

# General Practice Workload tool

## Dashboard guide

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## Introduction

In the General Practice Forward View (published April 2016) NHS England committed to providing an automated appointment measuring interface to enable general practices to quickly view information on their appointment capacity and utilisation and how it varies over time. NHS England is now pleased to announce the availability of the new practice based reporting tool – known as the General Practice Workload Tool – for users of SystemOne.

The new tool will give practices an overview of their appointment activity, provided through a reporting dashboard, to enable them to better match their supply of appointments to demand. Practices can also use the standard reporting capabilities within their systems to target and explore more detailed assessments of the information. Further information, including user guides and other supporting materials, will be provided. In the longer term use of the tool will be supported by the NHS England General Practice Development Programme, aimed at responding to the opportunities and challenges identified within the General Practice Forward View and building capacity for improvement directly with practices.

Please contact TPP on 0113 20500 95 with any technical issues or queries. NHS England would welcome feedback on the new tool. Please contact [england.gpaccess@nhs.net](mailto:england.gpaccess@nhs.net).

## Finding the Dashboard

The dashboard is found by going to Reporting> Appointments Reports> Appointment Utilisation

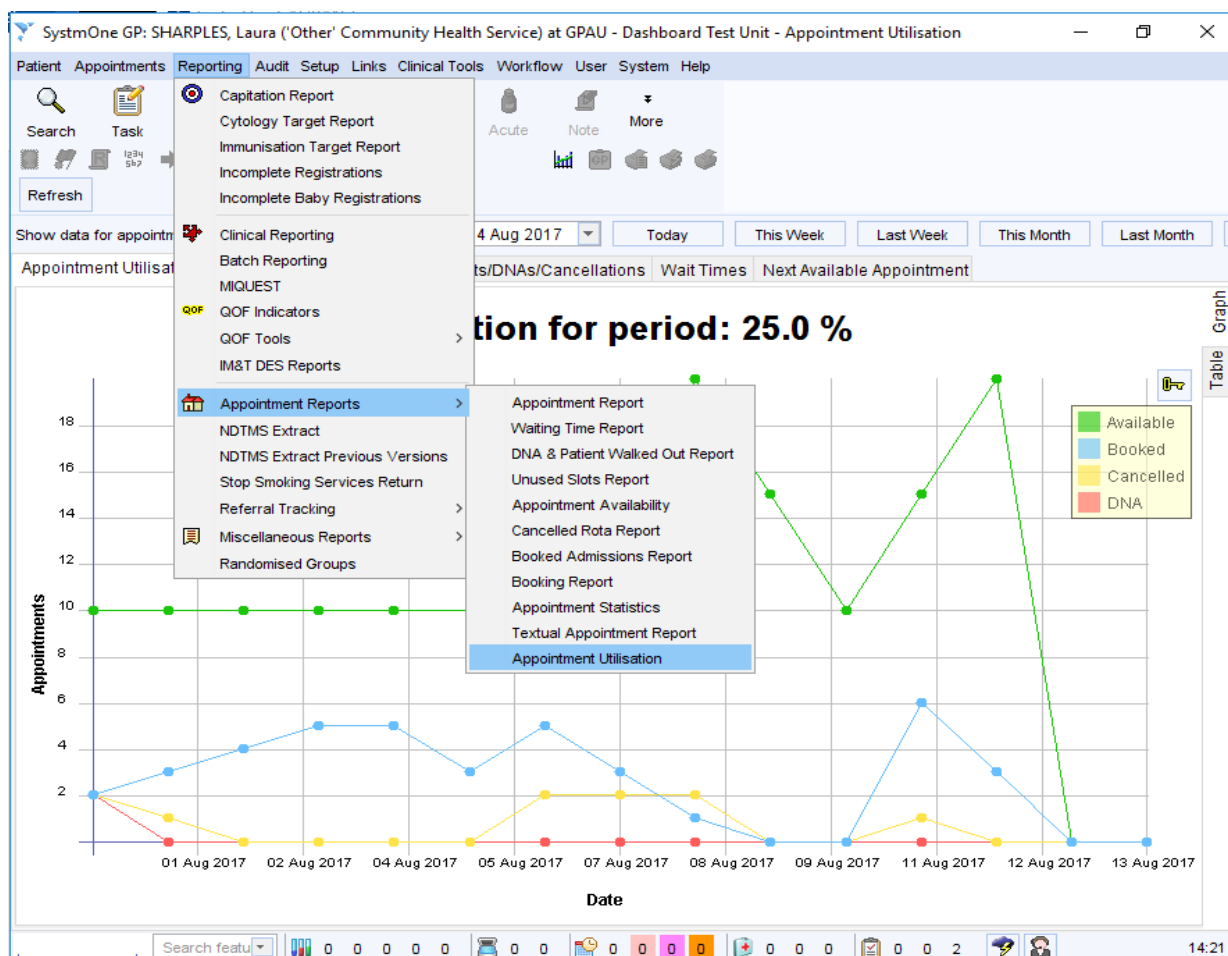


Figure1: Where the Appointment Utilisation dashboard is found

### Appointments Utilisation

The page defaults to open on the first tab, Appointment Utilisation. This graph gives an overview of available, booked, cancelled and DNA appointment for the reporting period, along with an overall utilisation percentage. The reporting period can be set to any period up to 12 months, and the buttons at the top allow you to easily set it for frequently used time periods.

