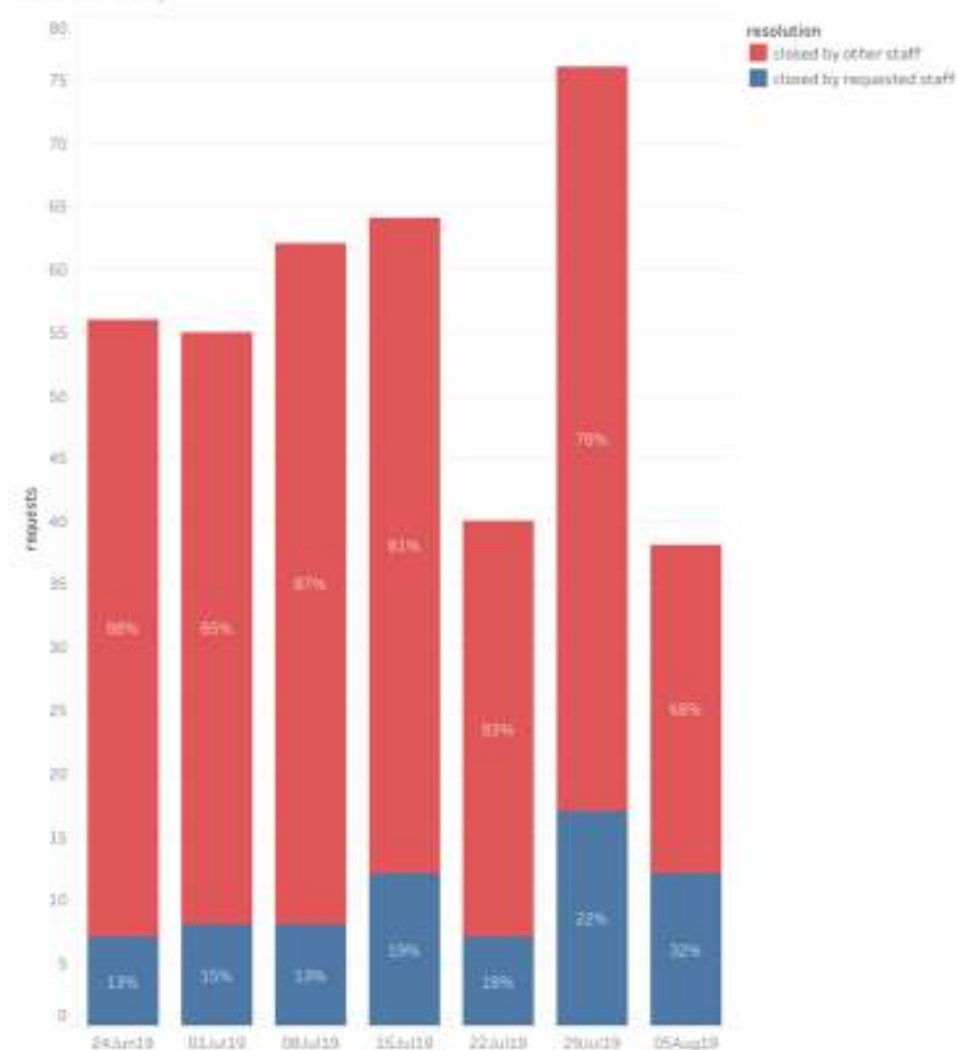
volume of requests closed per day and age of request at closure
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Continuity: did patients get the staff they requested?

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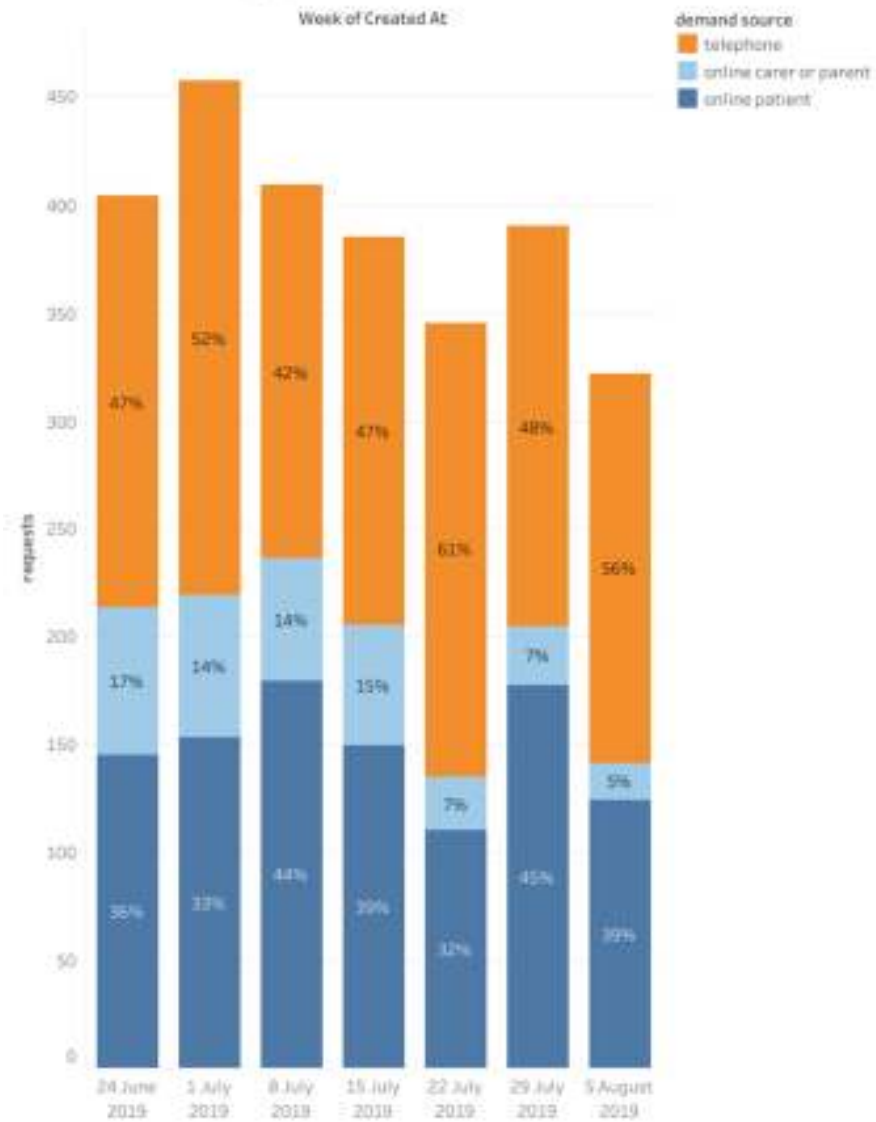
Based on requests where patients stated a preference and chose a named member of staff (the majority of patients didn't want to request a specific member of staff)



