

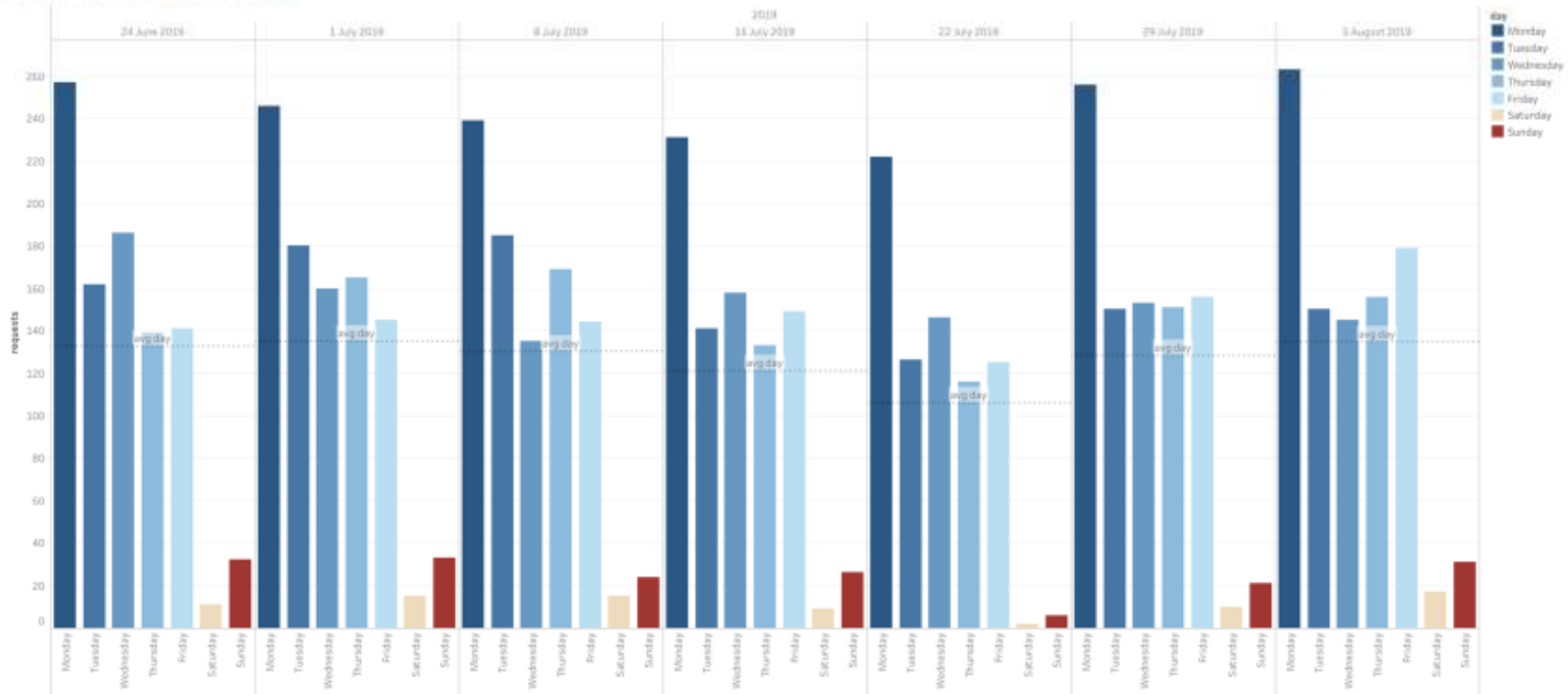


AskmyGP activity analysis

Witley and Milford Surgeries H81031

latest date **12Aug2019**

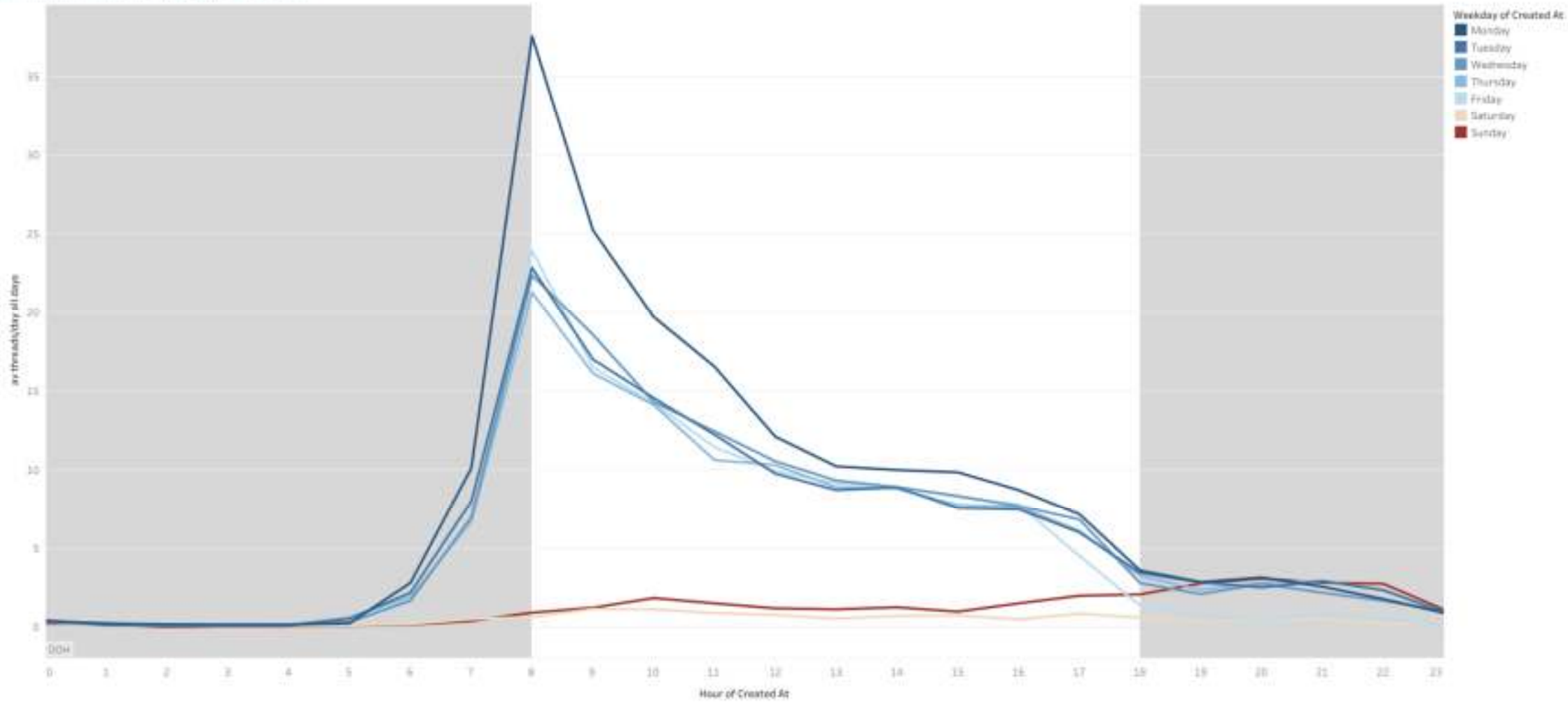
incoming requests received per day
 last 7 weeks
 Witley and Milford Surgeries #B1031