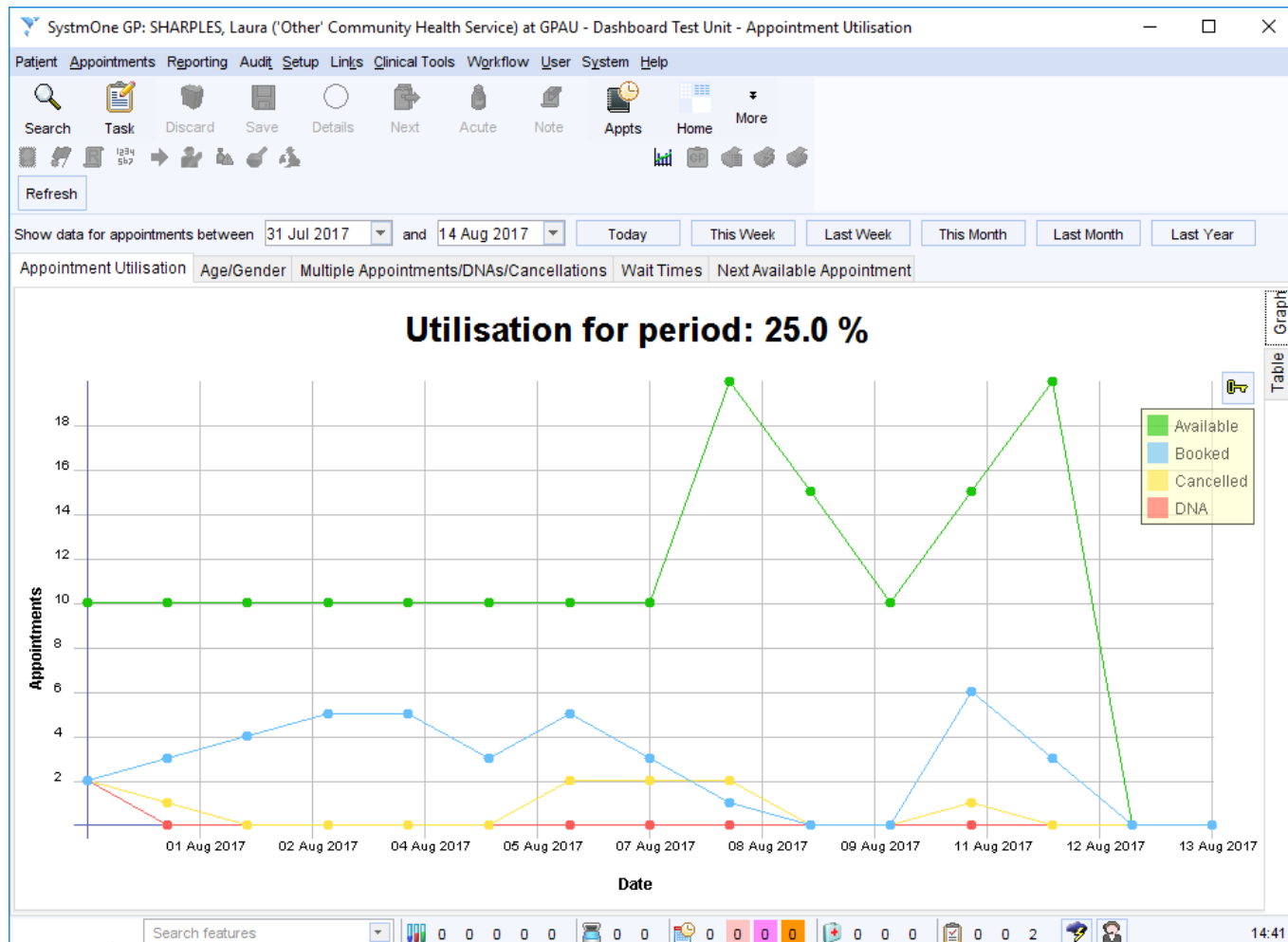


Figure 2: The first tab of the dashboard

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Age/Gender

The second tab gives information on patient demographics for the appointments in the time period. The total for the age group is presented on the top graph, while the pie graphs below break this down further by gender. Scrolling down shows the same information for DNA appointments

