





Appointment Demand Survey June 2019

Date: 17.06.19-28.06.19

Booked a face to face appt with GP or John INCLUDE same day or future booking, duty doctor and path slot DO NOT INCLUDE patients put through by doctor to make an appt	8.00 – 9.00	121
	9.00 – 11.00	43
	11.00 – 1.30	225
Booked a telephone appt with GP/Triage Nurse or John. (Include GP Tel triage and nurse triage slots, duty doctor telephone slots and GP Tel consultation slots)	8.00 – 9.00	421
	9.00 – 11.00	173
	11.00 – 1.30	160
Offered an appt with a GP or John either face to face or telephone but patient declined	8.00 – 9.00	10
	9.00 – 11.00	2
	11.00 – 1.30	23
Did not manage to offer GP/John appt of any kind, face to face or telephone	8.00 – 9.00	16
	9.00 – 11.00	13
	11.00 – 1.30	23

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Booked a face to face appt with GP or John INCLUDE same day or future booking, duty doctor and path slot DO NOT INCLUDE patients put through by doctor to make an appt	1.30 – 3.30	46
	3.30 – 6.30	49
Booked a telephone appt with GP/Triage Nurse or John. (Include GP Tel triage and nurse triage slots, duty doctor telephone slots and GP Tel consultation slots)	1.30 – 3.30	104
	3.30 – 6.30	94
Offered an appt with a GP or John either face to face or telephone but patient declined	1.30 – 3.30	9
	3.30 – 6.30	12
Did not manage to offer GP/John appt of any kind, face to face or telephone	1.30 – 3.30	30
	3.30 – 6.30	20

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No. of patient contacts:	1594
Booked a face to face appointment:	30%
Booked a telephone consultation:	60%
Offered an appointment but declined:	3.6%
Not offered an appointment:	6.4%
Total offered an appointment:	93.6%
Total not offered an appointment:	6.4%