mean hourly demand by day of week

all v3 demand

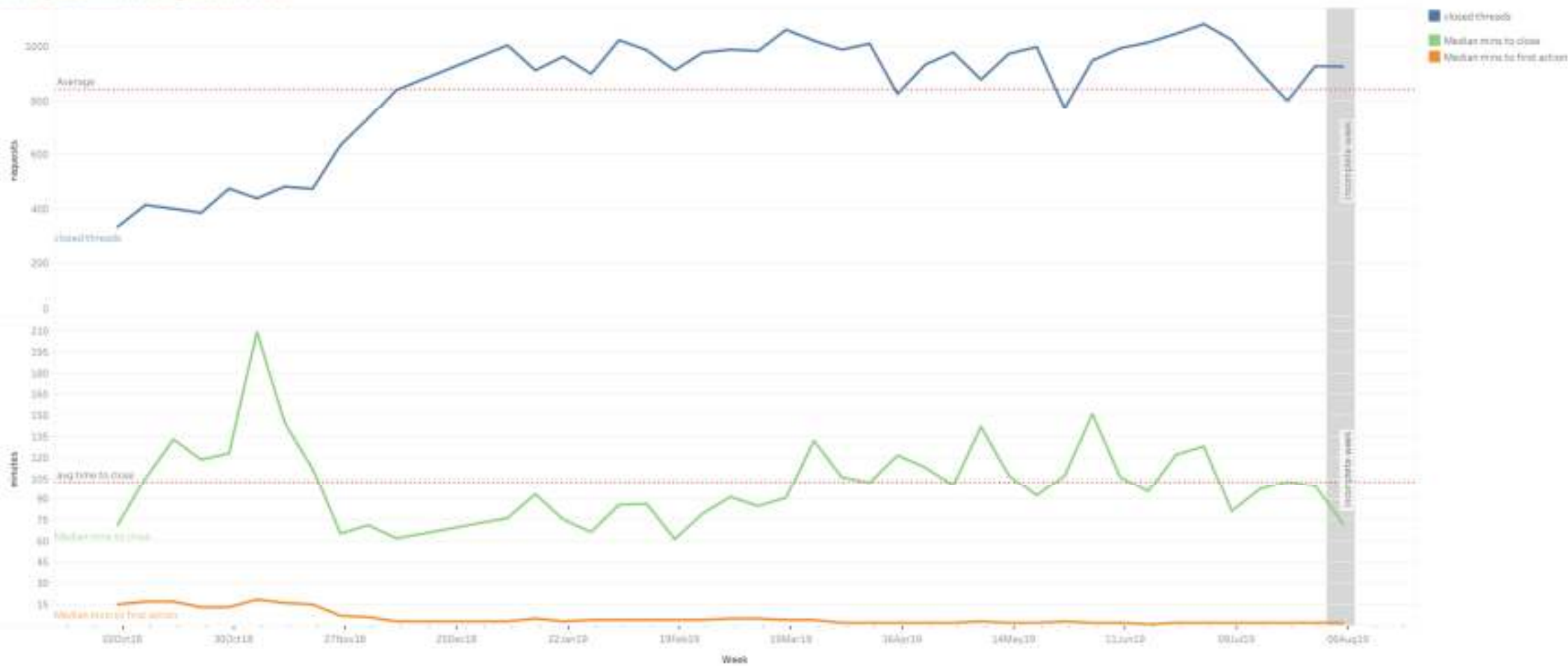
Witley and Milford Surgeries H81031



volume and performance trends

closed requests latest 48 weeks

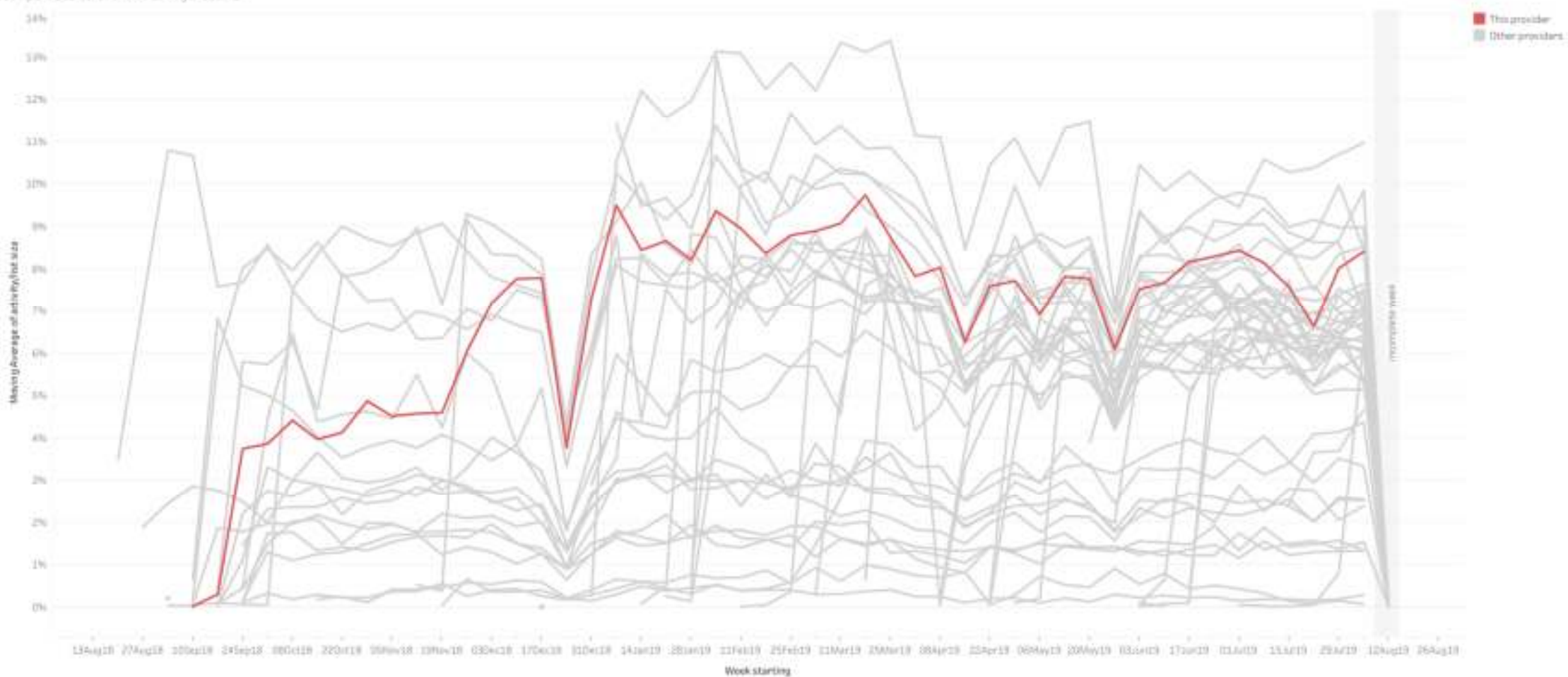
Witley and Milford Surgeries H81031



weekly activity as a proportion of patient list

Witley and Milford Surgeries HB1031

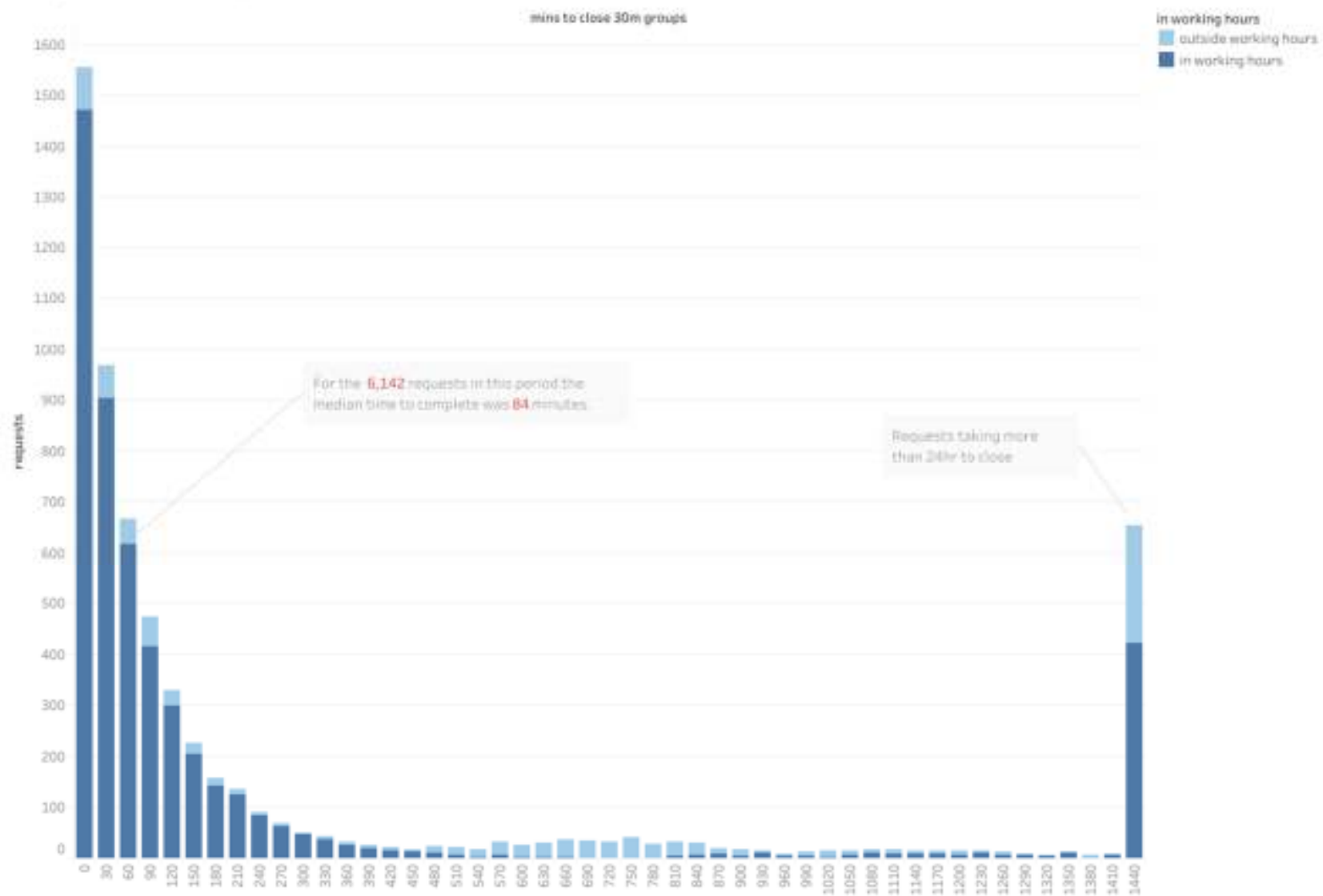
