**Data Comparison data collection**

Collecting accurate information about the demand on your service will help inform how to maximise the use of capacity to meet demand.

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| **Steps** | **Tips** |
| **Step 1:** Think about the most common requests patients ask for when first contacting the practice. Then consider how access to your practice is offered to patients. The table overleaf has been pre-populated with examples but you can overwrite then to make them more relevant to your practice.  A maximum of 10 categories are available. This is partly due to limitations of space, but it also helps to keep things simple. | This is not specific clinical requests, it is more generic requests about accessing services.  This tool is used for asking whether your practice is providing patients with the access that they are asking for, so your categories can be informed by any specific concerns that you have.  If 10 categories is considered too few, you may wish to begin with a ‘high-level’ exercise on your total demand, then focussing in on a specific area in more detail. |
| **Step 2:** Agree who will collect the demand. This is normally the people who makes first contact with the patient when the contact the practice. | Ideally, anyone who has the first patient contact for a request should use the demand collection tool. This would cover new requests for service made at reception, telephone and over email/online platforms. |
| **Step 3:** Agree the timescale to collect the demand. The longer the time period that it covered, the more it will reflect your true demand and the more useful the information will be. | Ideally, this would be all day, every day for a week and avoiding atypical time periods such as weeks with public holidays.  When that isn’t possible, try a regular pattern to sample demand that covers high and low demand periods. Such as 90 minutes in the morning and 90 minutes in the afternoon – if this is the case, try to make these the same 90 minutes (e.g. 09:00-10:30) each day. |
| **Step 4:** Print out a large number of Demand collection sheets and distribute to relevant staff. Each patient is recorded on a single row, with a tick or an ‘X’ marking what they asked for and what they ultimately were provided with.  When starting a new sheet, please add the:   * **Date** – used to segment demand over the week * **Time** – can be a block of time, such as AM/PM or an hourly time slot * **Source** – who is completing the sheet   When a sheet is complete, set it aside for inputting to the tool. | If single patient contact results in more than one request, for example, if someone calls and asks for a same day appointment and about a prescription during one call, enter a tally mark in both same day appointment and prescription boxes.  If there is a lot of variation in demand across the day, try using different data collection sheets for AM or PM. Or split the day into hourly or 2-hour blocks and use a different sheet per block. |
| **Step 5:** Download theDemand Navigation Tool from the [GP Access Tools page](https://ihub.scot/project-toolkits/gp-access-tools/gp-access-tools/data-collection-and-analysis-tools/) on the ihub website, and input the data to the ‘Data’ sheet. | The Demand Navigation tool will populate a series of charts to help you to analyse and interpret your data. |

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| **Date:** |  | **Time:** | ***Recommend AM/PM*** | **Source:** | *Name of staff member so errors can be checked* |

**Data Comparison Collection Sheet**

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| Patient No | Patient Requests | | | | | | | | | | Patient Accepts | | | | | | | | | | Comments |
| GP Tel | GP F2F | GP Urg  Tel | GP Urg  F2F | Home Visit | Other |  |  |  |  | GP Tel | GP F2F | GP Urg  Tel | GP Urg  F2F | Home Visit | Nurse | GP Msg | Pharm | Other | Dent |
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