

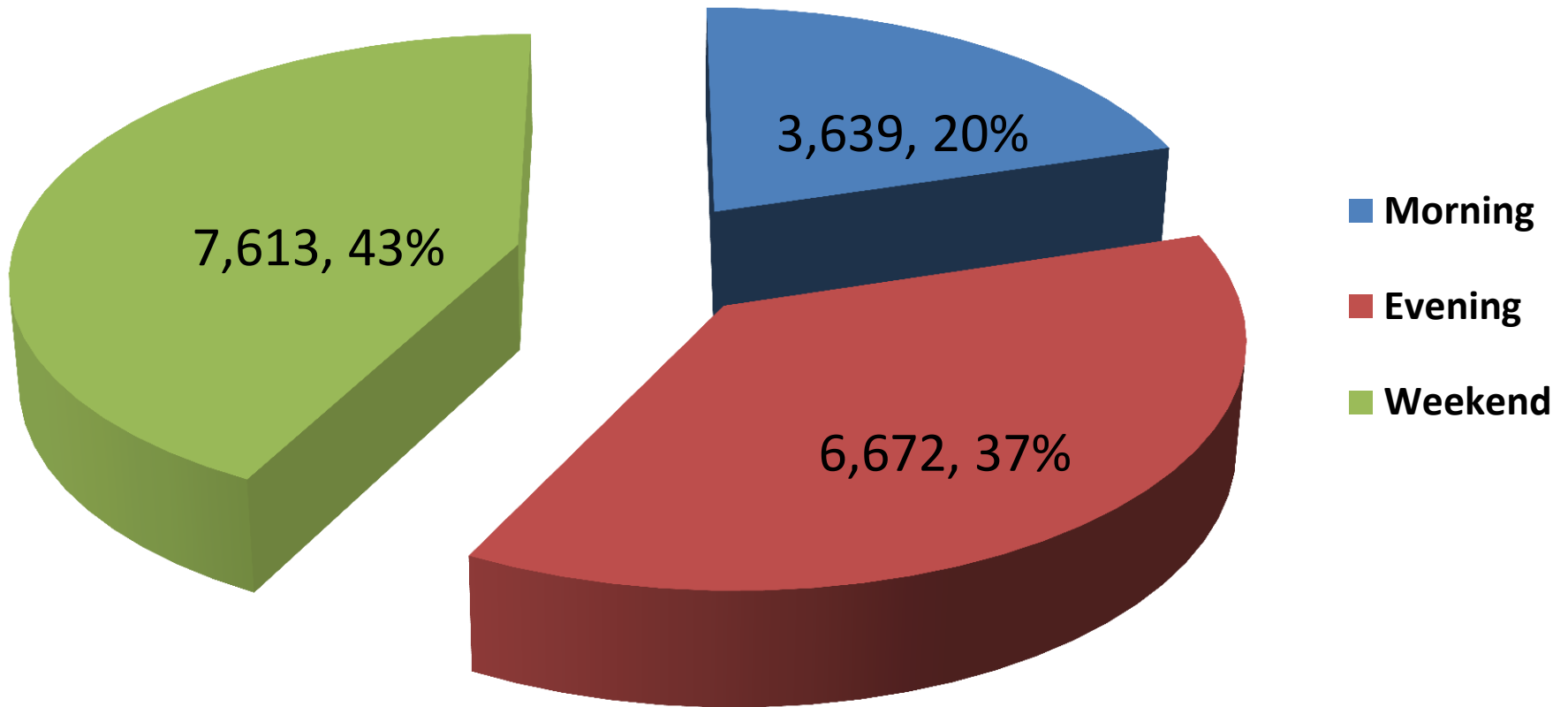


‘STEPS’ - Extended Access update

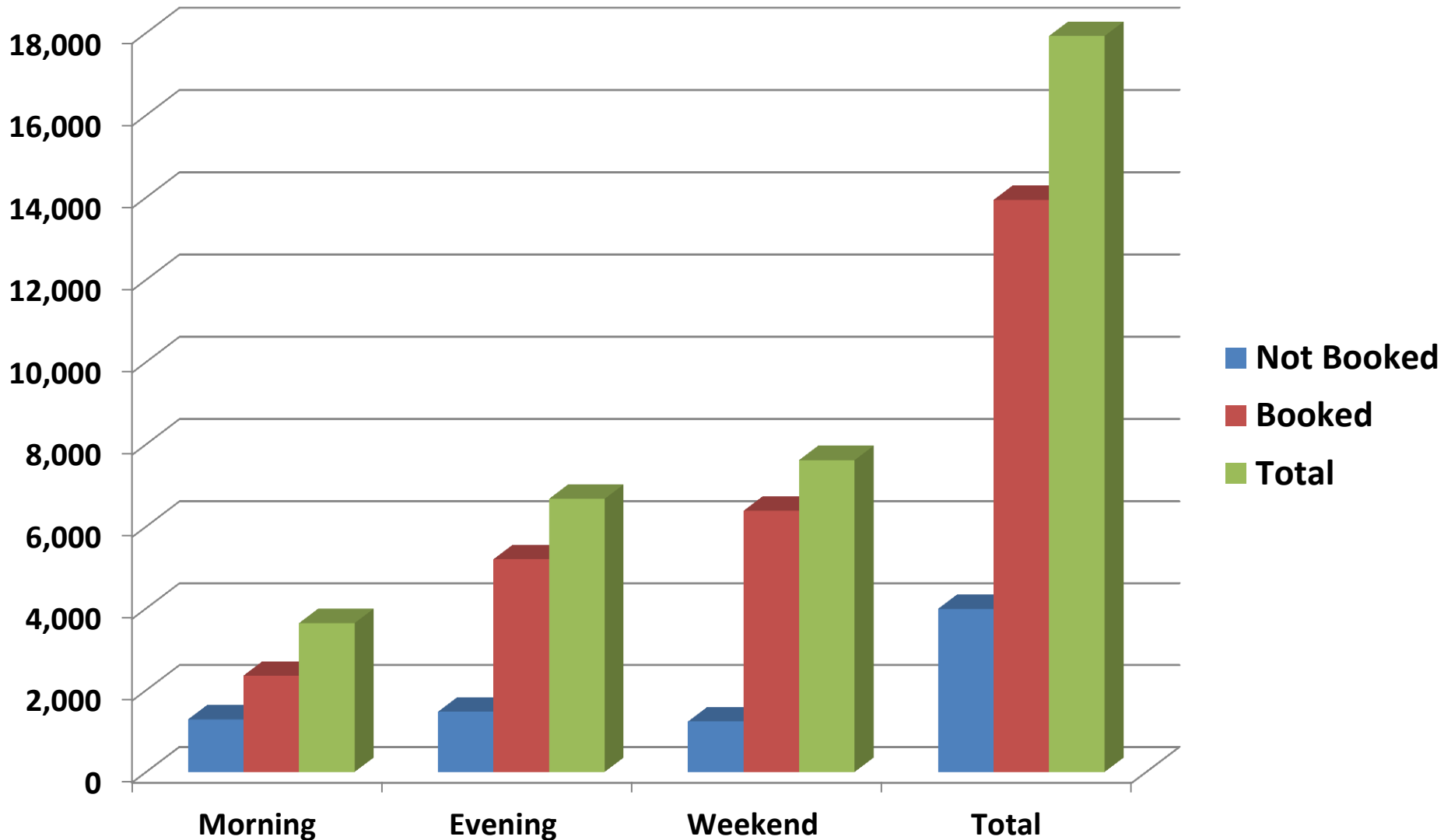
Achievements to Date

- STEPS has been going 1 year
- In last year delivered 17,824 extended access appointments
- Now delivering 117 hours of appointments every week