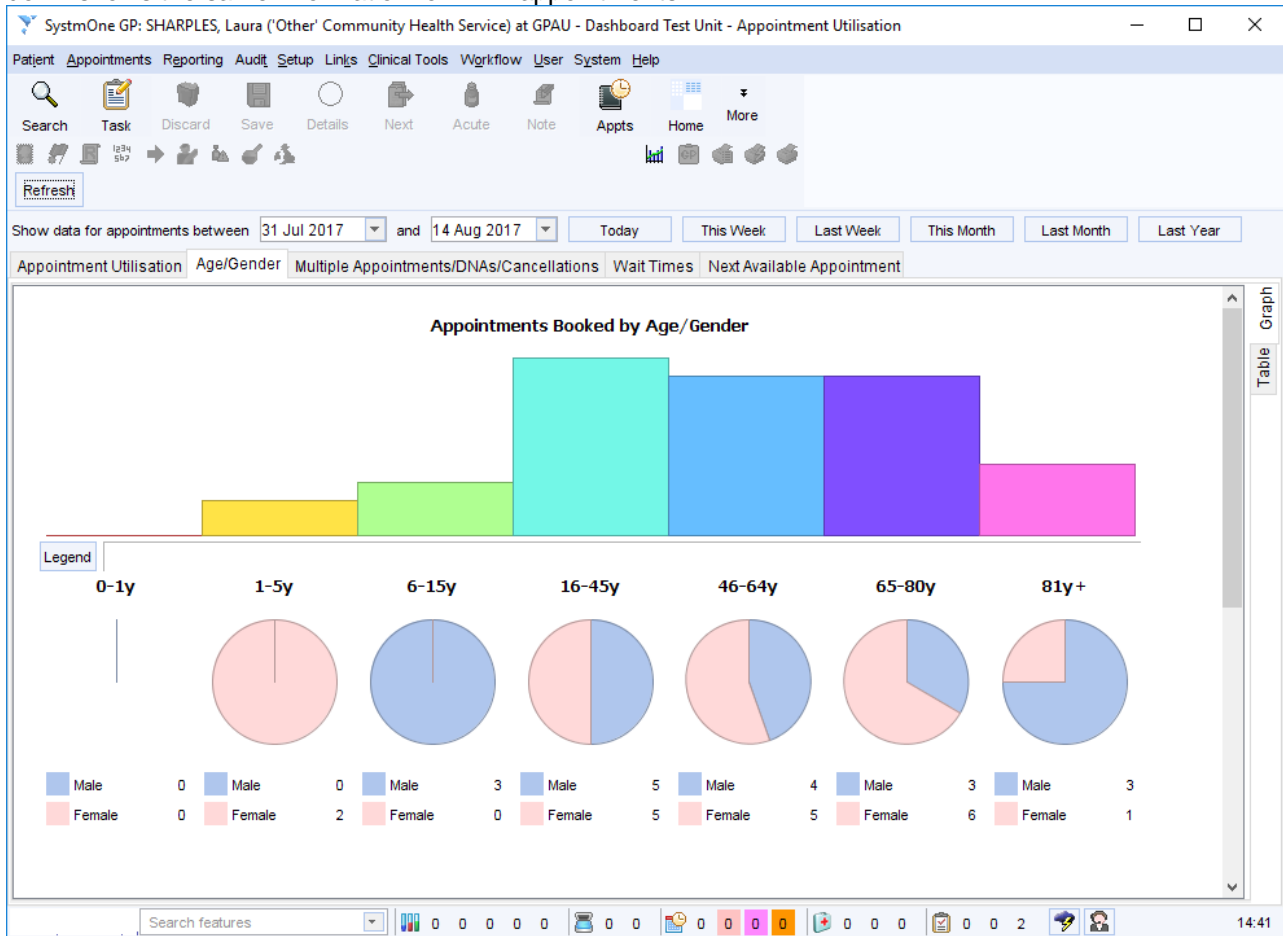


Figure 3: the Age/Gender tab

Hovering over the bars or pie slices gives detail on the number and percentage, and the legend can be expanded under the bar graph.