compared to other active askmyGP users



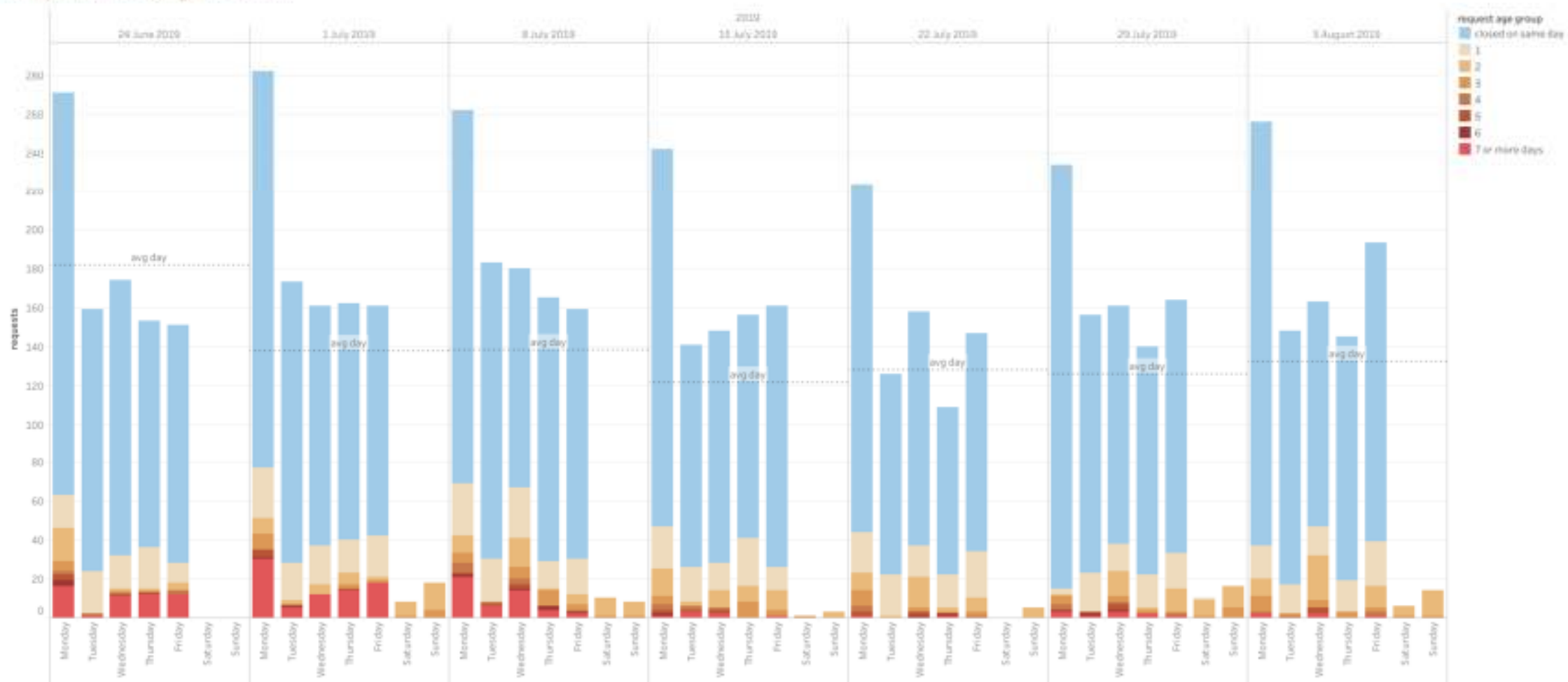
distribution of completion times

latest 7 weeks

Witley and Milford Surgeries H81031



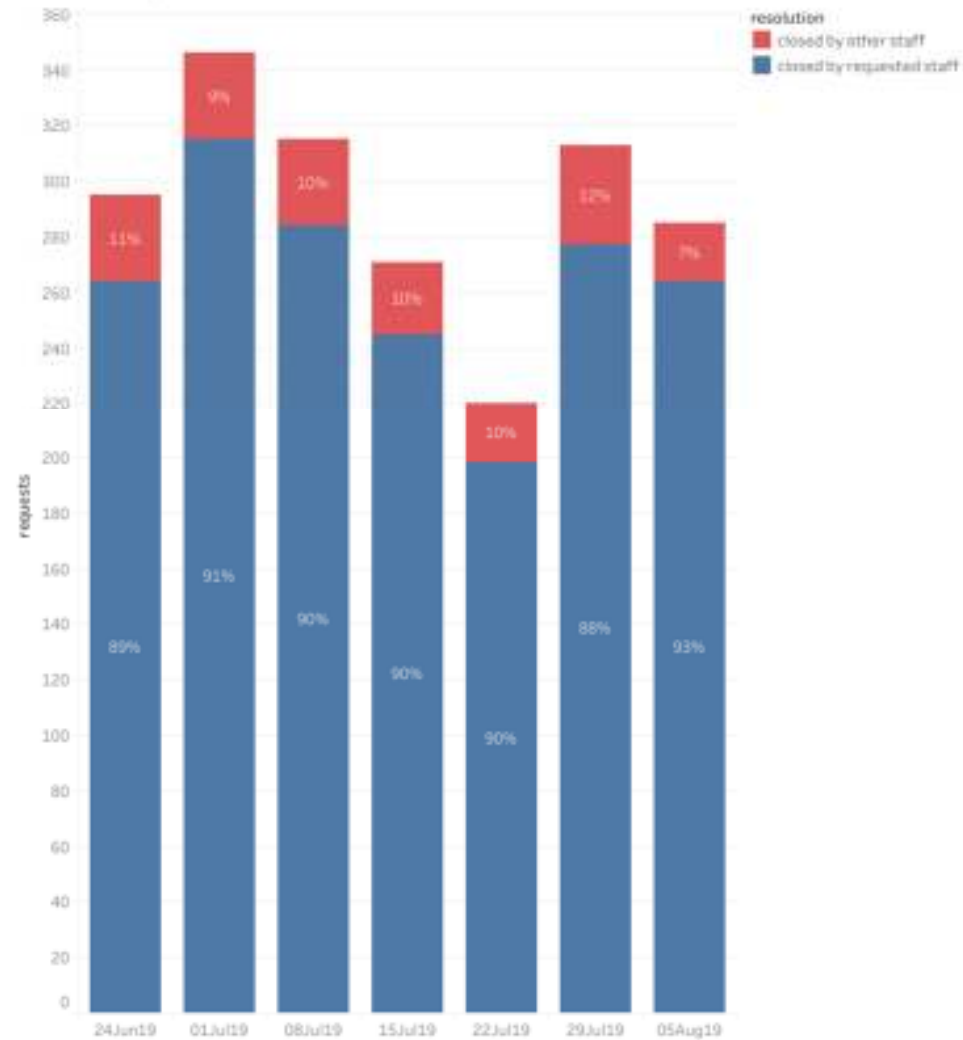
volume of requests closed per day and age of request at closure
 Witley and Milford Surgeries H81031



Continuity: did patients get the staff they requested?

