



Swansea Bay University Health Board - Reporting

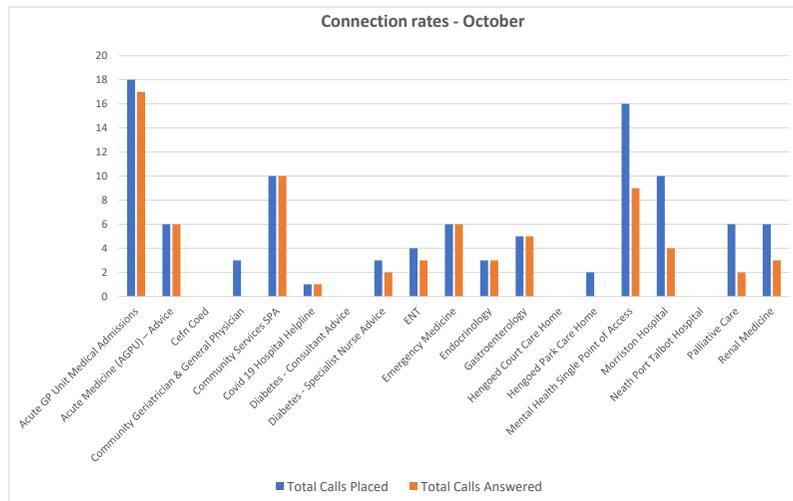
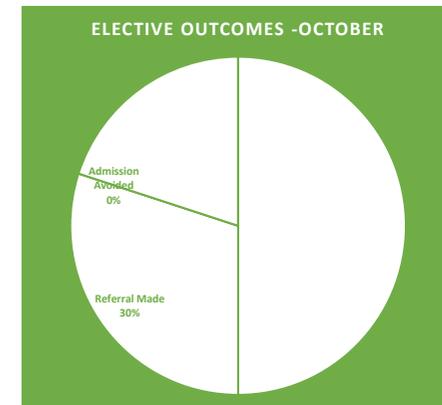
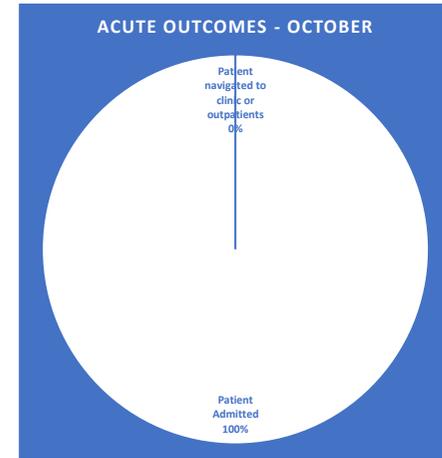
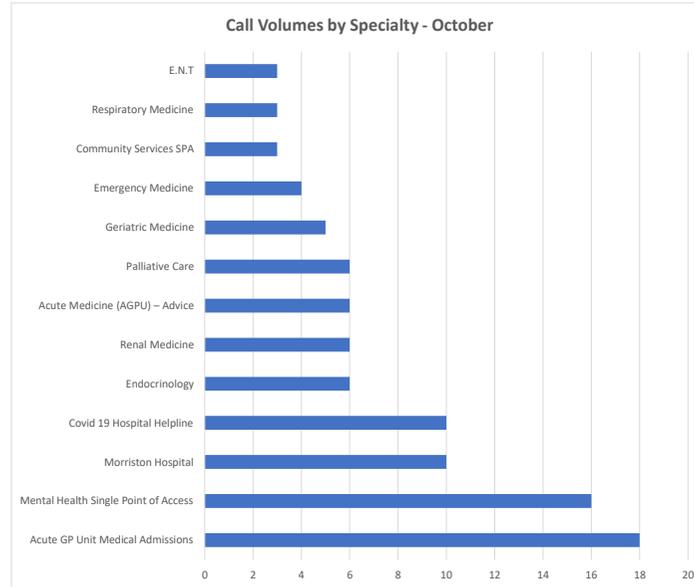
One Page Summary October



Summary of Activity (since launch)	
Total calls (since Launch 10th April 2020)	615
New calls since last report	104
Connection Rate	69%
Average connection time	00:12
Average call length	04:54

Activity per Practice - October	
Practice (Top 10)	Calls placed
Cwmafan Health Centre	13
Sketty and Killay Surgeries	10
Dulais Valley Primary Care Centre	9
Mount Surgery	8
Abertawe Medical Partnership	8
Kingsway Surgery	6
Cwmtawe Medical Group	5
Castle Surgery	5
SA1 Medical Centre	4
Dlyed Road Health Centre	4