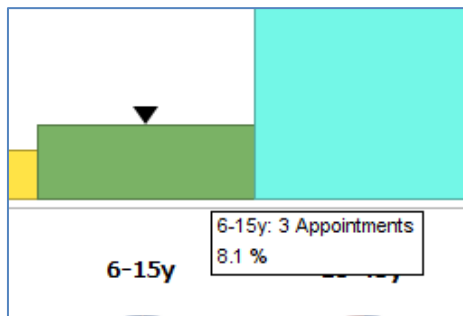


Figure 4: Hovering over the 6-15y bar

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

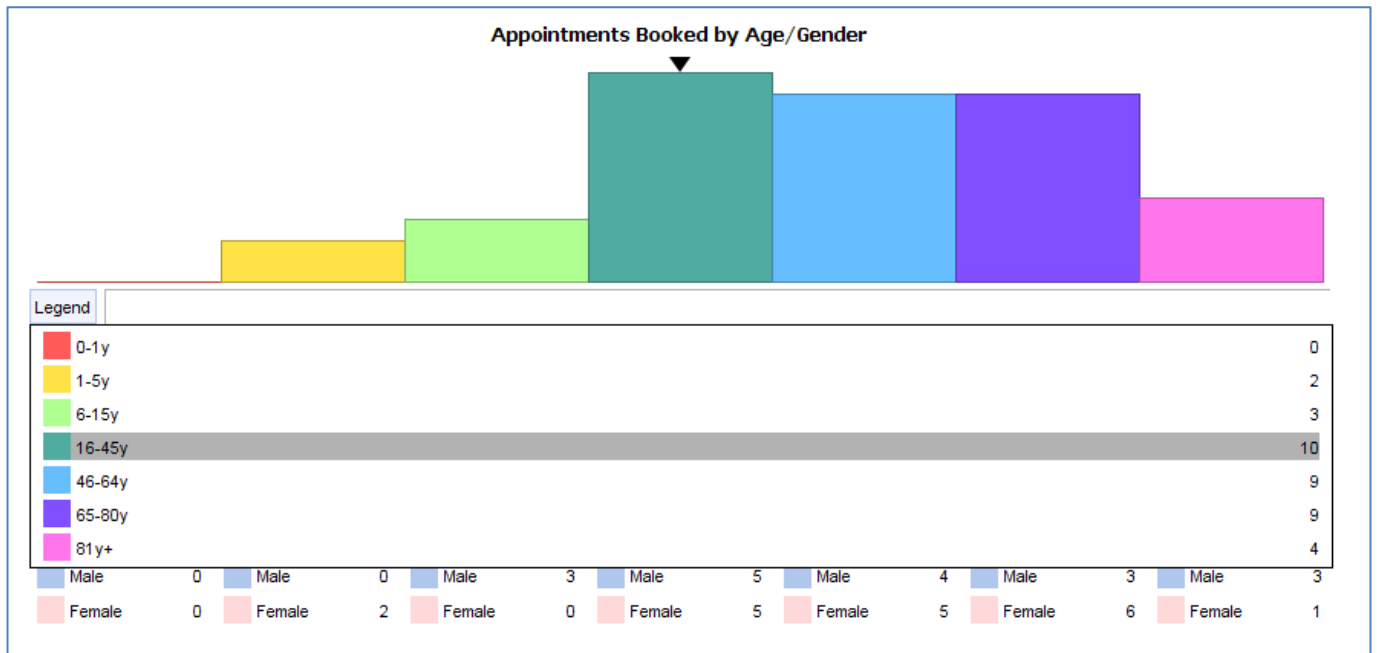


Figure 5: Opening the legend to the bar graph

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Multiple Appointments/DNAs/Cancellations

The third tab shows the number of patients who have booked more than one appointment, had more than one DNA or had more than one cancellation. Again, hovering over the sections gives further detail.