source of demand

all requests latest 7 weeks

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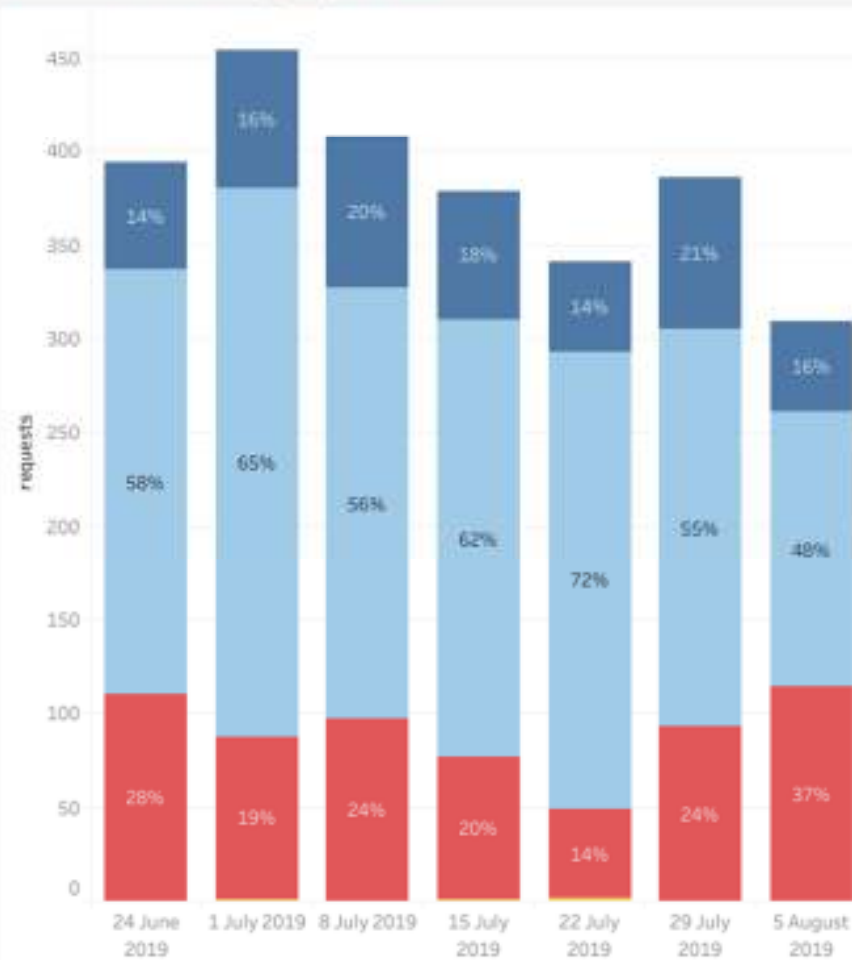
resolution method

abandoned message phone face_to_face video visit

patient preferred contact method

all requests

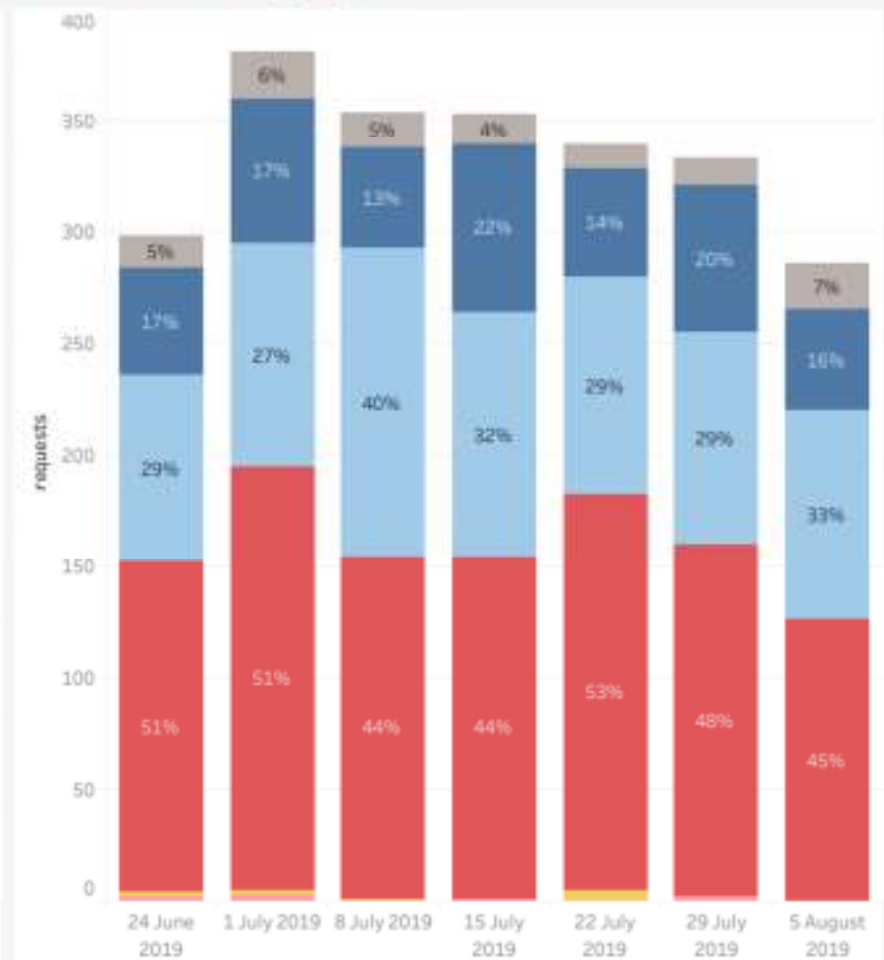
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resolution of request at closure

