

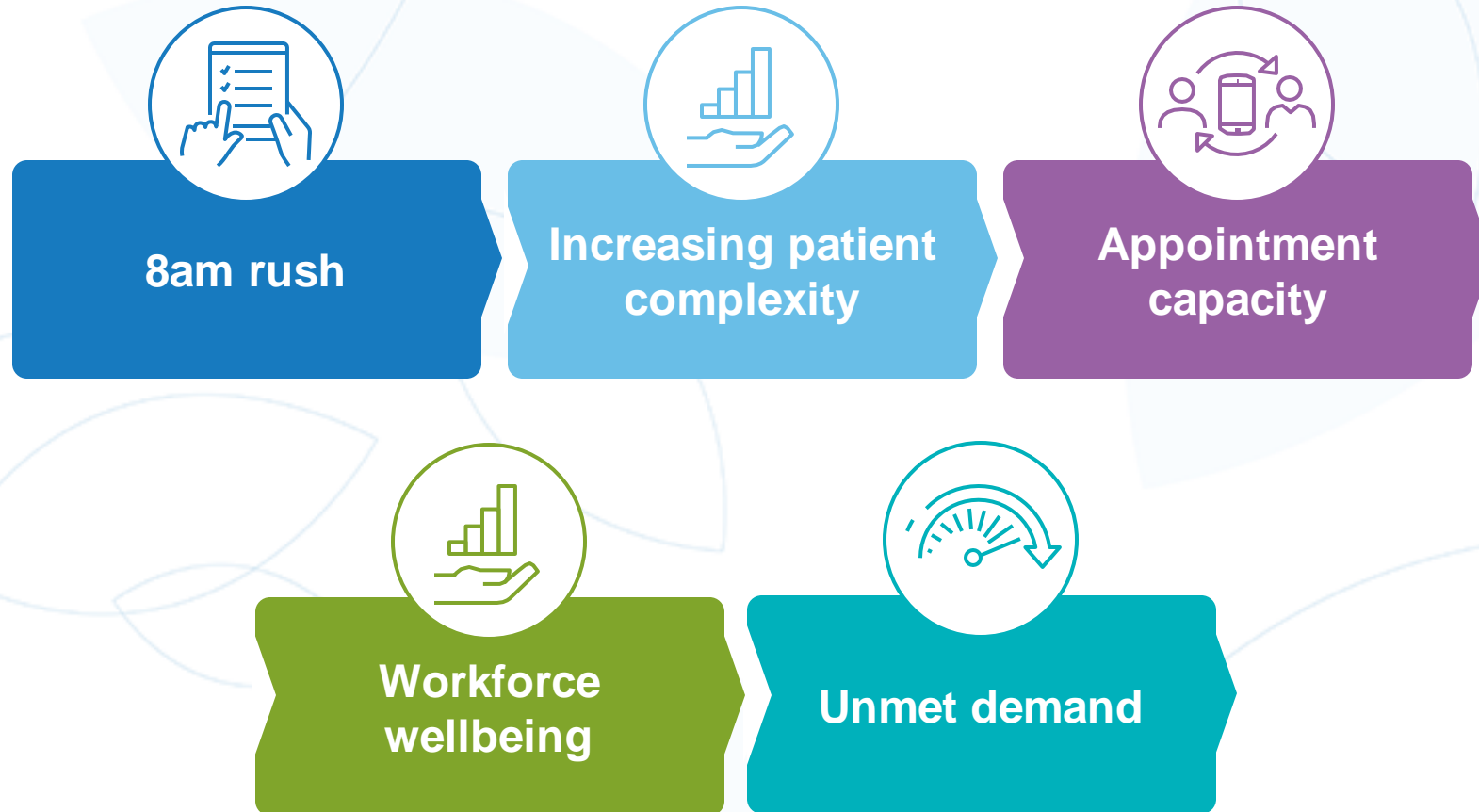


Improving primary care access through data

Ben Hampshire
Business Development Director | EMIS

The challenge

Why is more effective management of capacity and demand required?