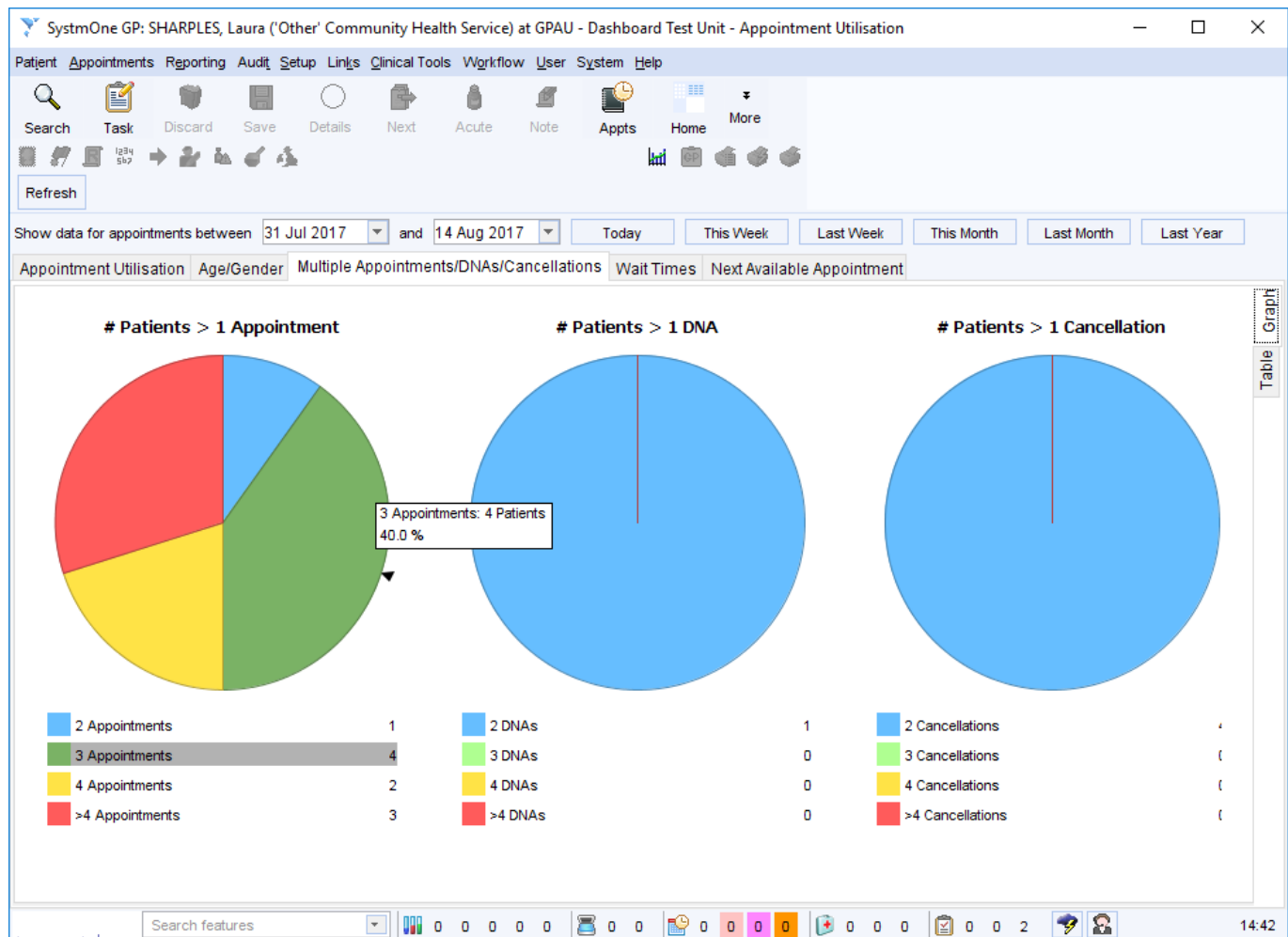


Figure 6: The Multiple Appointments/DNAs/Cancellations tab with 3 appointments highlighted

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Wait Times

The Wait Times tab shows the number of days patients have had to book their appointments in advance.