closed requests

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patient preferred contact method

all requests latest 7 weeks

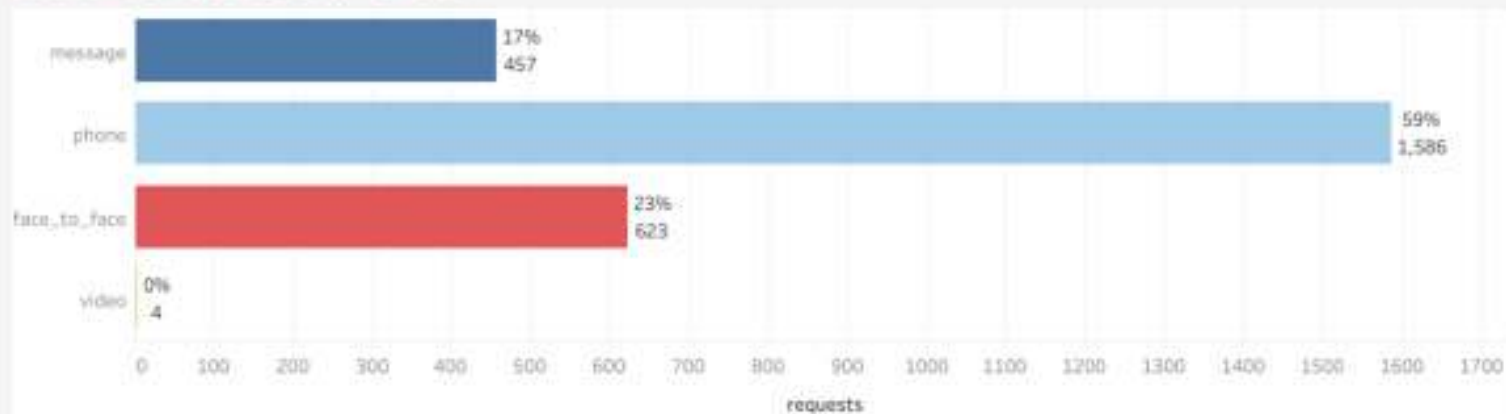
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choose time period

24/06/2019 00:00:00 to ..

choose practice

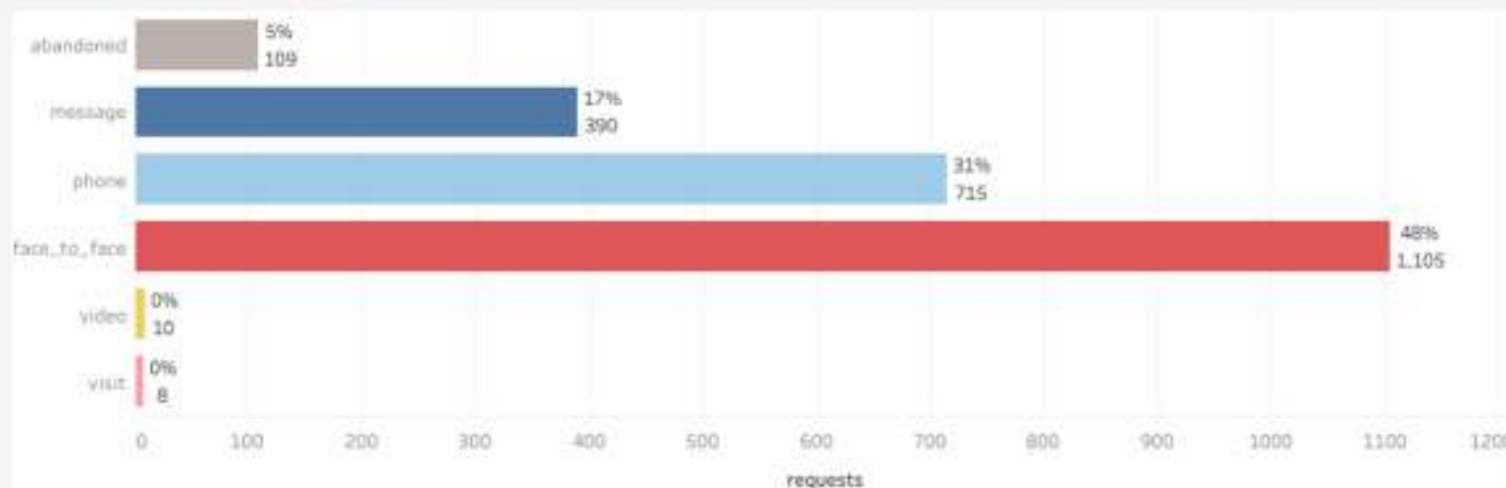
Balaam Street Surgery F...