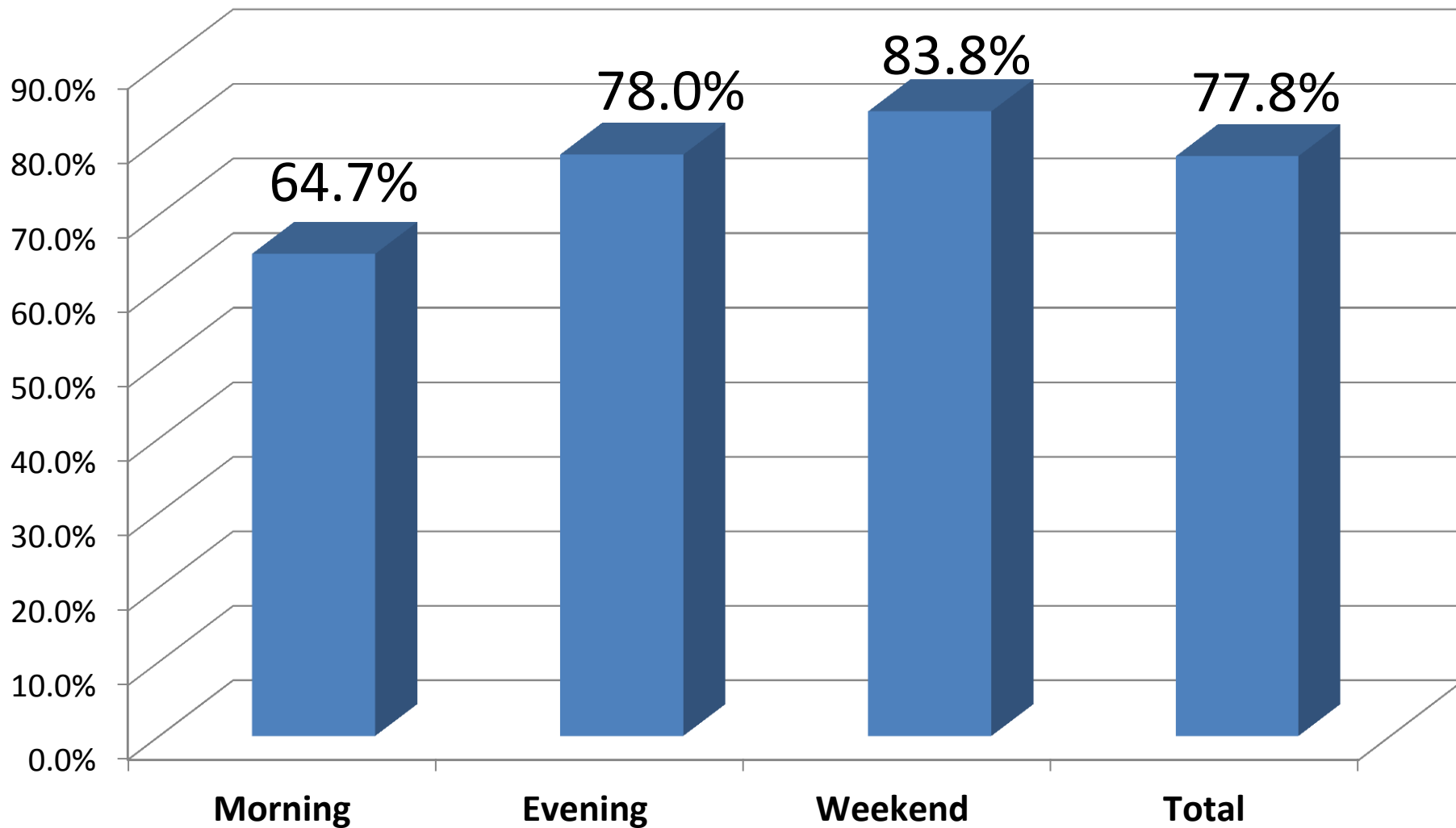
Analysis of Offered Appointments (17,924) by Time



