

ENHANCED DEMAND & CAPACITY

Join the successful programme, already delivered to 50% of City & Hackney Practices.



What is Enhanced Demand & Capacity?



- A programme that helps better workforce (GP) planning decisions based on predicted patient daily demand for appointments and hence match this with the number of appointments offered
- Uses data collected from Edenbridge Apex
- Consists of around 8 facilitation meetings over 4 months. Where experienced clinical facilitators help practices work through their data using the capacity planning tool
- Requires engagement and commitment from practice staff for a successful delivery

What Are The Benefits For My Practice?

At the end of this programme, your practice will:

- Have an improved understanding of EMIS and the appointment book set up to allow accurate data collection through Edenbridge Apex
- Make accurate predictions on demand, enabling capacity modelling to improve access during the busy winter months
- Have the understanding, and systems in place to enable long-term, organisational change

"Our days are less stressful and we don't have the overspill lists"

"It's had an enormous positive impact on patient access"

Helping Your Practice Align With The Recovery Plan

Better clarity and planning around demand will help your practice meet the priorities of the Recovery Plan:

- To tackle the 8.00am rush
- For patients to know on the day how their request will be managed
- Better planning supports the move to the "Modern General Practice Access Model" and enables the booking of routine appointments within 2 weeks.

Get In Touch

To get started with the programme or to find out more, please do get in touch with:

martha.morris@nhs.net or

c.kennedyscott@nhs.net

from the NEL Digital Accelerator Change Team