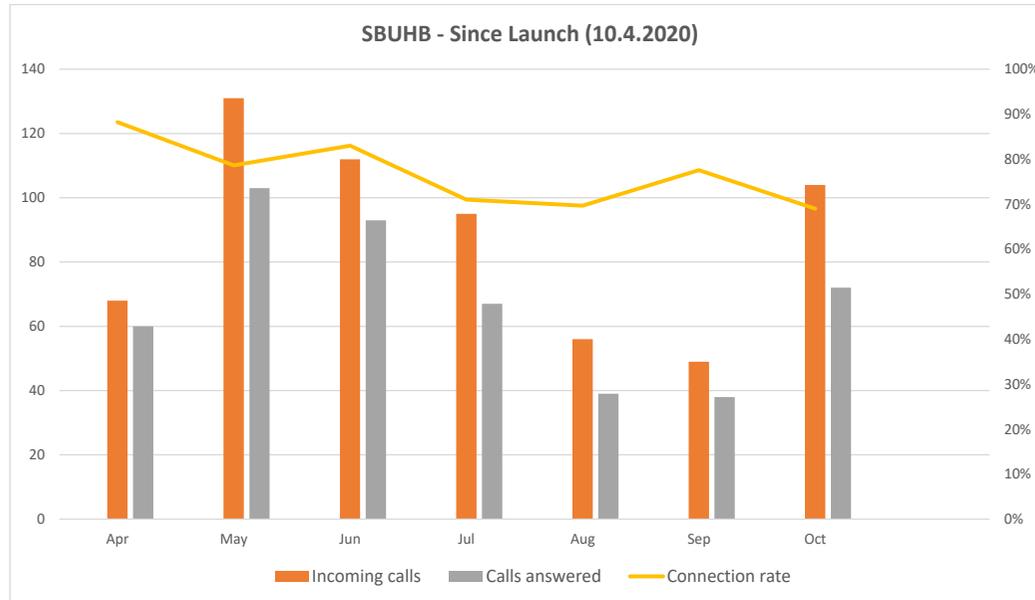
Total number of App users	284
Total % of App users	93%

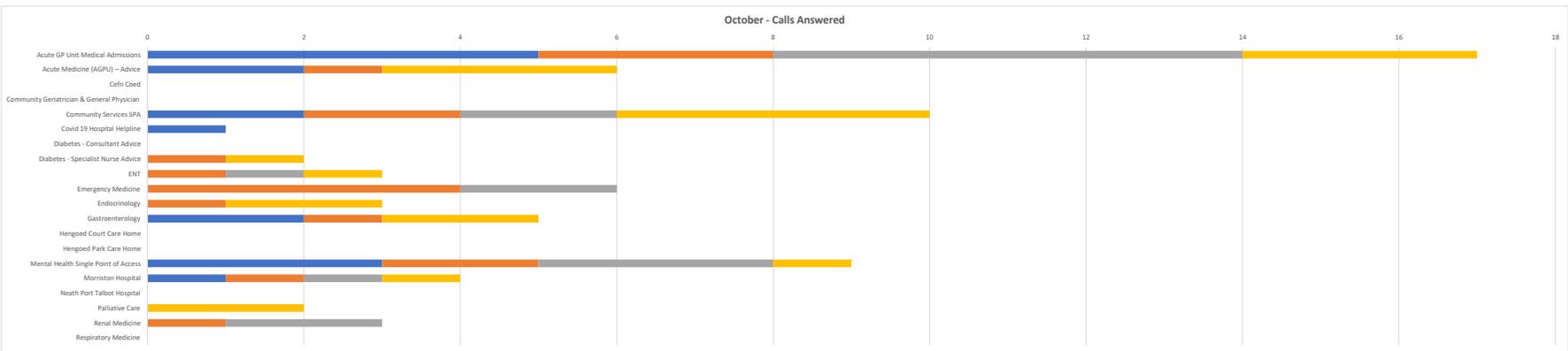
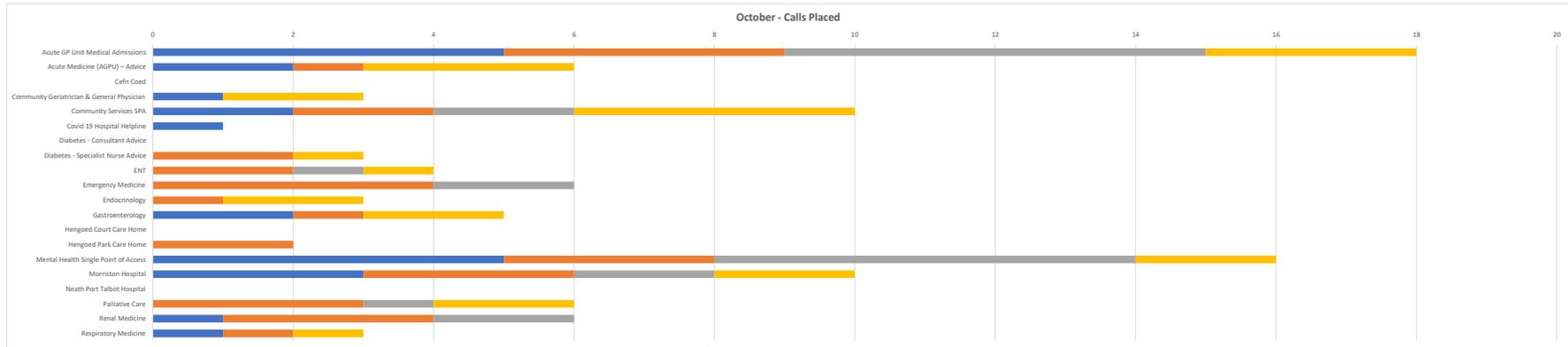