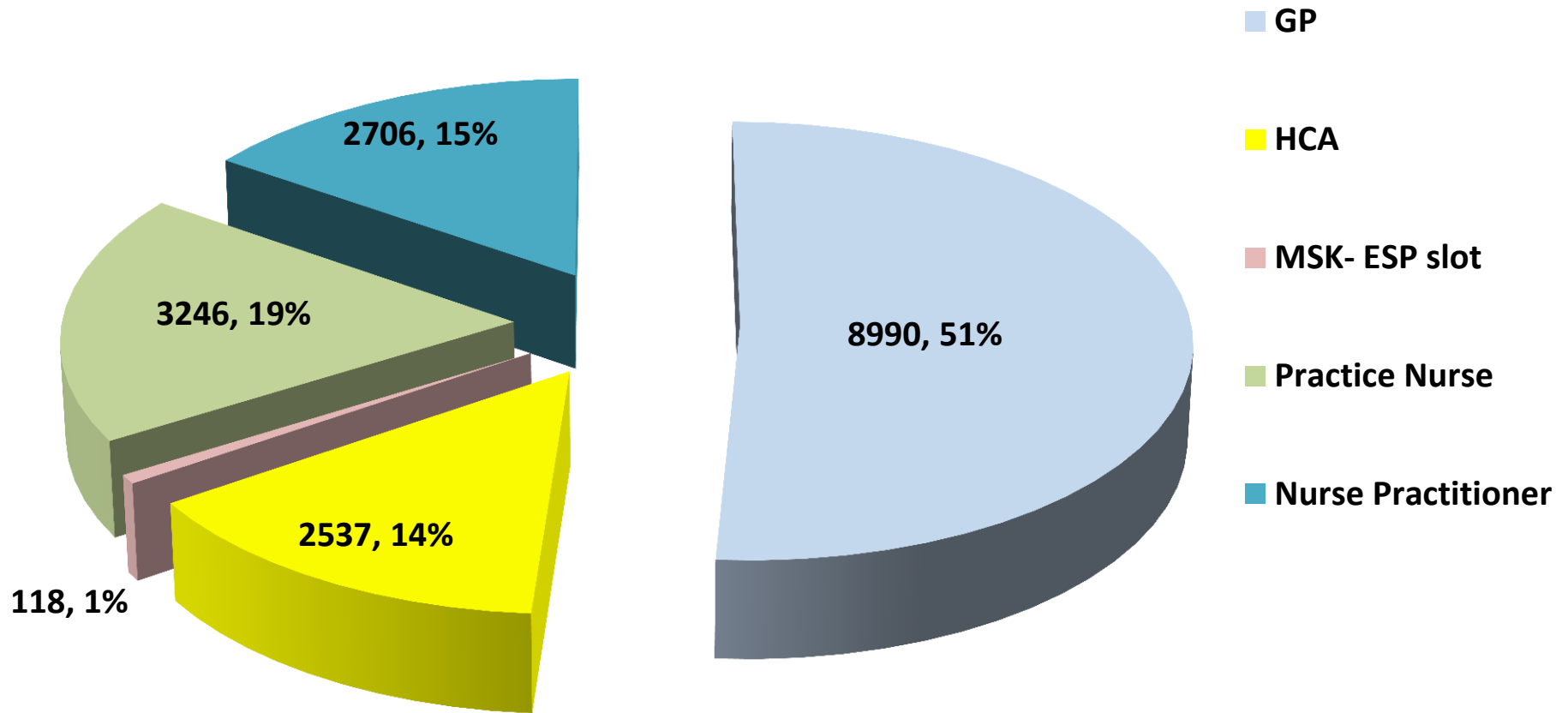
Breakdown of Appointments