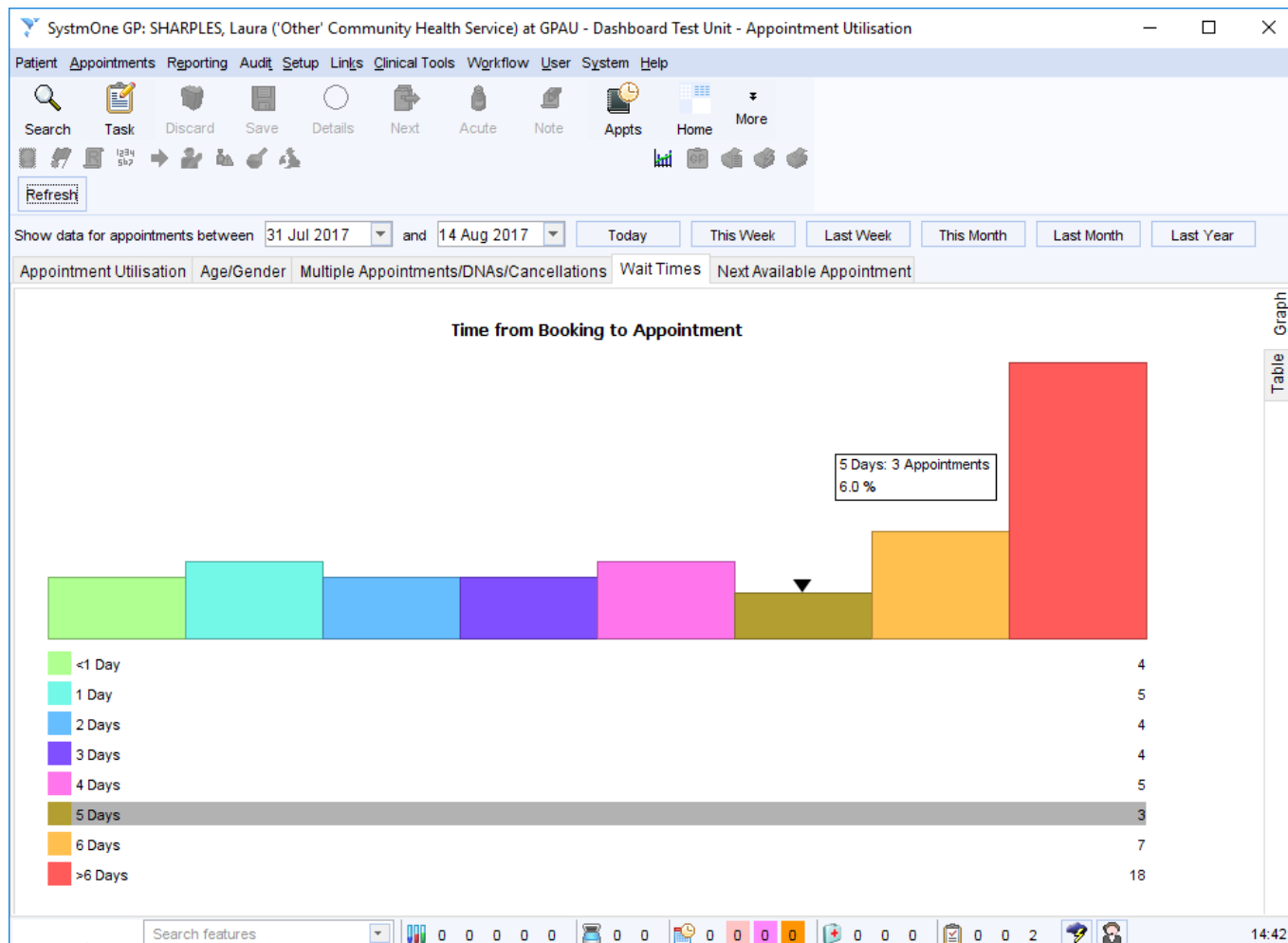


Figure 7: The wait times tab with 5 days highlighted

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Next Available Appointment

The Next available appointment tab shows you the time and date of 3<sup>rd</sup>, 4<sup>th</sup> and 5<sup>th</sup> next available appointment and the time until they are due to start. This tab only shows information as of the exact time the report is run, and cannot be run for past appointments.