Witley and Milford Surgeries H81031

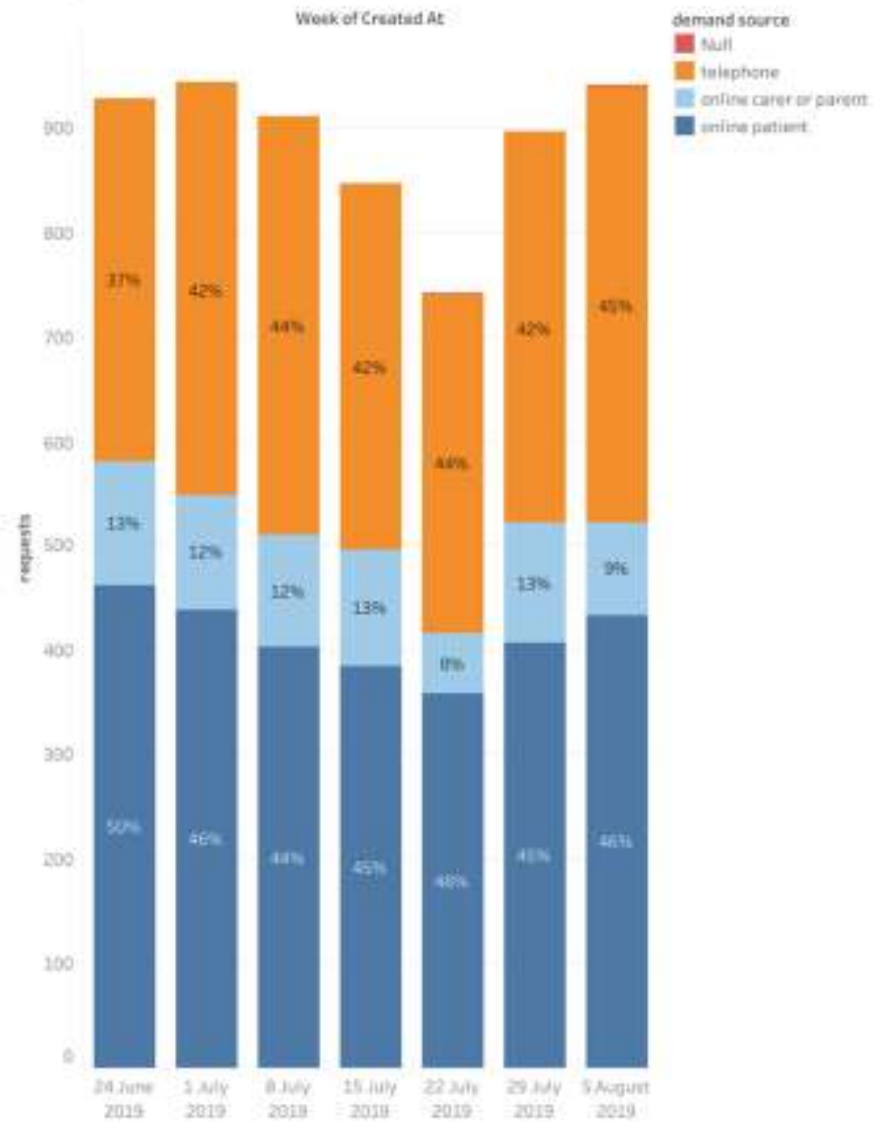
Based on requests where patients stated a preference and chose a named member of staff (the majority of patients didn't want to request a specific member of staff)



source of demand

all requests latest 3 to 7 weeks

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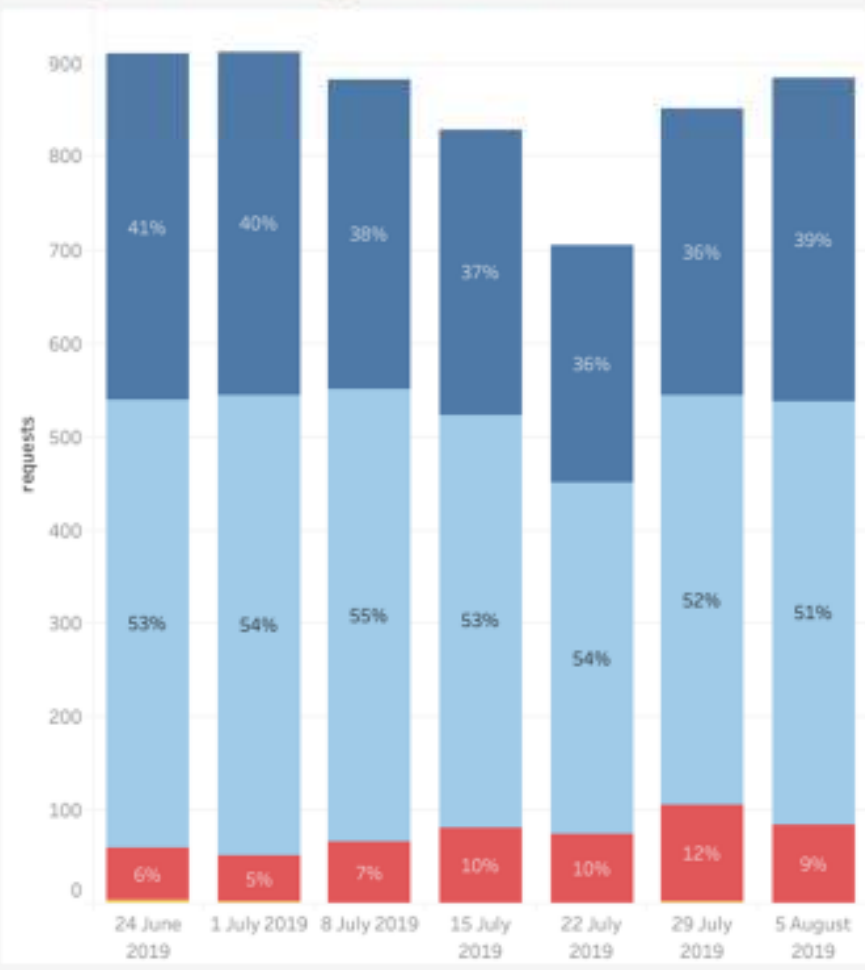


resolution method
 abandoned message phone face_to_face visit

patient preferred contact method

all requests

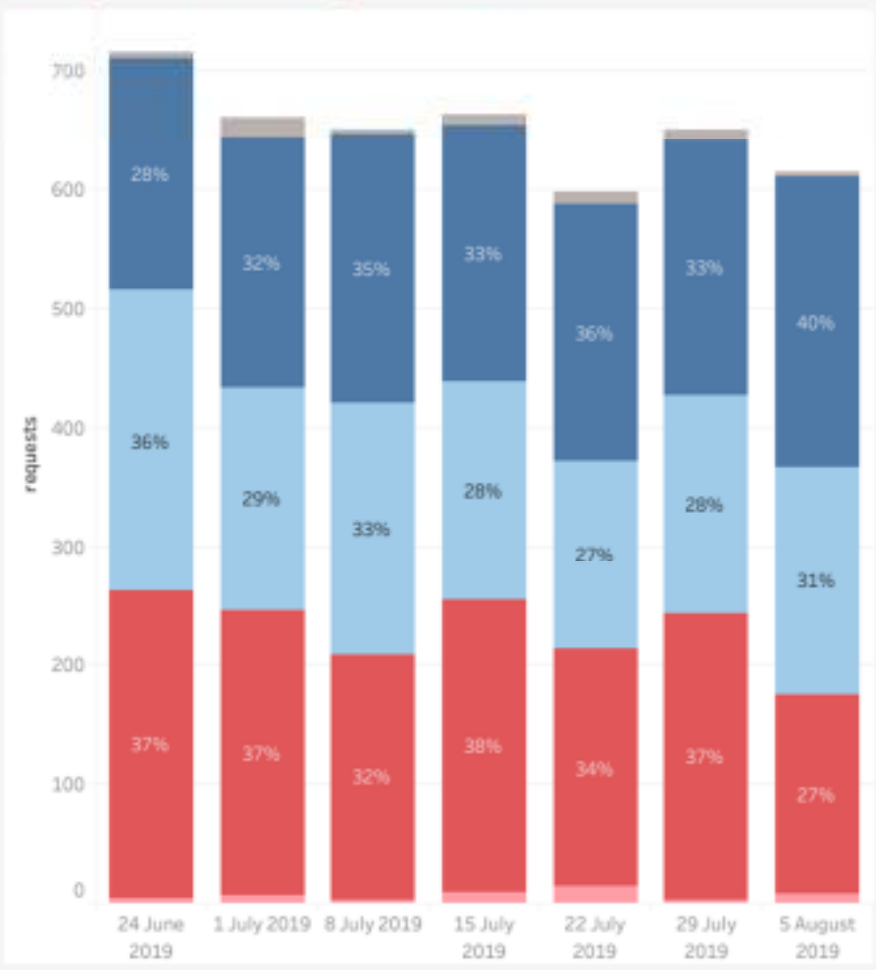
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resolution of request at closure

closed requests

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patient preferred contact method