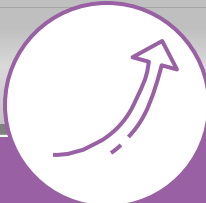
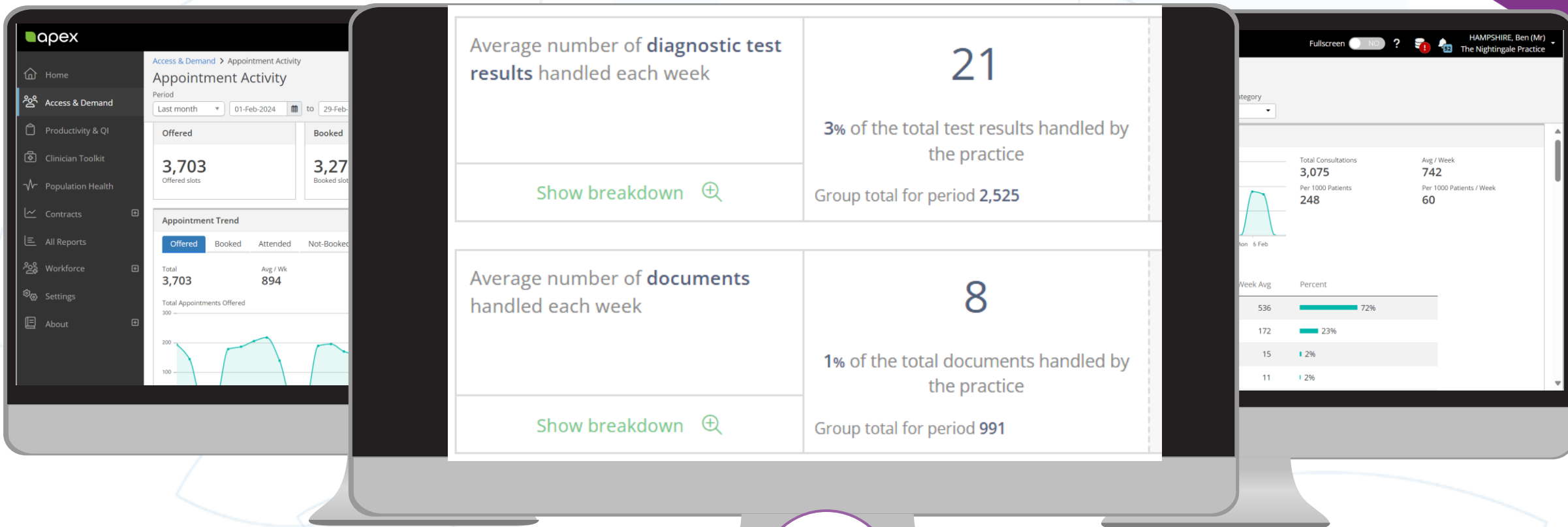


Solution

How does Apex support implementing change?