Swansea Bay University Health Board - Reporting

Month-on-Month Summary

SBUHB	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total/ Average
From 1st of the month									
Incoming calls	68	131	112	95	56	49	104	0	615
Calls answered	60	103	93	67	39	38	72	0	472
Connection rate	88%	79%	83%	71%	70%	78%	69%	0%	77%
Average times (mm:ss)									
Connection time	00:00:11	00:00:14	00:00:19	00:00:19	00:00:15	00:00:23	00:00:14	00:00:00	00:00:12
Call length	00:04:35	00:05:12	00:04:41	00:05:01	00:05:46	00:04:52	00:05:30	00:00:00	00:04:54





CALLS PLACED	Acute GP Unit Medical Admissions	Acute Medicine (AGPU) – Advice	Cefn Coed	Community Geriatrician & General Physician	Community Services SPA	Covid 19 Hospital Helpline	Diabetes - Consultant Advice	Diabetes - Specialist Nurse Advice	ENT	Emergency Medicine	Endocrinology	Gastroenterology	Hengoed Court Care Home	Hengoed Park Care Home	Mental Health Single Point of Access	Morrison Hospital	Neath Port Talbot Hospital	Palliative Care	Renal Medicine	Respiratory Medicine	Singleton Hospital	Total
	Week 1: Calls Placed	5	2	0	1	2	1	0	0	0	0	0	2	0	0	5	3	0	0	1	1	
Week 2: Calls Placed	4	1	0	0	2	0	0	2	2	4	1	1	0	2	3	3	0	3	3	1	1	
Week 3: Calls Placed	6	0	0	0	2	0	0	0	1	2	0	0	0	0	6	2	0	1	2	0	0	
Week 4: Calls Placed	3	3	0	2	4	0	0	1	1	0	2	2	0	0	2	2	0	2	0	1	0	
Total	18	6	0	3	10	1	0	3	4	6	3	5	0	2	16	10	0	6	6	3	2	104

CALLS ANSWERED	Acute GP Unit Medical Admissions	Acute Medicine (AGPU) – Advice	Cefn Coed	Community Geriatrician & General Physician	Community Services SPA	Covid 19 Hospital Helpline	Diabetes - Consultant Advice	Diabetes - Specialist Nurse Advice	ENT	Emergency Medicine	Endocrinology	Gastroenterology	Hengoed Court Care Home	Hengoed Park Care Home	Mental Health Single Point of Access	Morrison Hospital	Neath Port Talbot Hospital	Palliative Care	Renal Medicine	Respiratory Medicine	Singleton Hospital	Total
	Week 1: Calls Answered	5	2	0	0	2	1	0	0	0	0	0	2	0	0	3	1	0	0	0	0	
Week 2: Calls Answered	3	1	0	0	2	0	0	1	1	4	1	1	0	0	2	1	0	0	1	0	0	
Week 3: Calls Answered	6	0	0	0	2	0	0	0	1	2	0	0	0	0	3	1	0	0	2	0	0	
Week 4: Calls Answered	3	3	0	0	4	0	0	1	1	0	2	2	0	0	1	1	0	2	0	0	0	
Total	17	6	0	0	10	1	0	2	3	6	3	5	0	0	9	4	0	2	3	0	1	72