all requests latest 7 weeks

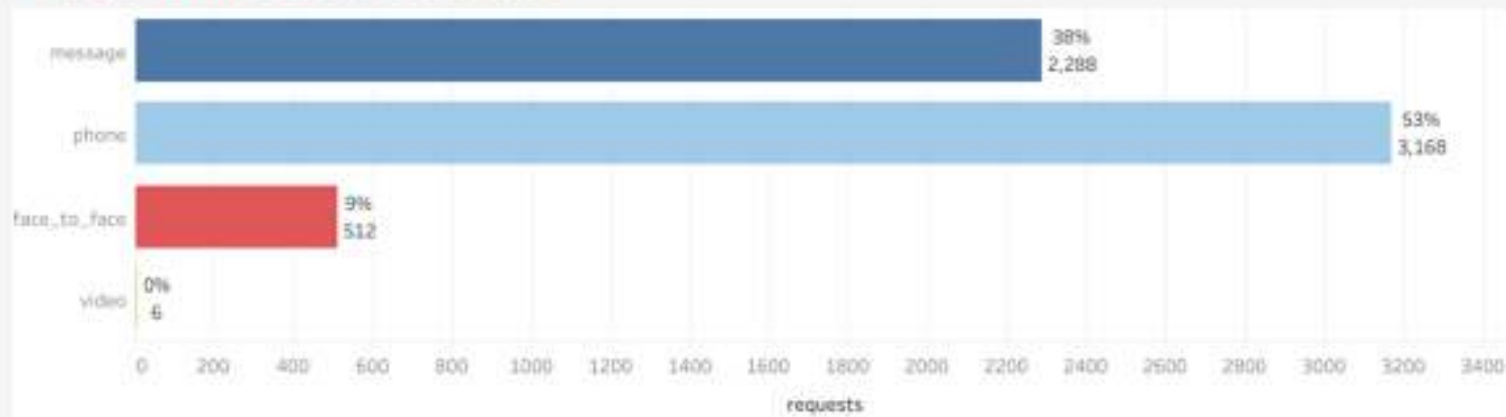
Witley and Milford Surgeries H81031

choose time period

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

choose practice

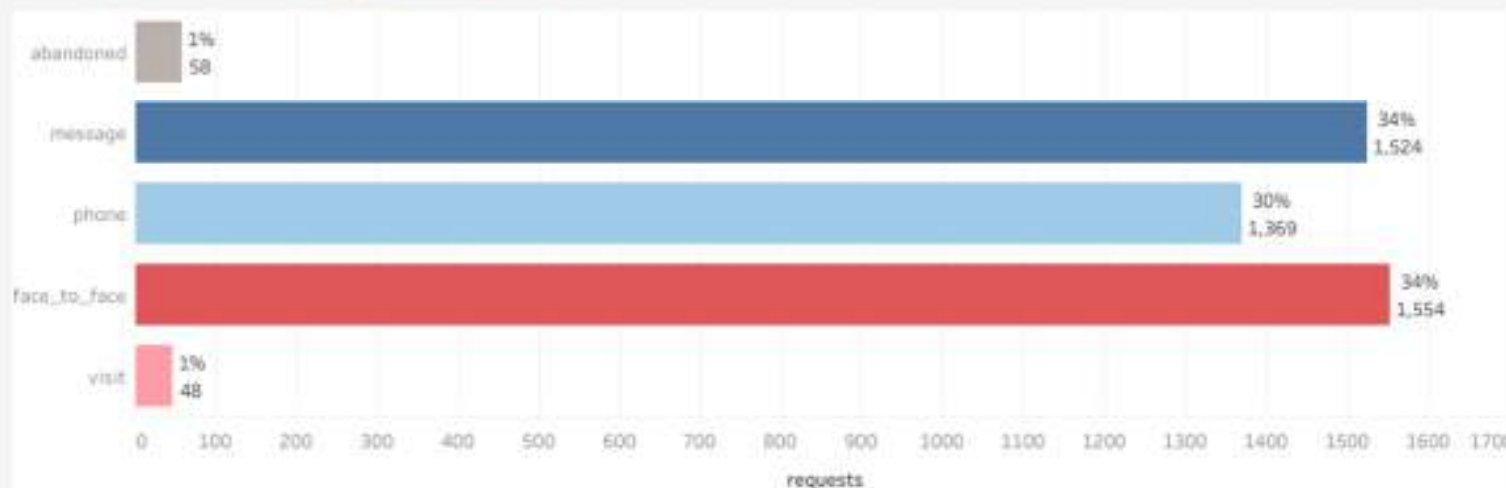
Witley and Milford Surge..