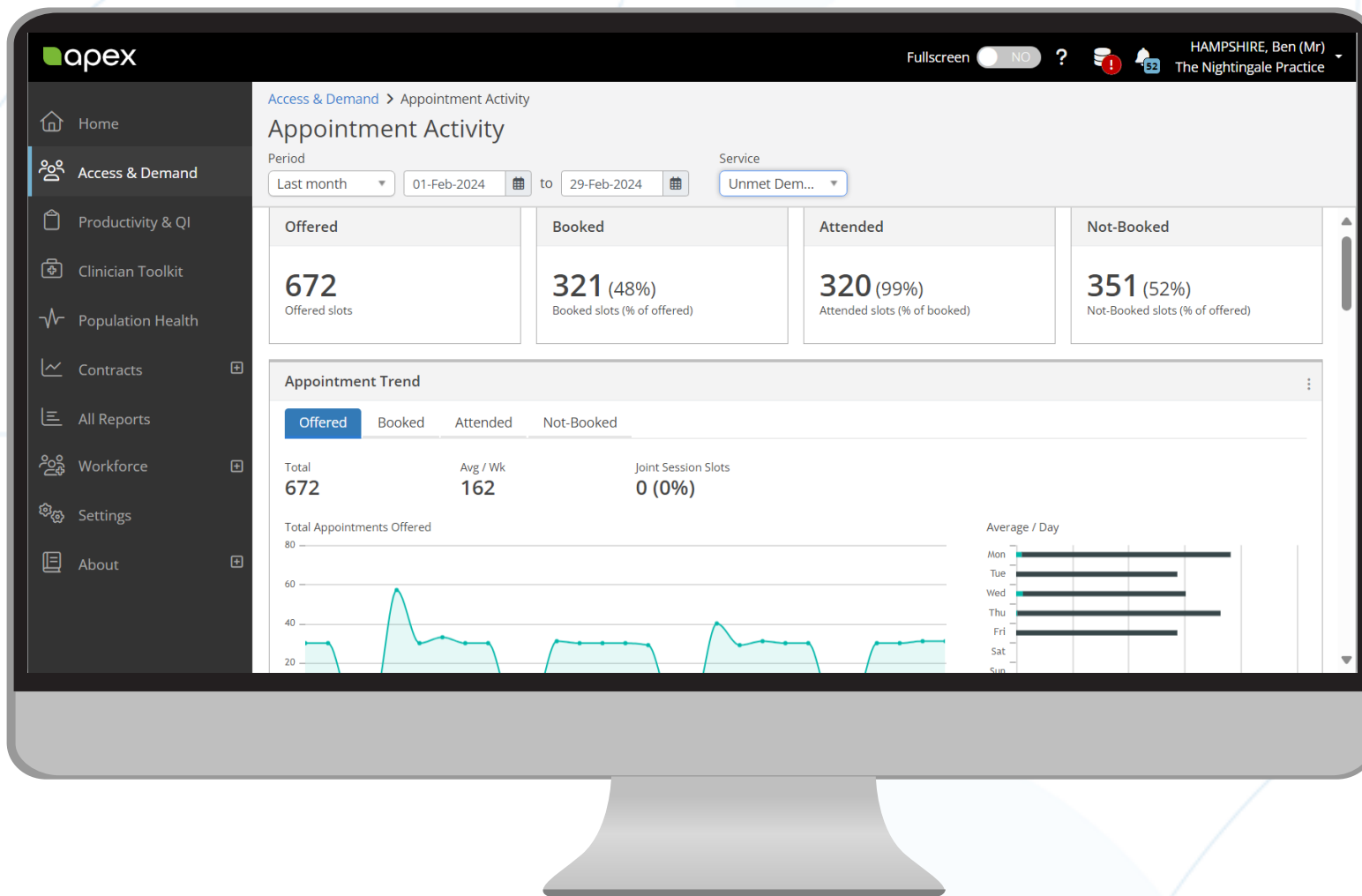


Measuring demand



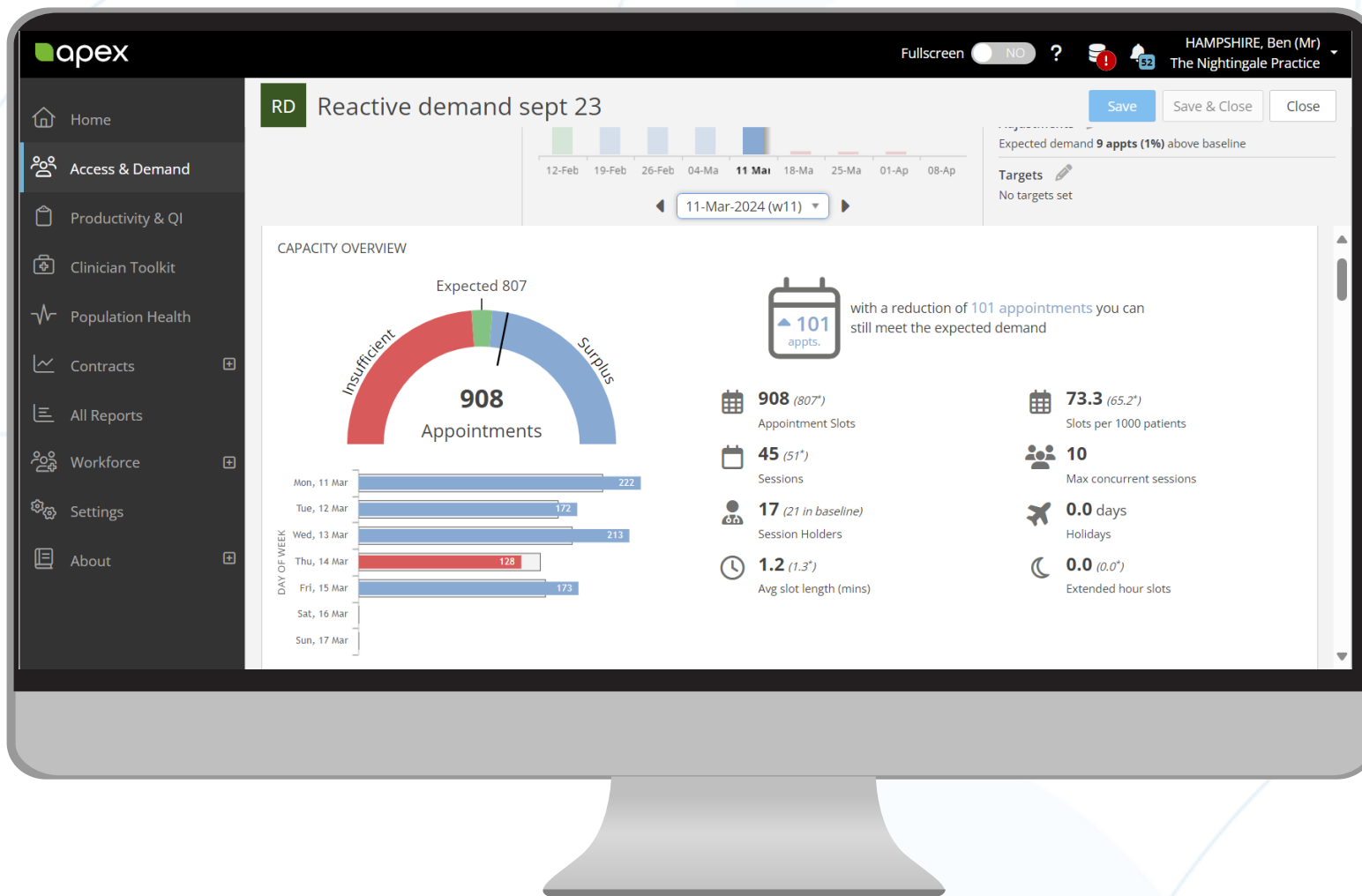
**Appointments + Consultations
+ Care Related Activity =
Demand**