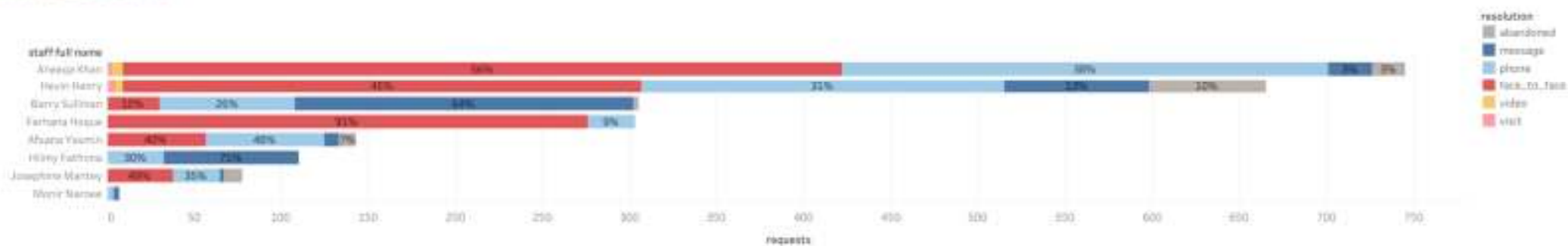
resolution of request at closure

closed requests latest 7 weeks

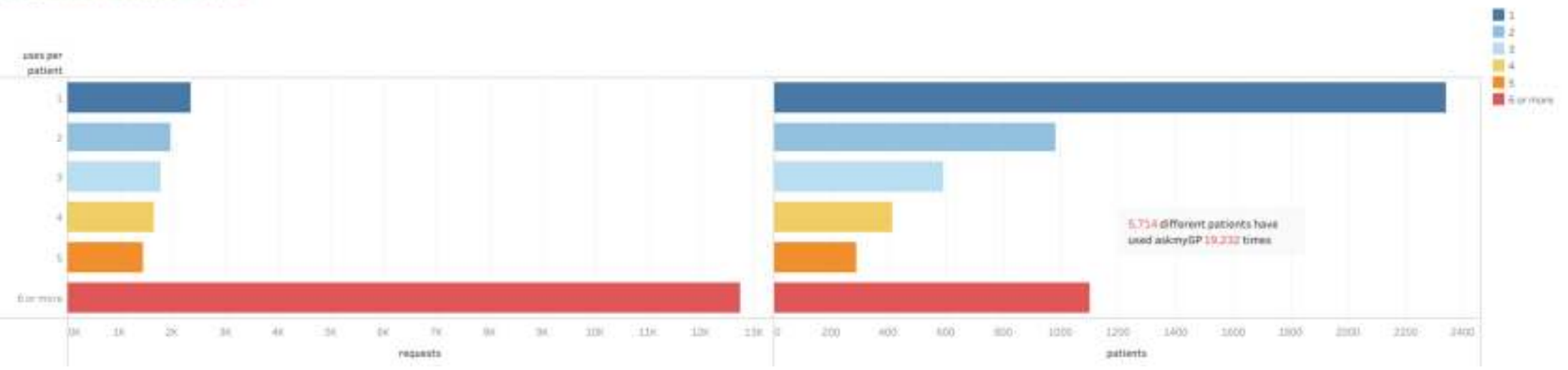
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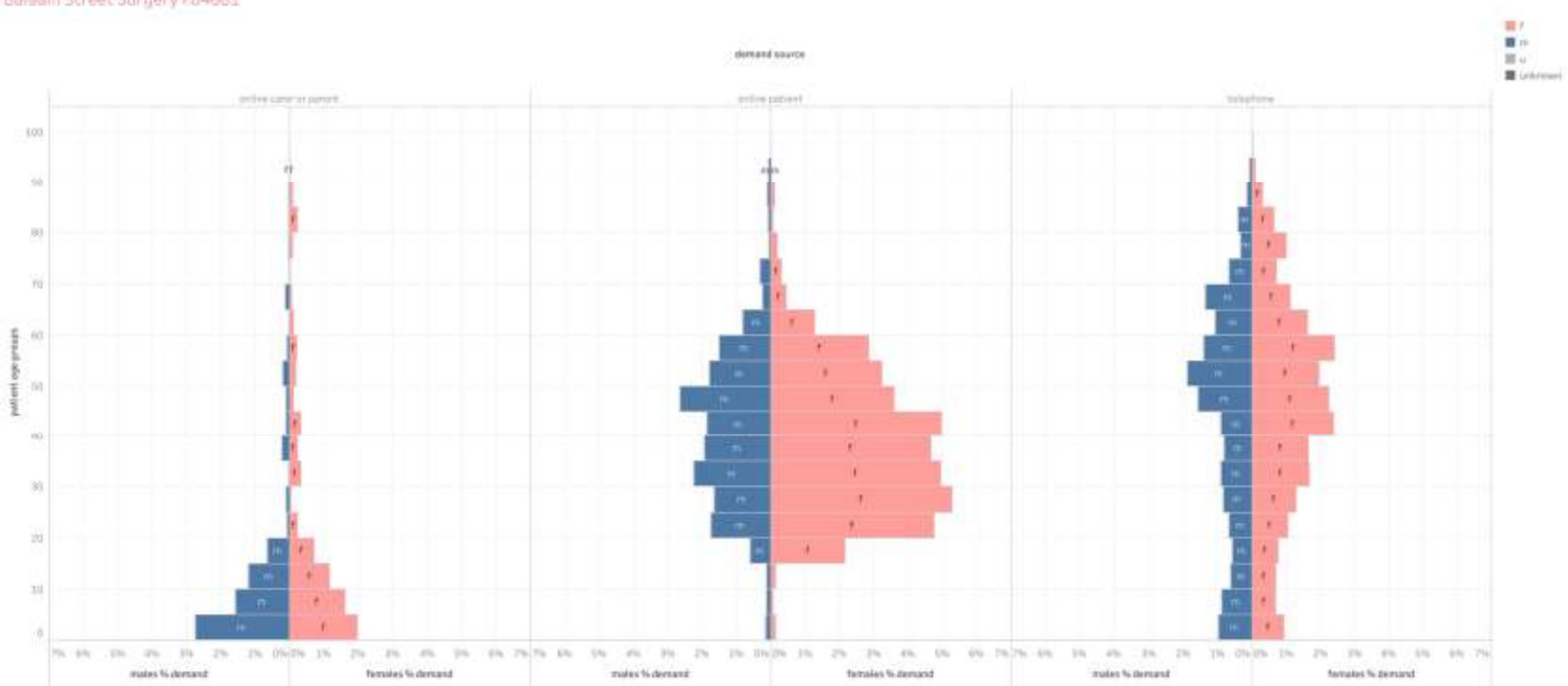
resolution of request at closure
all closed requests in period
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analysis of repeat users
all v3 demand
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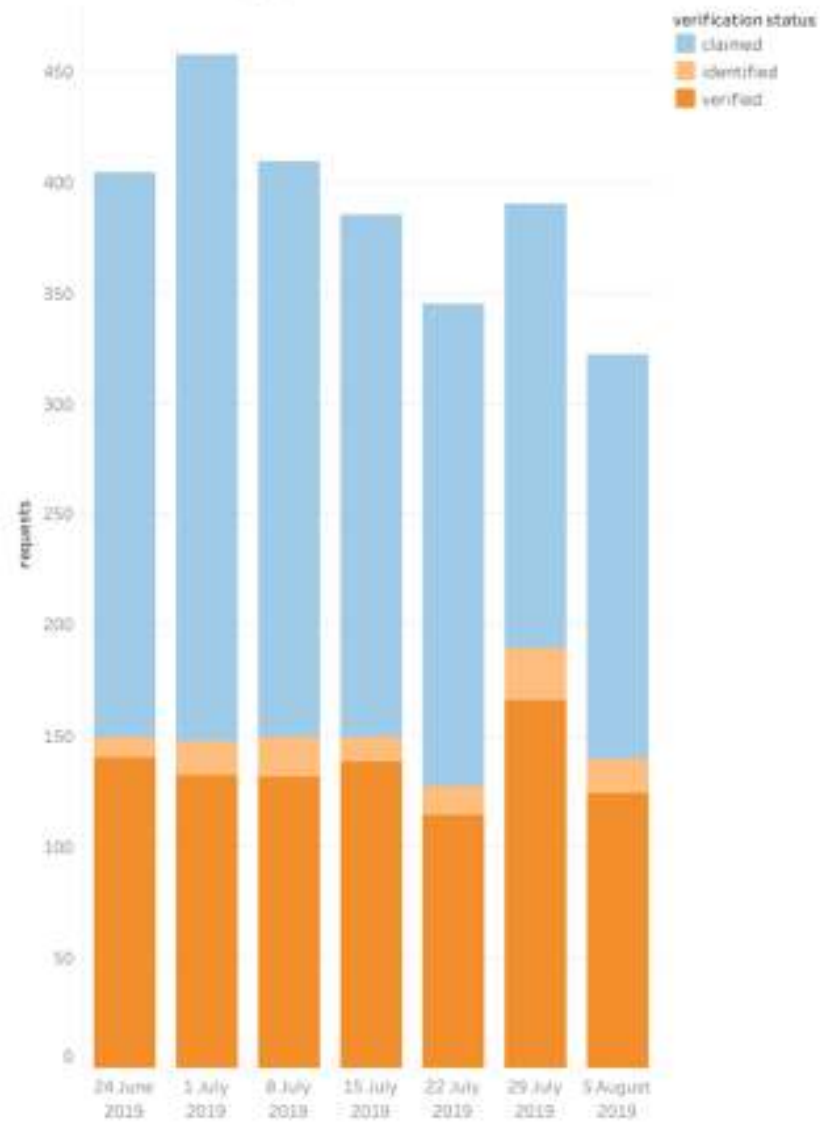
demographics of demand
 all v3 demand
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patient identity verification status

