**Narrative Reports from Somerset GP Practice Managers on Current Patient Demand and internal Escalation Procedures adopted**

**3rd January 2018**

1. We had 156 urgent phone triage calls to deal with yesterday (a record by some margin for us!) - 130 were in the morning and a further 26 in the afternoon.  We would generally expect to do 80-90 on a busy Monday.
2. Today we have 13 home visits but some days last week the number was over 20 (generally it is around 5-6 per day maximum).
3. Incoming call volume currently running at between 16 and 25% higher than first week in December depending on the day (basically yesterday was 25% and today is 16% up)
4. Today we have had 27 extra urgent appointments that planned – and we allowed for much extra demand already, so we are well over capacity.
   1. Our duty doc yesterday saw 64 patients .One day before Christmas, the duty doc saw 99 patient in one day!
5. We tried to be prepared as possible for the day yesterday after coming out of another 3 day break. We decided to offer an On-call service for all our GP`s yesterday, offering no routine appointments to try and manage the workload. In the morning we had 4 GP`s and 1 NP, in the afternoon we went down to 3 GP`s and 1 NP.
   1. The plan was that the GPs` would work together to triage patients over the phone and only bring them in if they felt appropriate. We had reserved some routine GP only appointments today so there was somewhere for GP`s to book patients into should they have felt the patient needed to be seen.   Even with all the planning it turned out to be a nightmare day.
   2. The figures below are just taken from the EMIS screen, it doesn`t include the GP`s admin or interruptions from outside agencies (Pharmacies, district nurses etc.) Neither do they reflect the amount of phone calls that the reception team dealt with during the day.

* 149 Telephone / same day appointments
* 46 OOH Reports
* 2 E-Consults
* 13 Home visits
* Our NP saw 28 urgent same day patients.

1. Yesterday we were fully staffed with GPs and nurses, had an additional (Locum) GP for 2x2hrs and ran an overflow surgery for another 14 patients in the morning and 1 extra in the evening and 23 patients received home visits.  We handled >200 calls to our appointments line by mid-morning (with 1 Receptionist off with flu) and accommodated either same day (we had made a >r proportion of appts “book on the day” in anticipation of this demand) or a later appointment offered.

We did have a few patients express their confusion that the TV / Newspaper adverts suggested GP surgeries would be open over the holiday period.

1. Incoming calls over the three days last week were 456, so far this week 334.

These are coming into main phones – excluding direct dial and those who hang up and choose to call again – of which there are lots

*Next available 3rd appt*

* 10th Jan for GP/NP – mostly NP’s or locums. To see one of our permanent GP’s you are into early Feb 11th Jan for Nurse Appt and 9th for HCA
* We do have “On the Day Appts” available each day.
* Urgent sit and wait clinics at the end of the morning to cope with demand are becoming more and more common - e.g. yesterday 10 extra patients on top of a full morning clinic

1. Yesterday we received 760 phone calls, the queue reached 32 at one point during the morning we answered 479 calls 73 of which had waited more than 10 minutes.
   1. Today we have received 274 calls to date, answered 172 of which 21 have waited over 10 minutes
   2. Yesterday and today were designated “red days” for us which means that we have less prebookable appointments than we would normally and more appointments available for on the day. On red days we will also not undertake any “routine” work.
   3. Yesterday we had an extra PCP working all day. By the end of the morning yesterday we had several emergency appointments free, but everything had been taken by the end of the day. There were 18 home visits and we had a ward round at Wellington Hospital (which on a normal week would have been completed on Monday).
   4. Today we currently have a few slots available for this afternoon, but the GPs have outstanding phone calls so that will change. Improved access is fully booked and there are 10 home visits.
   5. What I haven’t been able to capture is the patients who have come into the surgery because they do not want to wait on the phone. Yesterday we had two Receptionists on duty all day and the queue was out of the door at times. Today has been steadier with periods when we have managed with one.
   6. It is busy, but we work at this level of demand regularly and it is predictable at this time of year and I think our contingency plans have helped. We are also fortunate that we currently have no staff sickness issues.