Measuring unmet demand



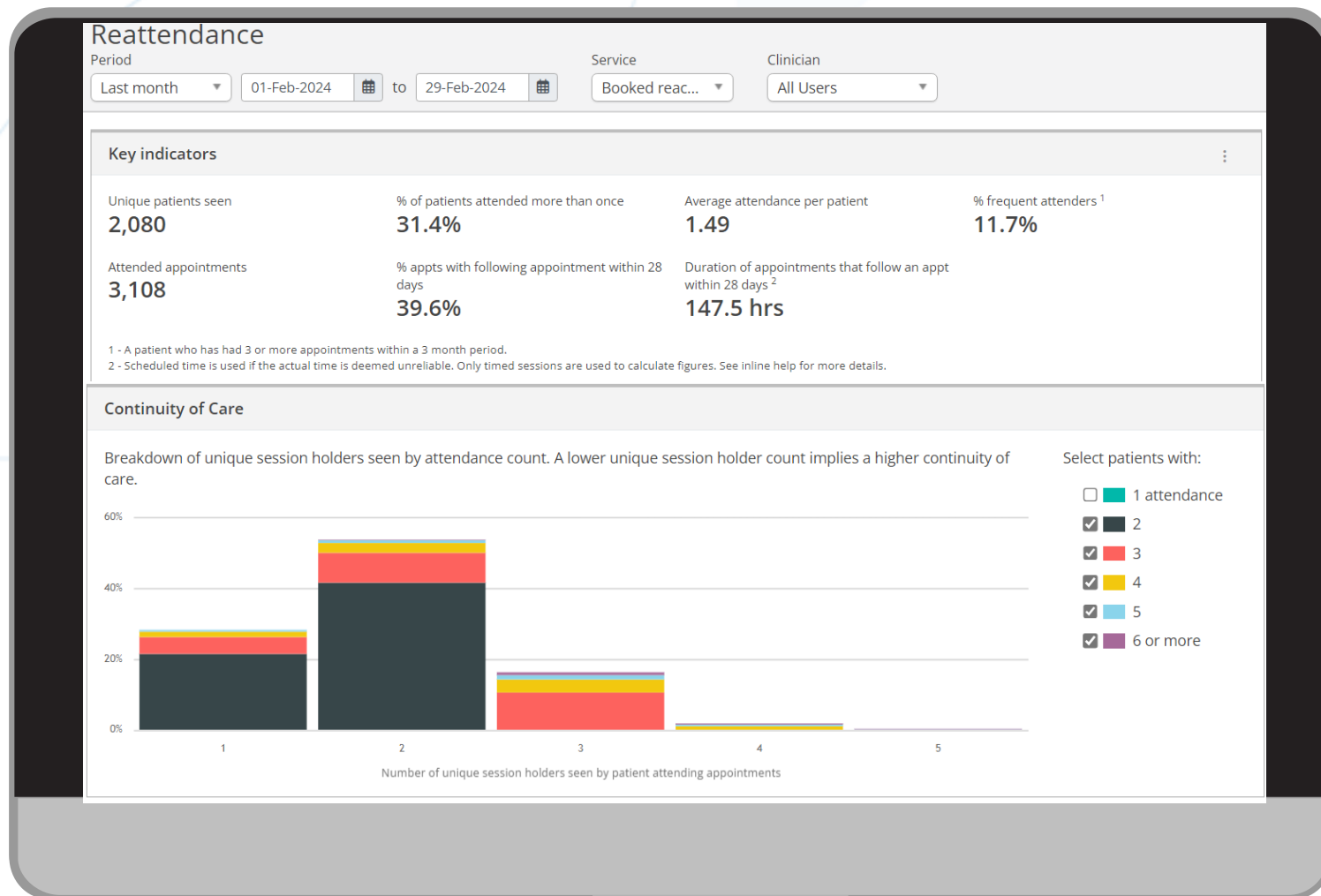
**Appointments + Consultations
+ Care Related Activity =
Demand + Unmet Demand
= Required Capacity**