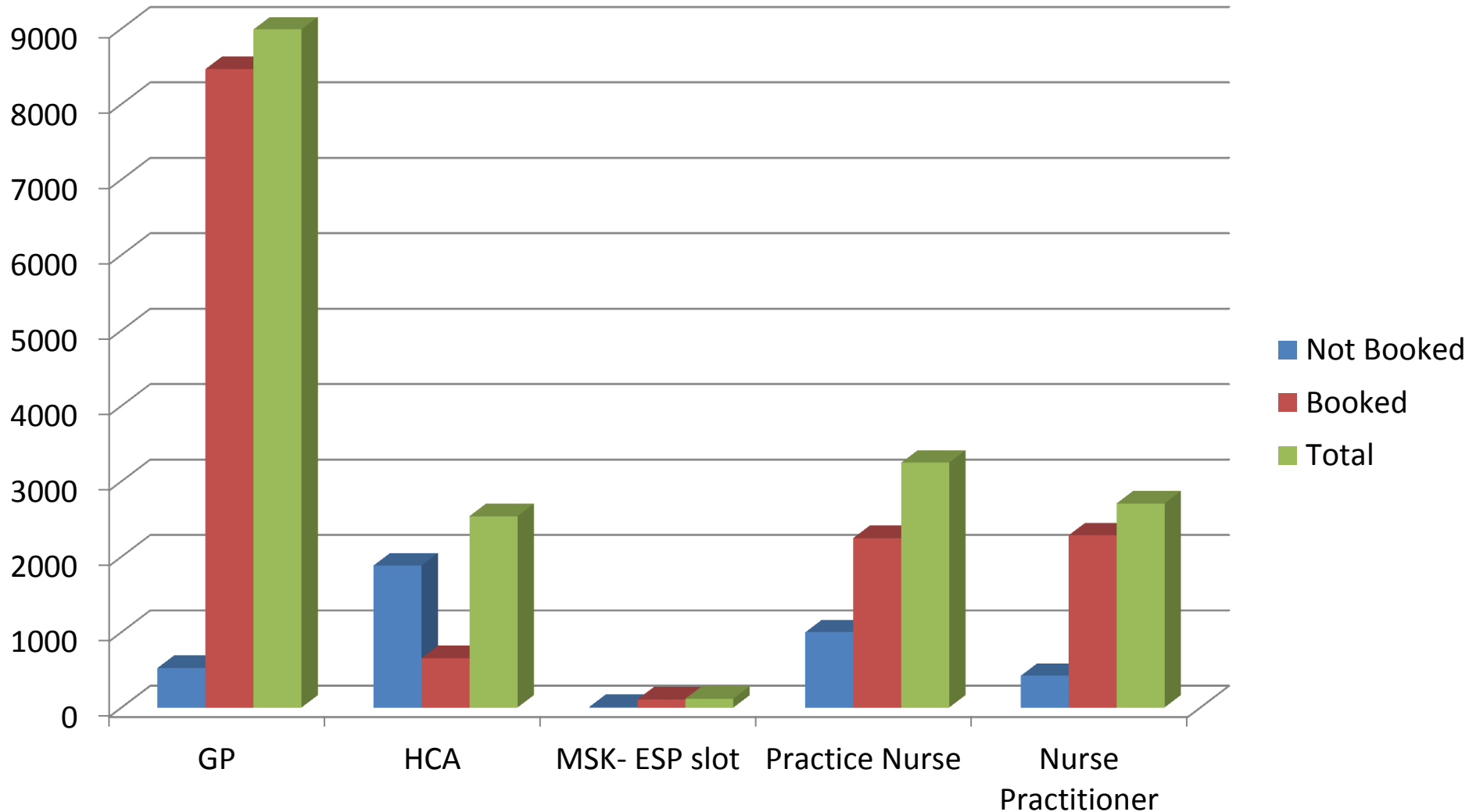
Utilisation of Appointments by time of day