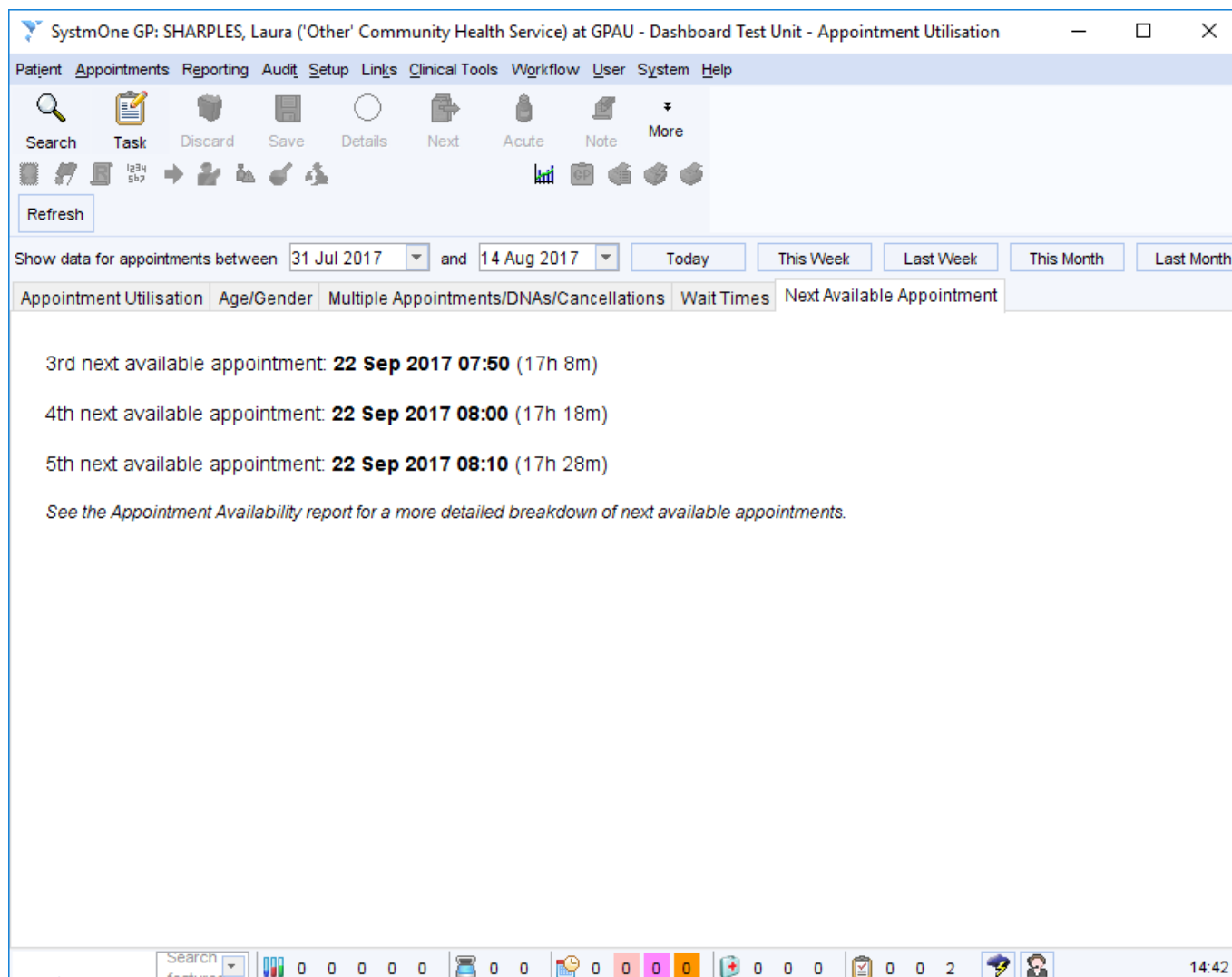


Figure 8: The Next Available Appointment tab



These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

## Table View

Each tab of the dashboard excluding the Next Available Appointment has both a graph and table view. They default to open on the graph, but you can switch between the two by clicking the buttons on the left hand side. For Age/Gender and Wait times, the table view shows the same information as the graph, but in a simpler way.

### Appointment Utilisation

The table view for appointment utilisation offers additional breakdowns by the staff member or appointment contact method

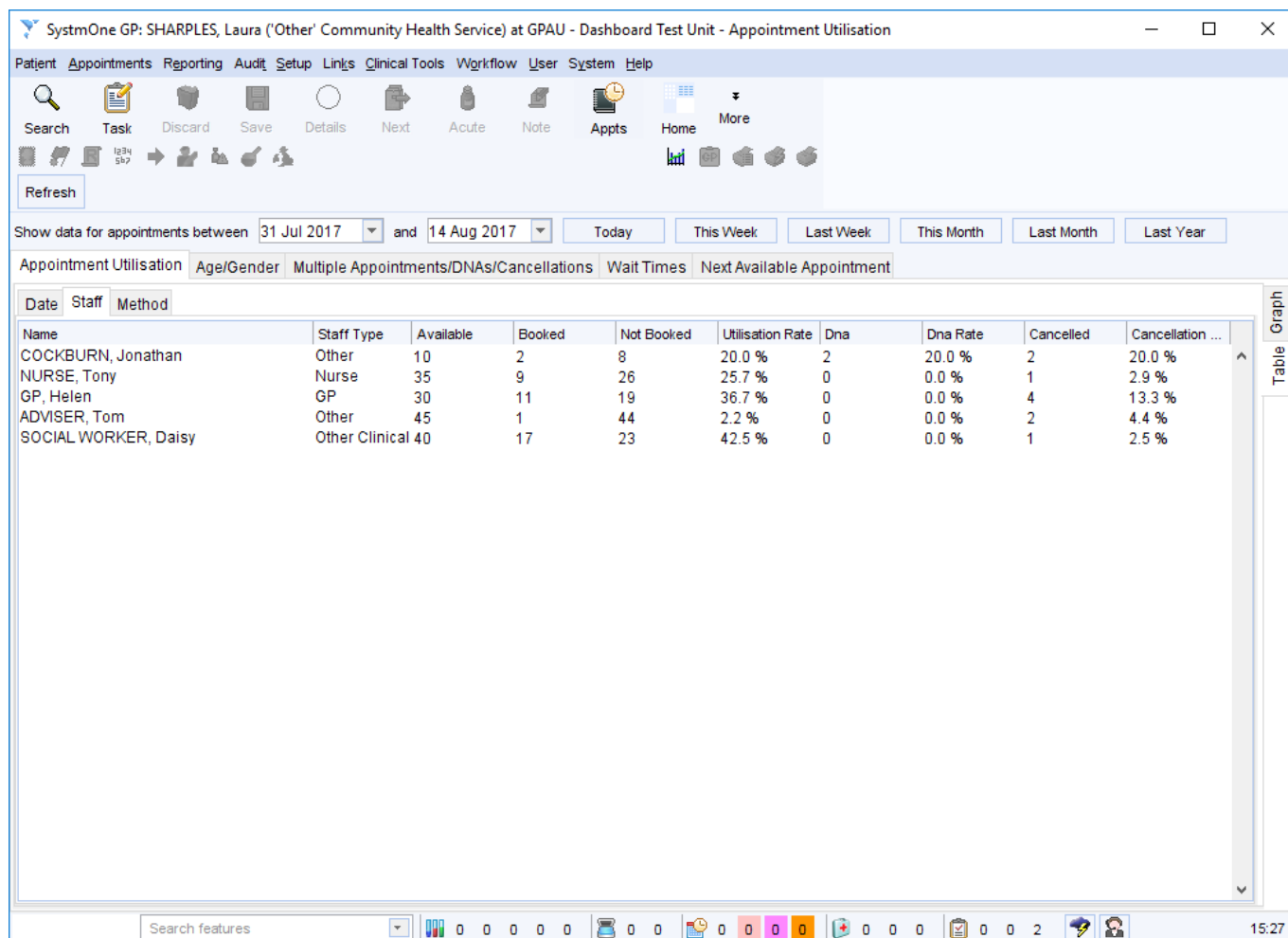


Figure 9: The Appointment Utilisation table view with staff breakdown

These instructions are correct at the date of writing. For further assistance, consult the SystemOne Online Help.