Capacity planning



Assess capacity in perspective of demand

Apply quality improvement

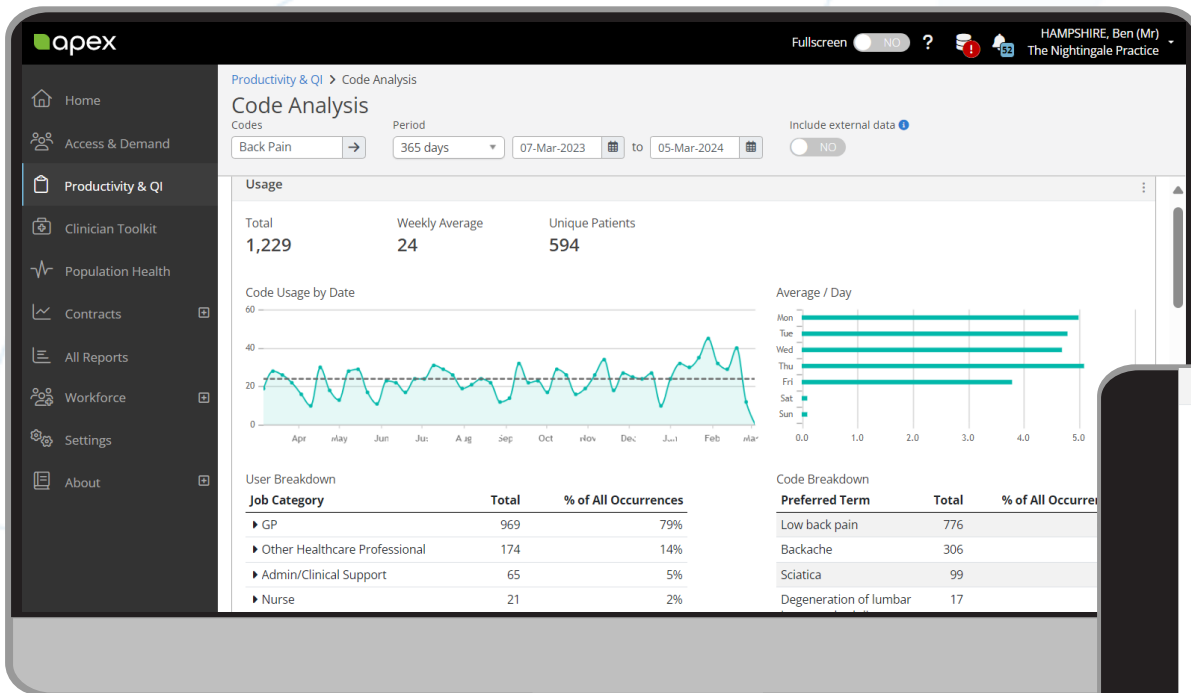


Identify QI opportunity impacting on capacity – often starting with DNA and reattendance

Reducing avoidable contacts



Reduce avoidable contacts via consultation data assessment





Thank you