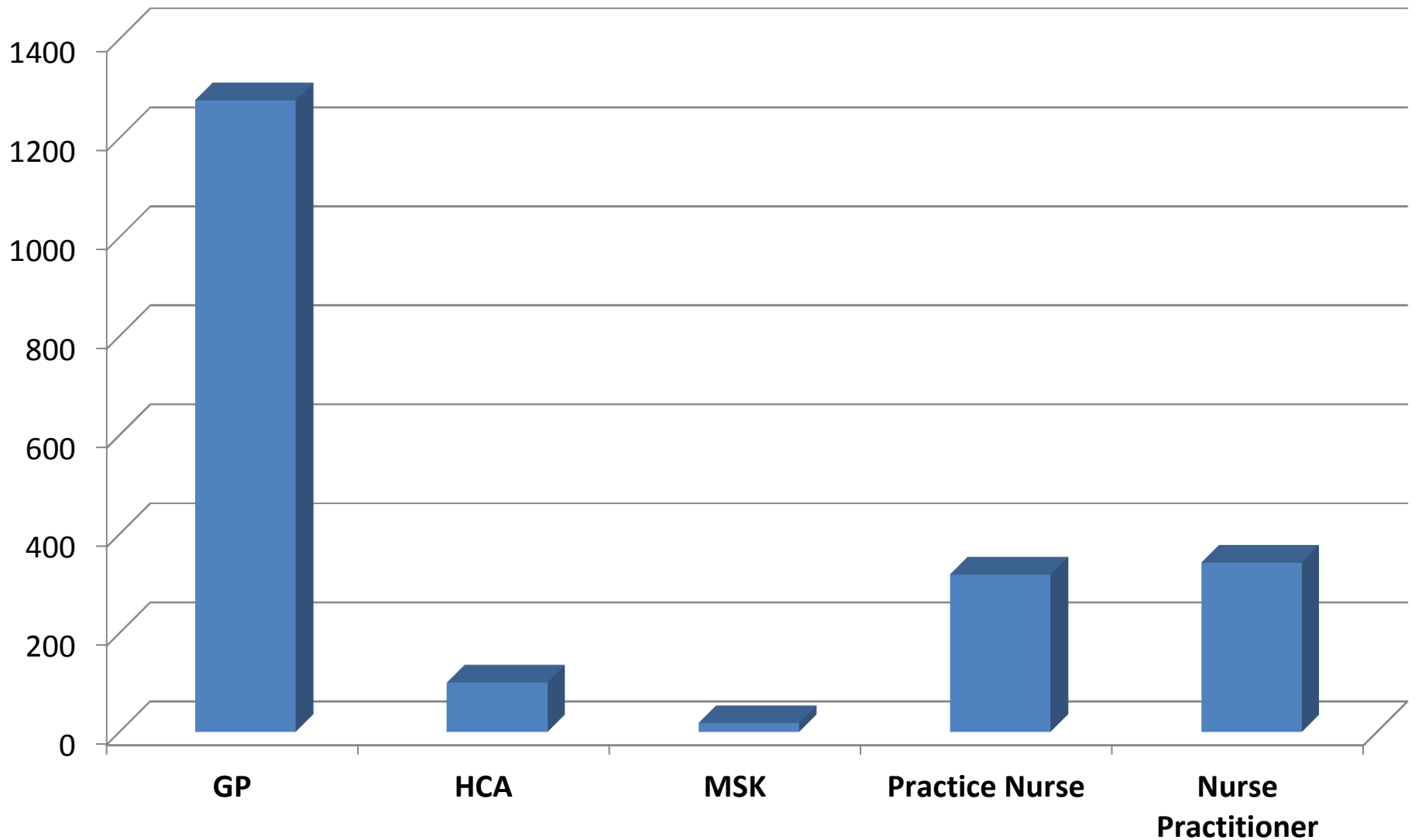
Analysis of Appointments by Skills Mix



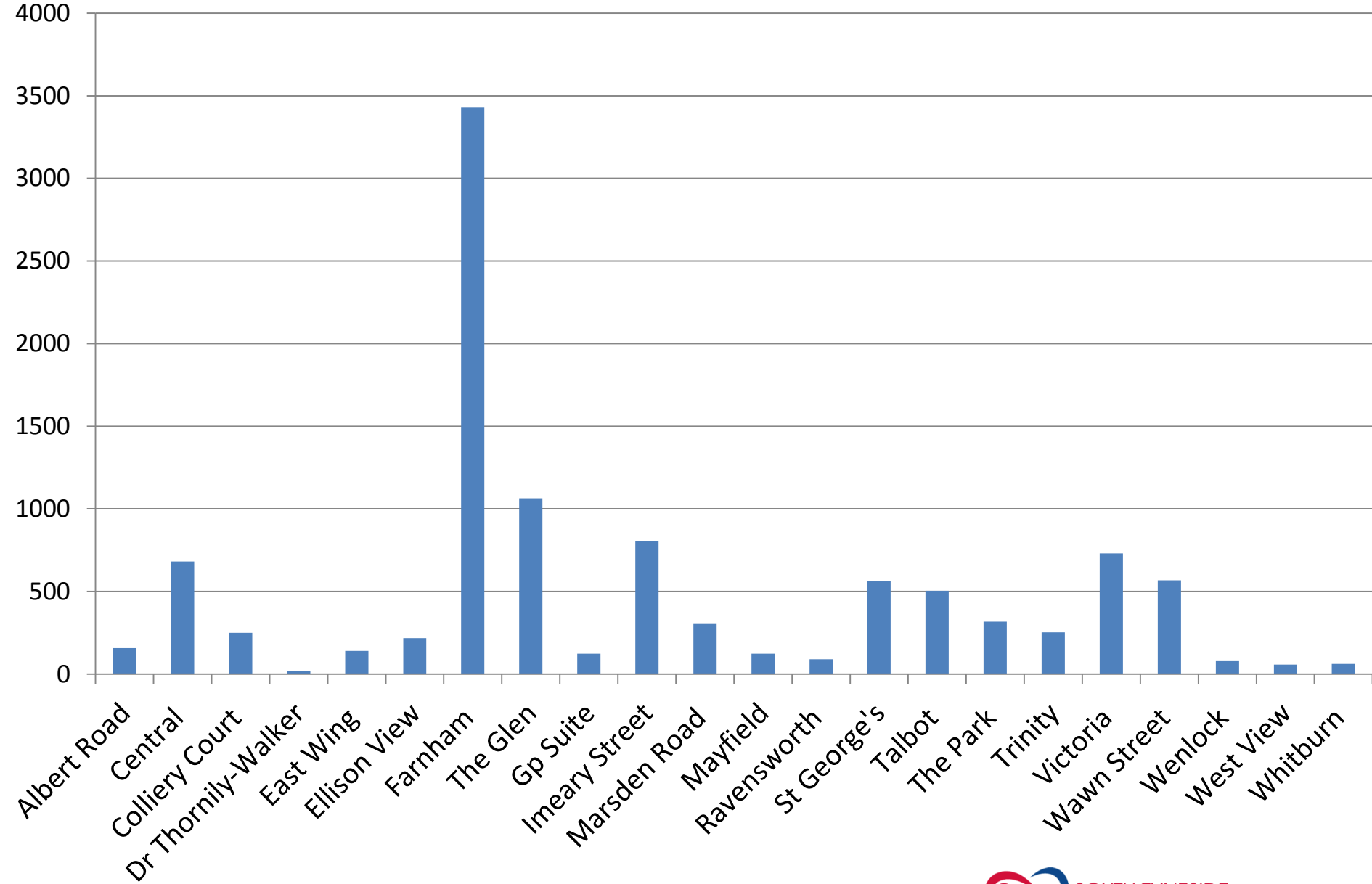
Analysis of Appointments by Skill Mix



Analysis of DNA's by Skill Mix



Appointments Booked by Practice



Patient feedback

- 'Would recommend'
- Excellent Service!
- Great service to be seen on a Saturday
- I work full time through the week, so this is perfect for me to be seen on a Saturday. Thank you
- Best GP service I've ever had, and I have had a few. Staff couldn't be more helpful and friendly and always try to help solve a problem.
- Please open more on a Saturday and Sunday
- None, excellent service, well mannered, friendly staff
- Keeping this service open on a weekend (Sunday) as it really helps.
- Can't thank Doctor enough, for her caring manner and for treating me like she would her own patient.