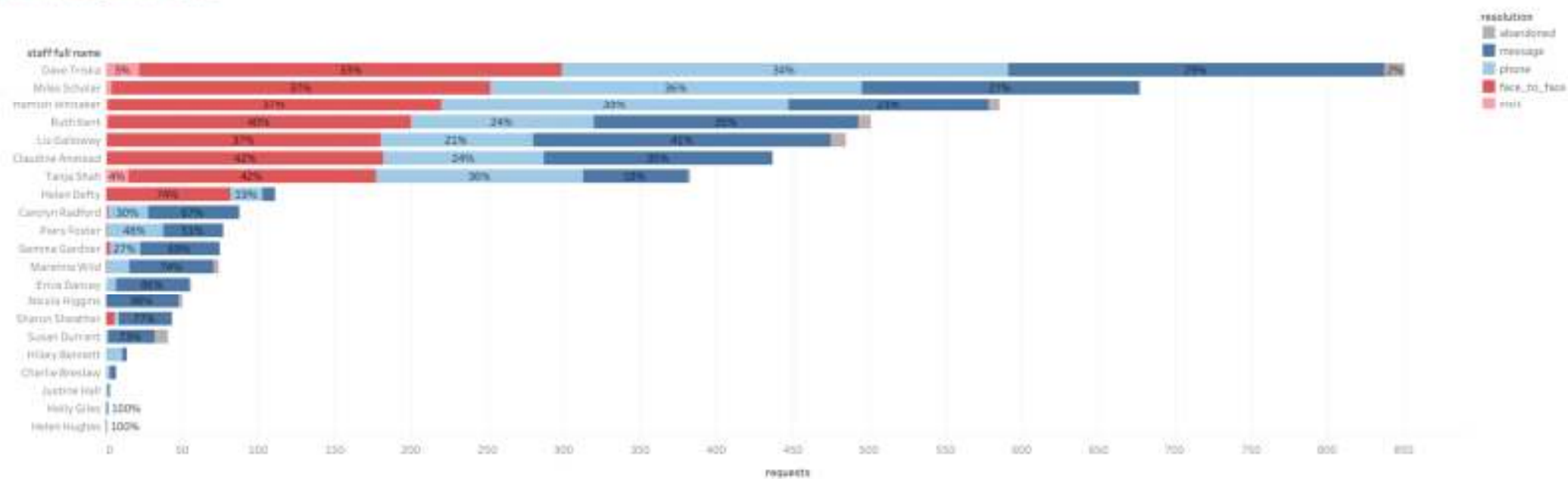
resolution of request at closure

closed requests latest 7 weeks

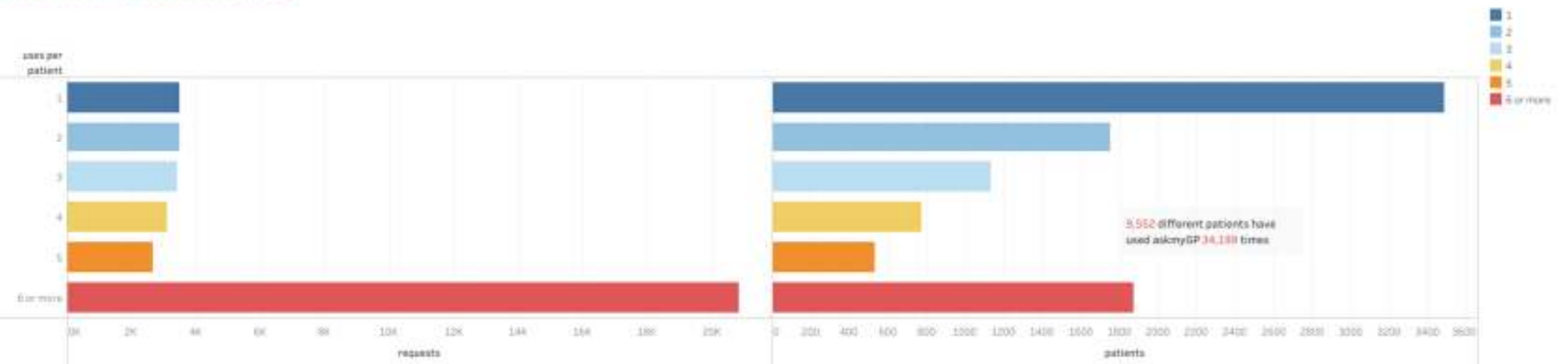
Witley and Milford Surgeries H81031



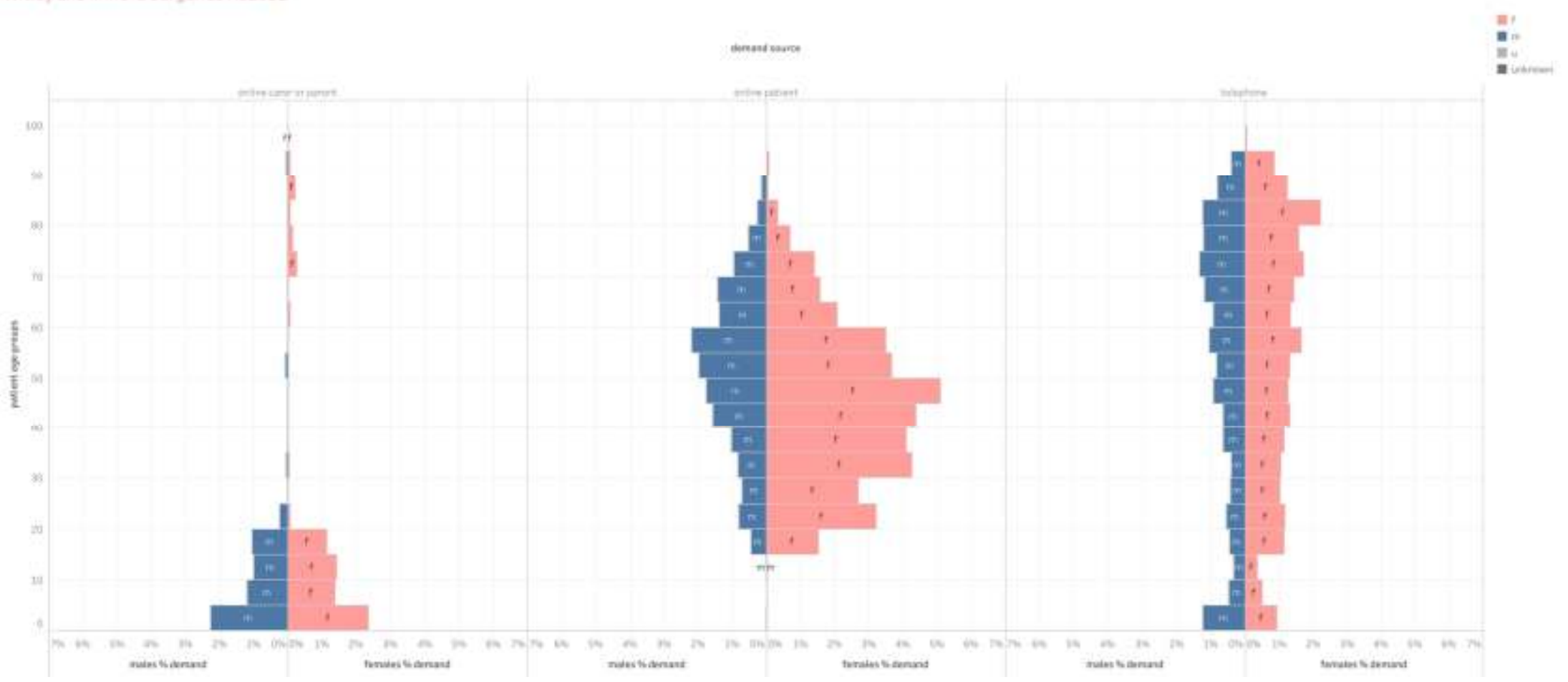
resolution of request at closure
 all closed requests in period
 Witney and Milford Surgeries HB1031



analysis of repeat users
all v3 demand
Witley and Milford Surgeries H81031



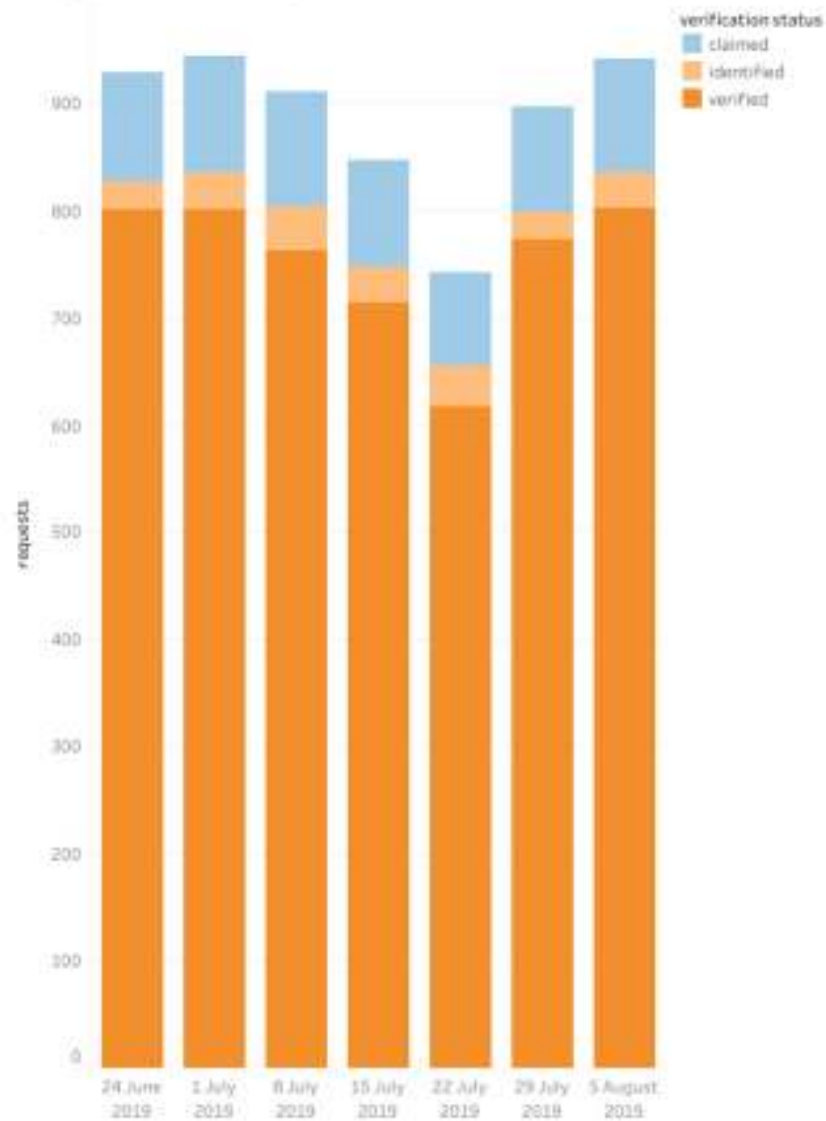
demographics of demand
 all v3 demand
 Witley and Milford Surgeries H81031



patient identity verification status

all requests latest 7 weeks

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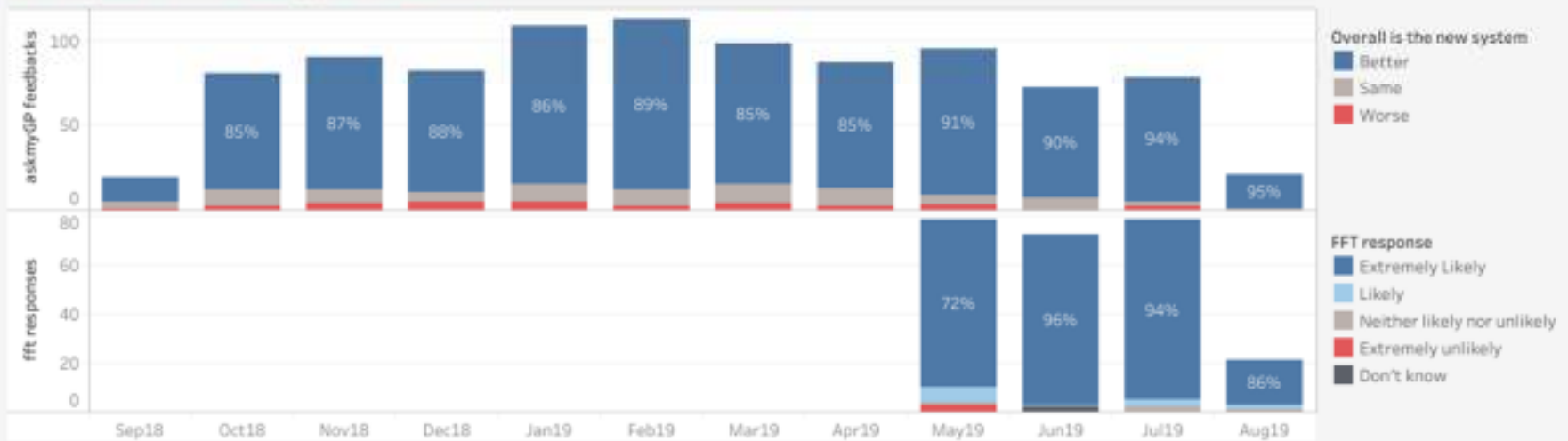
patient feedback trends