Swansea Bay University Health Board - Reporting

Connection rates - October



	Acute GP Unit Medical Admissions	Acute Medicine (AGPU) – Advice	Cefn Coed	Community Geriatrician & General Physician	Community Services SPA	Covid 19 Hospital Helpline	Diabetes - Consultant Advice	Diabetes - Specialist Nurse Advice	ENT	Emergency Medicine	Endocrinology	Gastroenterology	Hengoed Court Care Home	Hengoed Park Care Home	Mental Health Single Point of Access	Morrison Hospital	Neath Port Talbot Hospital	Palliative Care	Renal Medicine	Respiratory Medicine	Singleton Hospital	Total
Week 1: Calls Placed	5	2		1	2	1						2			5	3			1	1	1	24
Week 1: Calls Answered	5	2		0	2	1						2			3	1			0	0	1	17
Week 1: Connection Rate	100%	100%		0%	100%	100%						100%			60%	33%			0%	0%	100%	71%
Week 2: Calls Placed	4	1			2			2	2	4	1	1		2	3	3		3	3	1	1	33
Week 2: Calls Answered	3	1			2			1	1	4	1	1		0	2	1		0	1	0	0	18
Week 2: Connection Rate	75%	100%			100%			50%	50%	100%	100%	100%		0%	67%	33%		0%	33%	0%	0%	55%
Week 3: Calls Placed	6				2				1	2					6	2		1	2			22
Week 3: Calls Answered	6				2				1	2					3	1		0	2			17
Week 3: Connection Rate	100%				100%				100%	100%					50%	50%		0%	100%			77%
Week 4: Calls Placed	3	3		2	4			1	1		2	2			2	2		2		1		25
Week 4: Calls Answered	3	3		0	4			1	1		2	2			1	1		2		0		20
Week 4: Connection Rate	100%	100%		0%	100%			100%	100%		100%	100%			50%	50%		100%		0%		80%
Total Calls Placed	18	6		3	10	1		3	4	6	3	5		2	16	10		6	6	3	2	104
Total Calls Answered	17	6		0	10	1		2	3	6	3	5		0	9	4		2	3	0	1	72
Average Answer Rate	94%	100%		0%	100%	100%		67%	75%	100%	100%	100%		0%	56%	40%		33%	50%	0%	50%	69%



Swansea Bay University Health Board - Reporting
Outcomes - October



ACUTE OUTCOMES - September	Patient navigated to clinic or outpatients	Patient treated out of hospital	Patient Admitted
Acute Medicine (AGPU) – Advice	0%	0%	100%
Average	0%	0%	100%

ELECTIVE OUTCOMES - September	Referral Avoided	Referral Made	Admission Avoided	Admission Made	Diagnostics Requested
Diabetes - Consultant Advice	100%	0%	0%	0%	0%
E.N.T	100%	0%	0%	0%	0%
Endocrinology	50%	50%	0%	0%	0%
Gastroenterology	0%	100%	0%	0%	0%
Morriston Hospital	0%	0%	0%	100%	0%
Average	50%	30%	0%	20%	0%



Swansea Bay University Health Board - Reporting

Calls per Practice - October



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Practice	Calls placed	Calls answered
Cwmafan Health Centre	13	10
Sketty and Killay Surgeries	10	9
Dulais Valley Primary Care Centre	9	6
Mount Surgery	8	5
Abertawe Medical Partnership	8	6
Kingsway Surgery	6	4
Cwmtawe Medical Group	5	4
Castle Surgery	5	2
SA1 Medical Centre	4	1
Dfyed Road Health Centre	4	3
Harbourside Health Centre	4	3
St. Thomas Surgery	3	1
Amman Tawe Partnership	3	2
University Health Centre	3	2
X - Out Of Hours Service	2	1
Afan Valley Group Practice	2	2
Cwmfelin Medical Centre	2	2
Pontardawe Primary Care Centre	2	2
Strawberry Place Surgery	2	1
Morrison Hospital	1	1
Brunswick Health Centre	1	0
Fforestfach Medical Group	1	0
The Health Centre Briton Ferry	1	1
Brynhyfryd Medical Centre	1	1
Uplands and Mumbles Surgery	1	1
Vale Of Neath Practice	1	0
Waterside Medical Practice	1	1
Nicholl Street Medical Centre	1	1



Swansea Bay University Health Board - Reporting Specialty Calls - October



Total calls by specialty - October	
Acute GP Unit Medical Admissions	18
Mental Health Single Point of Access	16
Morrison Hospital	10
Covid 19 Hospital Helpline	10
Endocrinology	6
Renal Medicine	6
Acute Medicine (AGPU) – Advice	6
Palliative Care	6
Geriatric Medicine	5
Emergency Medicine	4
Community Services SPA	3
Respiratory Medicine	3
E.N.T	3
Gastroenterology	3
Singleton Hospital	2
Diabetes - Consultant Advice	1
Hengoed Park Care Home	2