**High-level demand 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. The table overleaf has been pre-populated with examples but you can overwrite then to make them more relevant to your practice. | This is not specific clinical requests, it is more generic requests about accessing services.If required, a more detailed demand analysis can be undertaken at a later stage for more specifics like clinical demand. |
| **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. |
| **Step 4:** Print out a large number of Demand collection sheets and distribute to relevant staff. Start using the demand collection sheet by adding a tally mark every time a new patient request is made against the request on the demand collection sheet.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 until it can be counted. | 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 the[Data Tally tool](https://ihub.scot/media/8974/data-tally-tool-v11.xlsm) from the GP Access Tools page on the ihub website | The Data Tally tool will populate a pareto chart and a stacked bar chart in the worksheet for you to analyse and interpret your data |

**Demand Collection Sheet**

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| --- | --- | --- | --- | --- | --- |
| **Date:** |  | **Time:** | **AM or PM?** | **Name:** | *Name of person completing* |

**I want to…**

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| --- | --- | --- | --- | --- |
| **Book a same day appointment** | **Book a future appointment** | **Speak to a doctor** | **Speak to the nurse** | **Arrange a home visit** |
|  |  |  |  |  |
|  |  |  |  |  |
| **Ask about a prescription** | **Ask about test results** | **Confirm something I previously arranged** | **Complain about the service** | **Ask for something else…** |
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