Witley and Milford Surgeries H81031



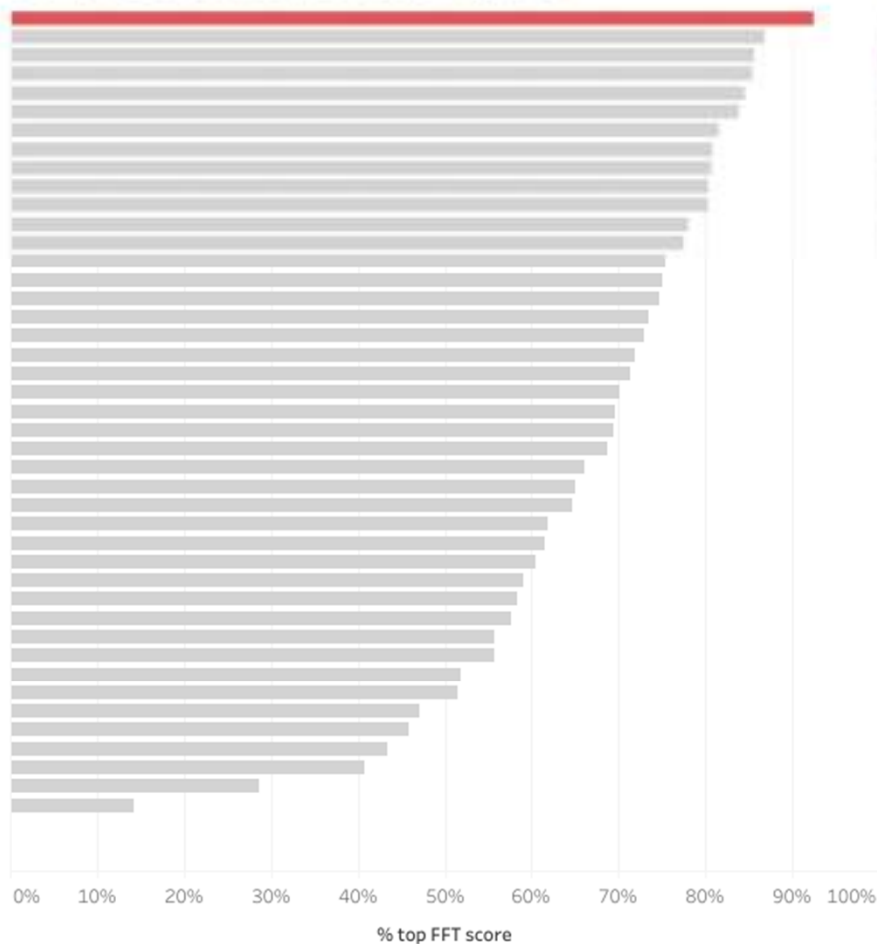
patient feedback totals

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% top FFT benchmark

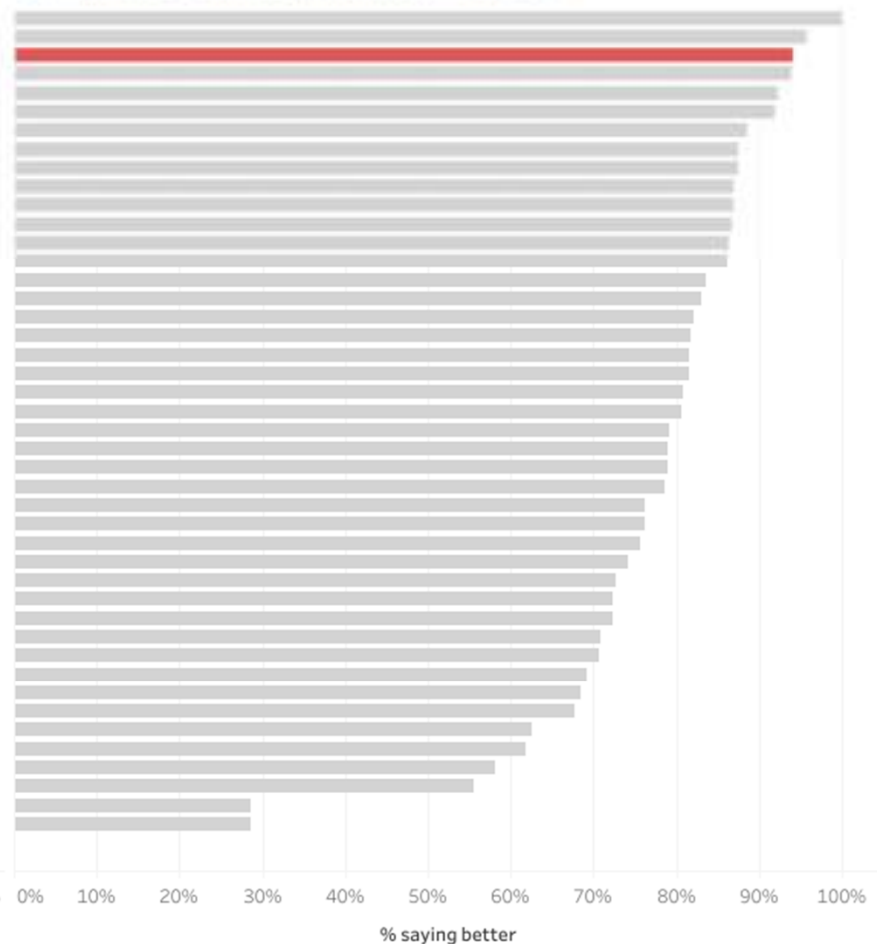
Witley and Milford Surgeries H81031
compared to active practices in period



choose practice
Witley and Milford Surgeries H81031

askmyGP patient feedback benchmark

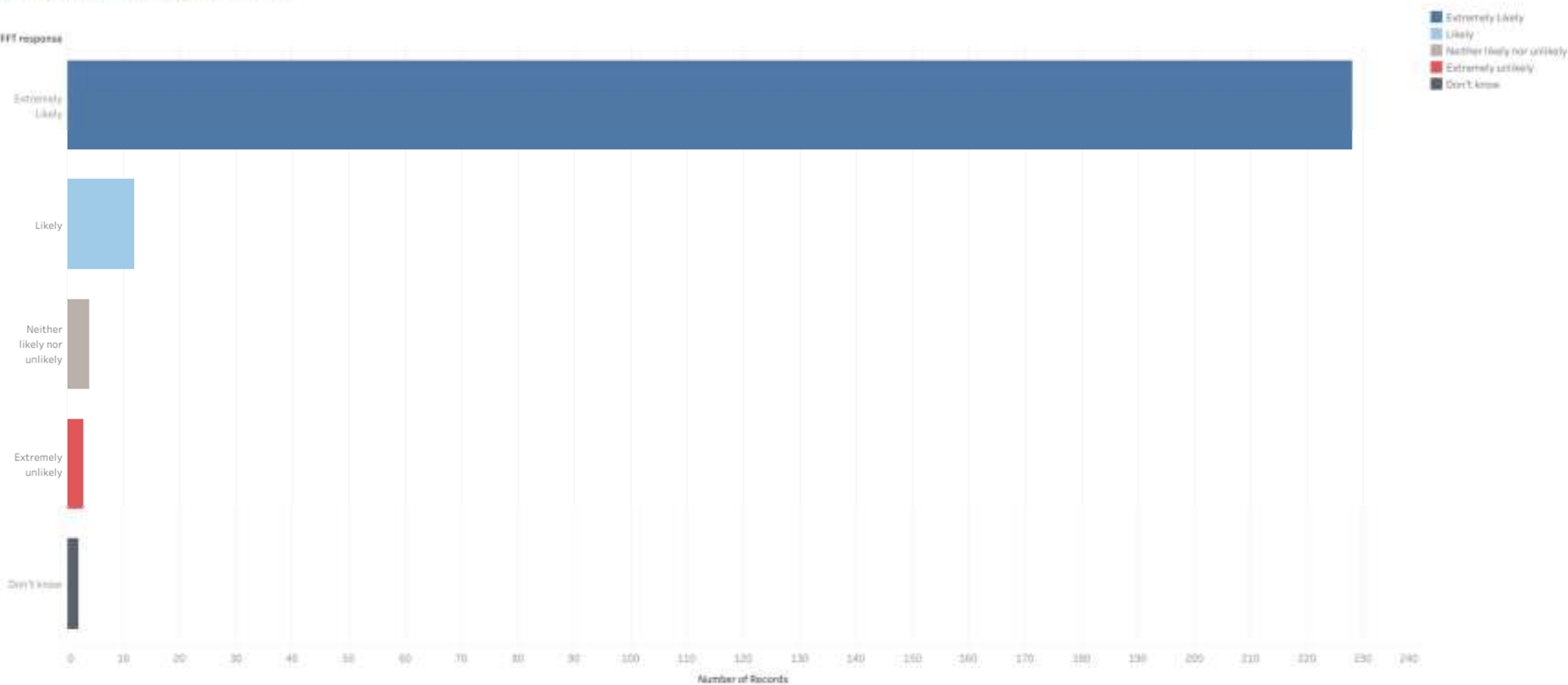
Witley and Milford Surgeries H81031
compared to active practices in period