all requests latest 7 weeks

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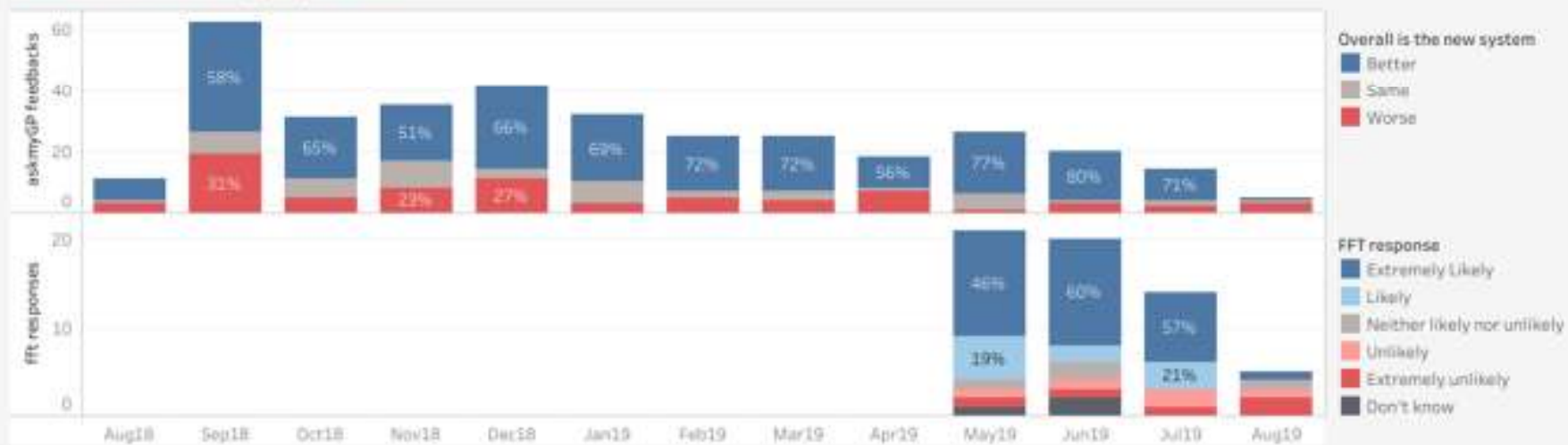
patient feedback trends