### Multiple Appointments/DNAs/Cancellations

The table view for this tab shows which patients have had more than one appointment, DNA or cancellation. You can retrieve the patient from here by right-clicking on them.

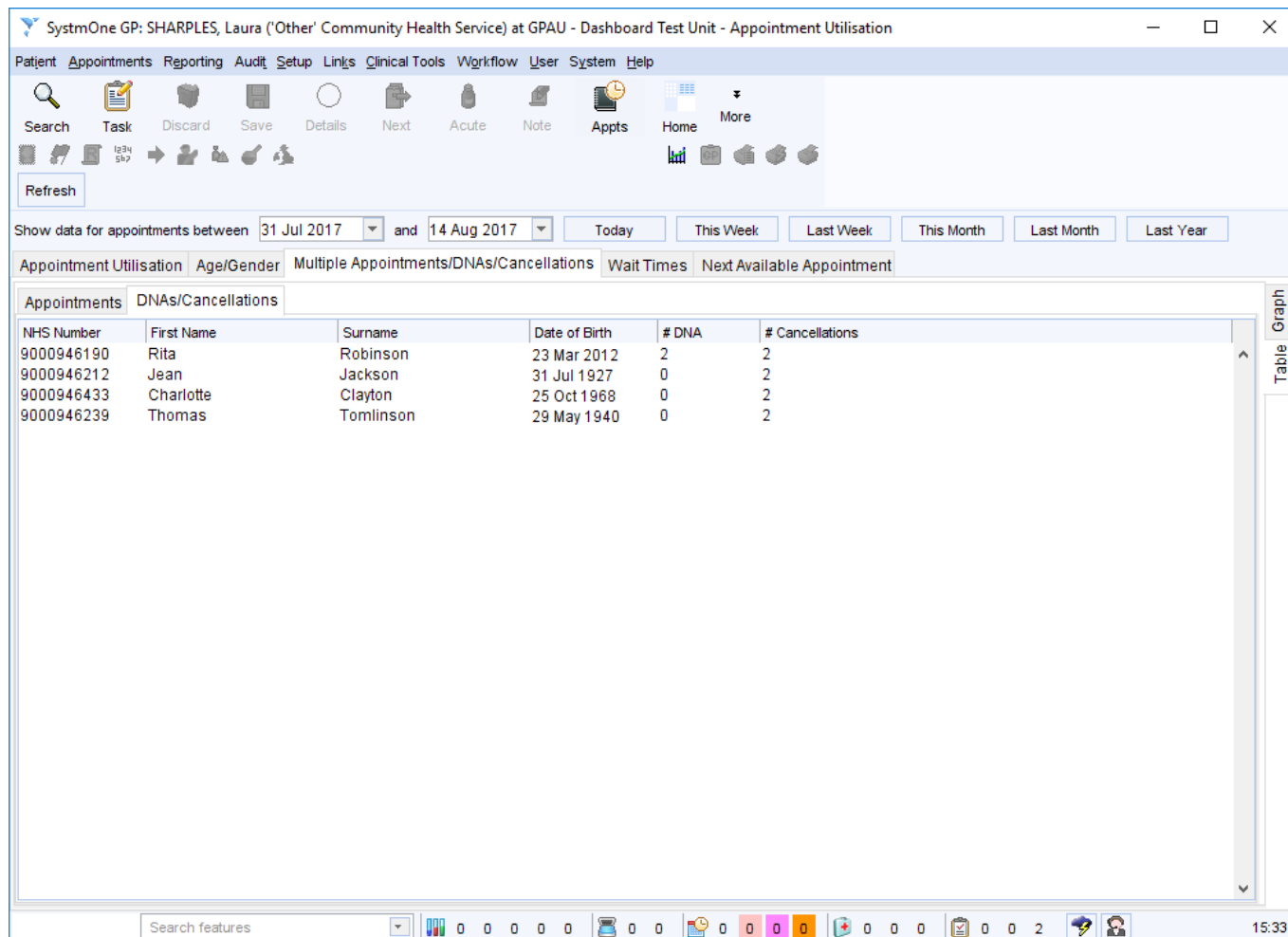


Figure 10: The multiple Appointments/DNAs/Cancellations table view