

Guide to Collecting Access and Care Redesign Measures

Access Measure #1 – Patient Survey

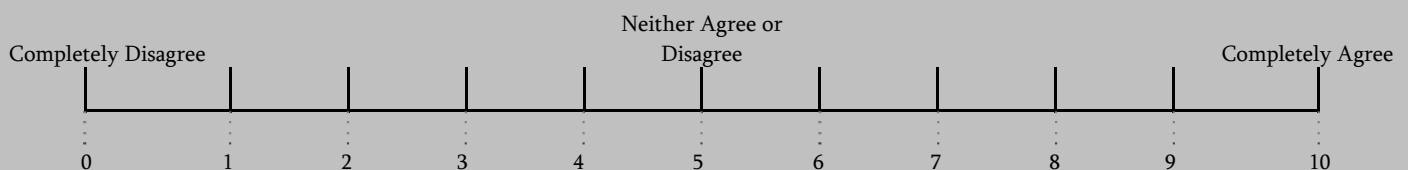
1. Over the course of one week, have the reception staff member(s) ask a random sample of patients (5 in the morning and 5 in the afternoon) everyday, therefore totaling at least 50 responses over the course of the week.

NOTE: Keep this week consistent from month to month e.g. record this measure on the last week of the month prior to the data due date or the first week of each month.

The survey box below provides you with the question to ask. We would suggest that, where feasible, this survey is conducted anonymously (e.g. print out the survey question onto slips of paper and hand these slips to patients. Patients can return the completed slip to you or place into a designated drop-box).

We are assessing how easy it is to get an appointment on the day you wanted with the doctor or nurse you wanted. Please think about today's appointment and rate your agreement with the statement below:

'I was able to get an appointment with the person I wanted on the day I wanted.'
 (Please circle one)



2. At the end of the week, tally the scores from each survey. Then simply determine the average by taking the tally and dividing it by the total number of people interviewed. An example is provided in the APCC handbook. A tally sheet template can be found on the APCC website.
3. The final result is reported on the Online Reporting System each month.

Access Measure #2- Unmet Demand

1. Over the course of one week, have the reception staff use the template (which can be found in the APCC handbook and website) to record every time a patient contacted the practice with the intention of making an appointment, but did not end up doing so. This may be because the practice could not accommodate the patient's request for an appointment (e.g. the practice lacked capacity) or because the practice has a policy decision that prevents some patients from getting an appointment (e.g. the practice has closed their books to new patients).
2. Reception staff can tally the total number of patients who were not able to get an appointment to determine the total 'Unmet Demand' for the week.
3. This is your measure that you will report on the Online Reporting System each month.

Access Measure #3 - Number of days until the 3rd available appointment for Doctors & Nurses

Firstly, some things to note when recording this measure:

- The method adopted uses a weighted average to calculate results. It is therefore essential to have the **FTE figures** in the calculator or the result will be incorrect. The definition of FTE is 40 hours per week as the minimum (10 sessions of 4 hours).
- The APCC is tracking improvements for **routine appointments** only. If it is not routine (i.e. emergency or counseling appointment), it should not be included in the calculation.
- **Counting weekends in the measure:** The decision to count Saturday's is on a practice to practice basis depending on whether there are routine appointments offered by the practice on weekends. If Saturdays are part of the normal routine appointment system for the practice, then they should be counted. Once a decision is made on whether or not to include weekends, keep this consistent throughout all data measurements.
- **For part-time GPs** you **DO** count the days that they do not work when calculating the 3rd available appointment. The longer wait will be offset by the FTE fraction applied to "weight" the contribution of the part time doctor to the overall practice.
- If practices have an appointment system where they keep several appointments free for people who want to be seen on the day, exclude these "**kept free**"

appointments i.e. do **not** include these in the calculation as they are not available to patients in a routine ordinary capacity.

- When a GP/nurse is **on holiday for 3 days or more** during the measurement week and this time is not covered by a locum, then do **not** calculate the 3rd available appointment for that clinician that week – just put an ‘H’ in the cell. However, if the clinician is on holiday and there is locum cover, then the 3rd available appointment should be calculated. You can simply count the locum in the place of the GP that s/he is covering.
- The same process follows for sickness. Use ‘S’ to indicate sickness in the calculator.
- If a GP is very rarely at the practice e.g. **less than one session per week** (0.1 FTE) exclude them from the calculations.
- **The important thing is that you calculate it the same way each time so that you can consistently track the practice’s improvement.**

Steps to Recording the Measure:

NOTE: The Online Reporting System uses one calculator for doctors and a separate one for practice nurses.

1. To calculate this measure, log onto the APCC Online Reporting System and go to the Data Entry Page.
2. Click on the calculator icon that is next to the GP 3rd Available Appointment measures. This will open up the 3rd available appointment online calculator.
3. Enter the names and FTE (full time equivalent) information for each of your GPs. This will carry over in subsequent weeks.
4. Enter the date you are measuring the 3rd available appointment for the week in the date column.

For example:

During the month, you will make the measurement on one day in each week. This day is referred to as the “measurement day”. You need to rotate the measurement day each week e.g.

*Tuesday during week 1
 Thursday during week 2
 Monday during week 3*

Wednesday during week 4

5. Consistently record this measure at the same time of the day (i.e. record this at 12 noon on the “measurement day”) using the practice appointment system.
6. At 12 noon, calculate the number of working days from the “measurement day” for each GP, until their 3rd available routine appointment. Enter this on the ORS.

Examples of this calculation can be found in the APCC handbook.

7. The ORS will automatically calculate your 3rd available appointment for the practice that week.
8. The calculator will calculate the overall measure when you have captured the data. Note: you should complete data for all 4 rows. When finished, click ‘Save and Close’ and the value for third available appointment will be transferred to the Data Entry screen.
9. The same steps are taken to calculate the practice nurse 3rd available appointment. If the practice nurse(s) does not have routine appointments, ensure the “Tick if Not applicable” box is checked.

Please refer to the Access and Care Redesign section in the handbook for more information.