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patient feedback totals

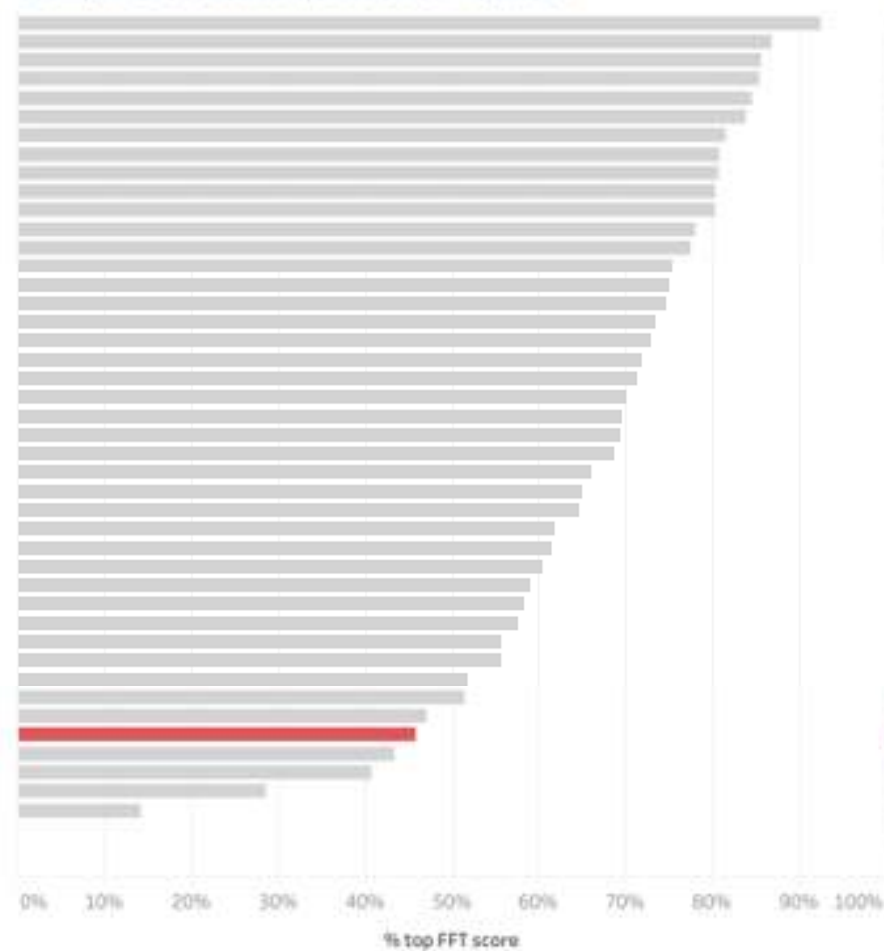
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% top FFT benchmark

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compared to active practices in period



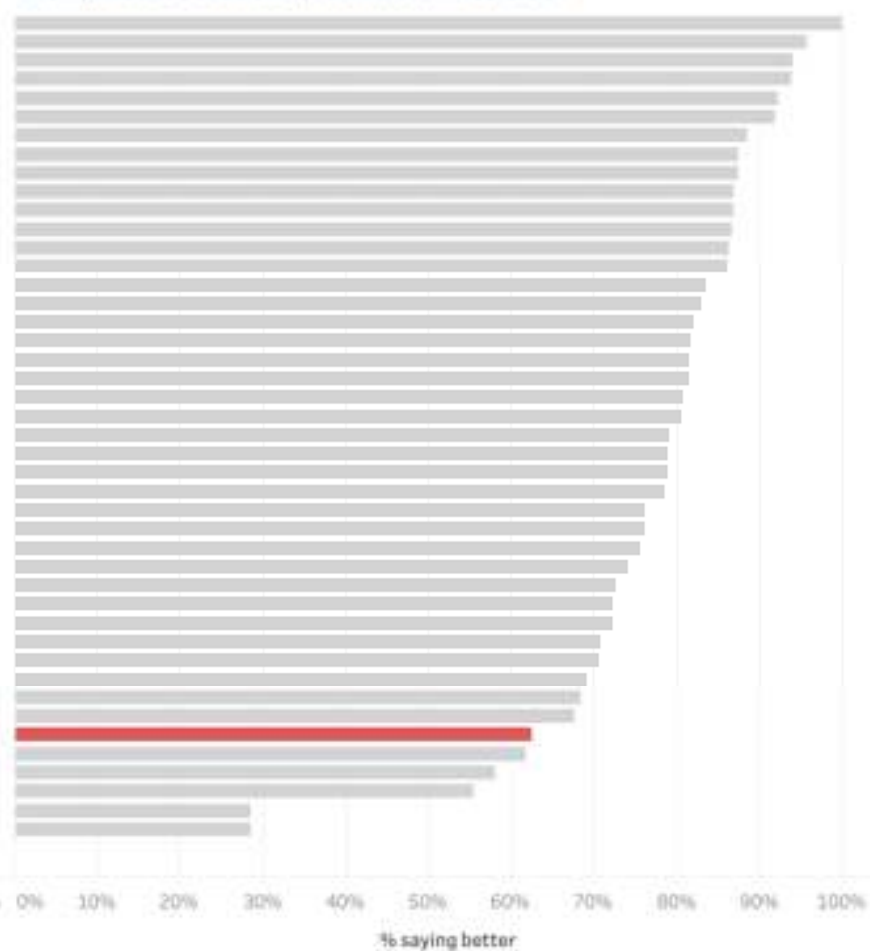
choose practice

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askmyGP patient feedback benchmark