choose time period
24/06/2019 00:00:00 to 18/08/2019 23:59:59

how likely are you to recommend 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

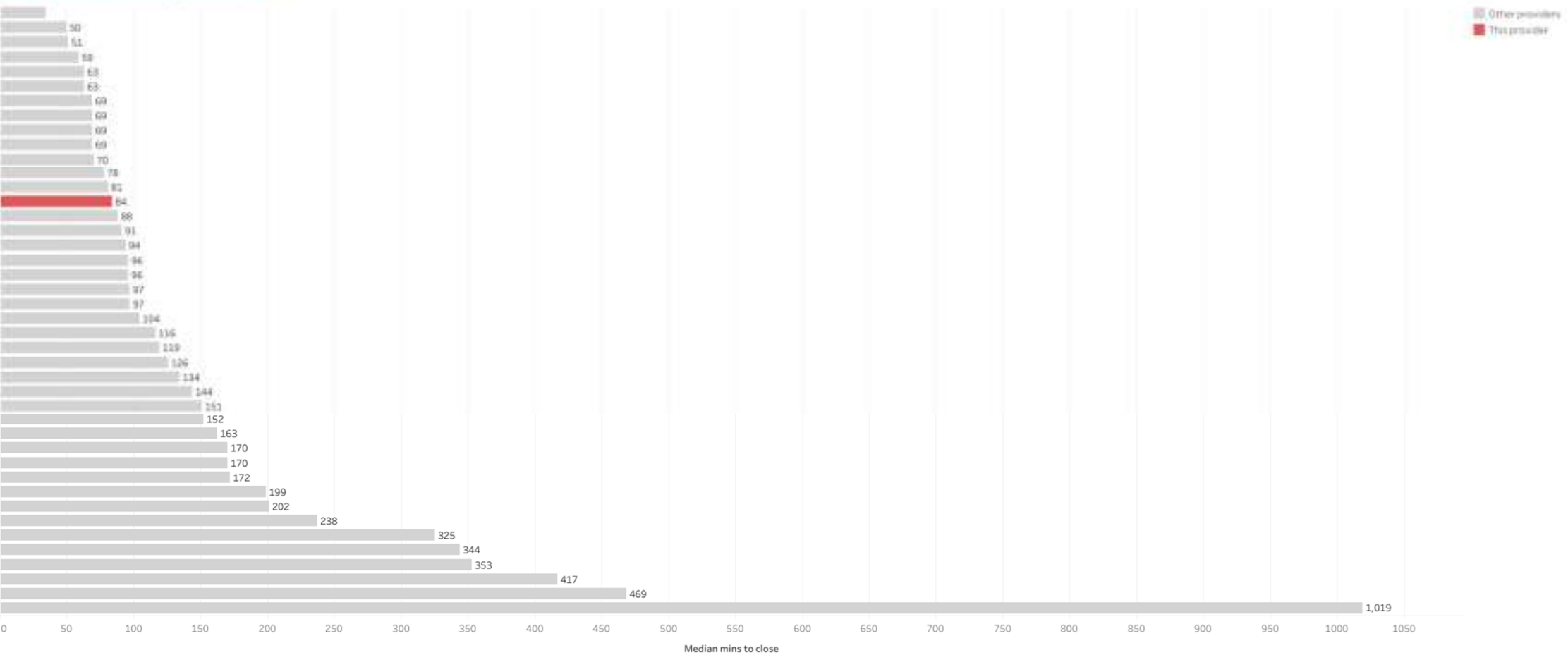
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FFT response	Month of Time			
	May 2019	June 2019	July 2019	August 2019
Extremely Likely	68	69	73	18
Likely	6	1	3	2
Neither likely nor unlikely	1		2	1
Extremely unlikely	3			
Don't know		2		

median completion times benchmark

Online only & Total flow practices active in period

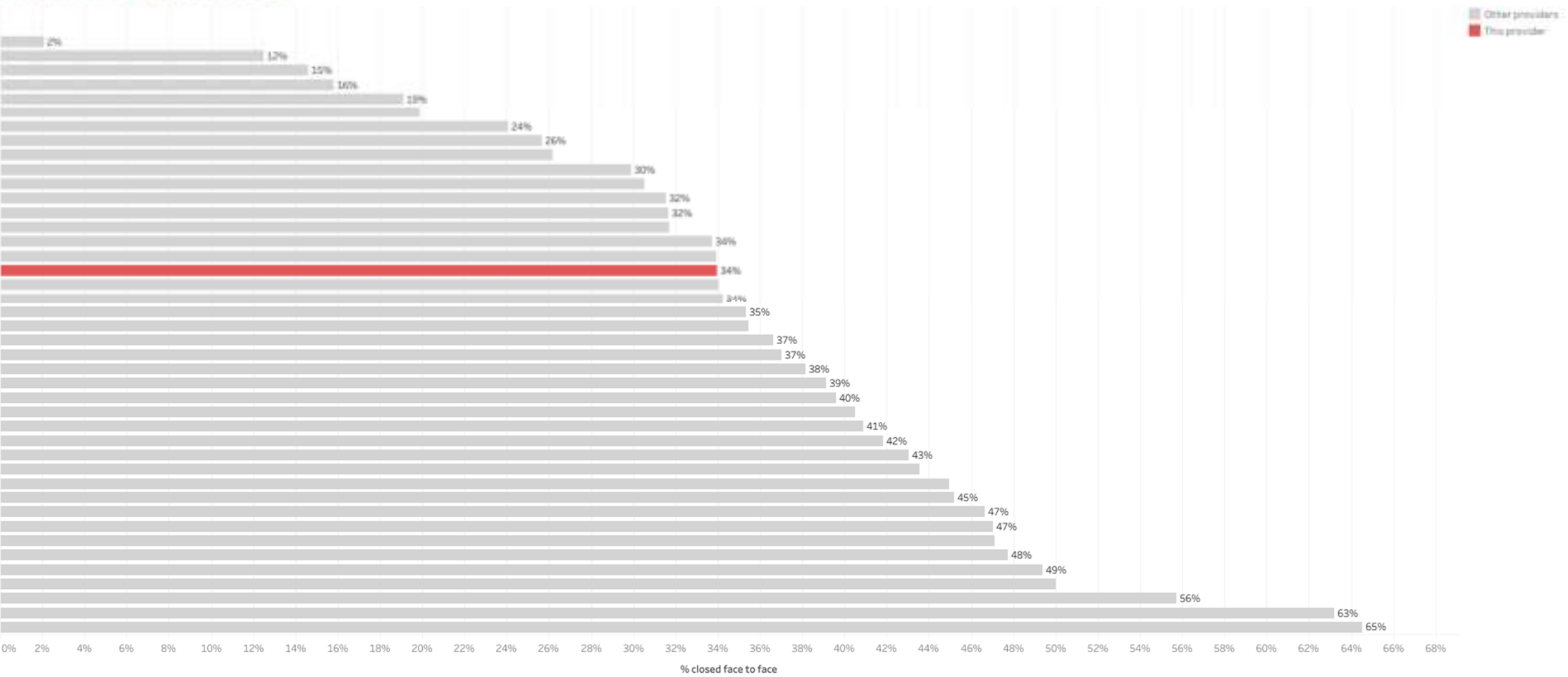
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face-to-face resolution rate benchmark

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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