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compared to active practices in period

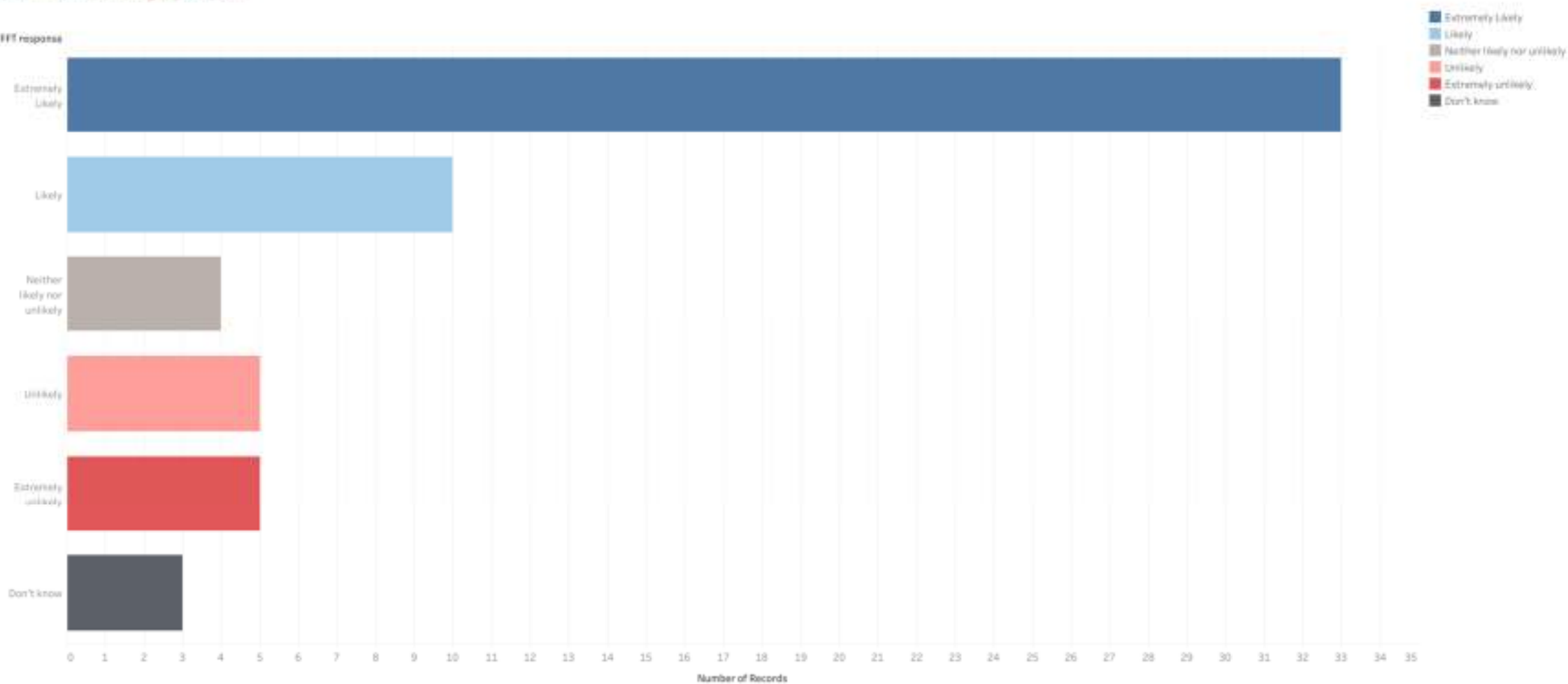


choose time period

24/06/2019 00:00:00 to 18/08/2019 23:59:59

how likely are you to reccomend our practice to friends or family if they needed similar treatment?

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monthly friends and family test responses

latest month may be incomplete

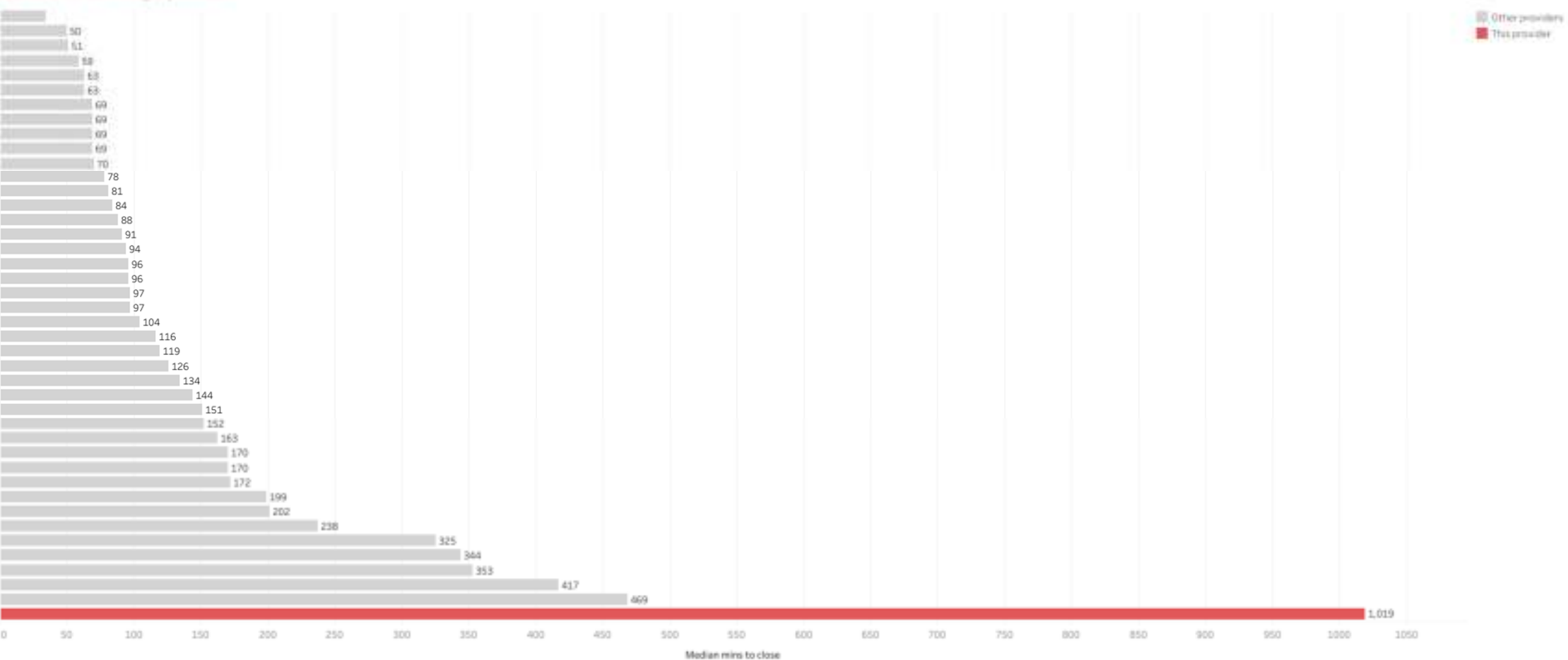
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FFT response	Month of Time			
	May 2019	June 2019	July 2019	August 2019
Extremely Likely	12	12	8	1
Likely	5	2	3	
Neither likely nor unlikely	1	2		1
Unlikely	1	1	2	1
Extremely unlikely	1	1	1	2
Don't know	1	2		

median completion times benchmark

Online only & Total flow practices active in period

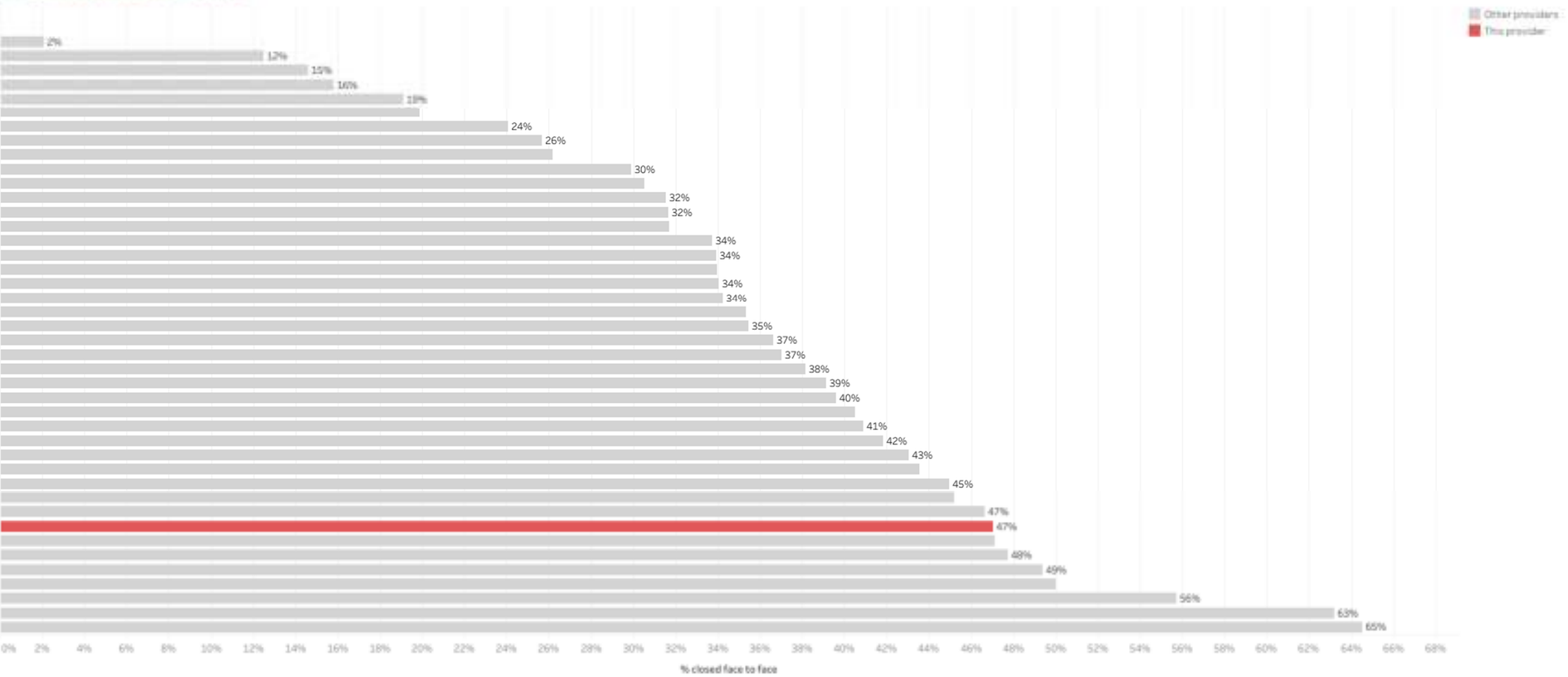
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face-to-face resolution rate benchmark

NB the practice response rate on closure method is very variable so this metric is not 100% reliable

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proportion of activity online

total flow practices only

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