



FrontDesk Dashboard

The FrontDesk Dashboard is a summary of FrontDesk Appointment Activity. There are some default tabs but a practice can also define and configure their own views. There are settings to configure the data seen on each dashboard view. The filters offered here are the typical appointment filters seen elsewhere in FrontDesk. Data on the dashboards is dynamically updated to give an 'at a glance view' of current appointment information. In addition, historical information is updated daily in order that comparisons can be made.

To customise the dashboards use the **Edit** option on the ribbon or **F7**. This will display the Dashboard view details. The **Settings** tab allows for customisation of various aspects of the display depending on the type of dashboard. The results may be filtered in the normal way by selecting the appropriate tab (e.g Clinician / Type).

Additional Dashboards may be added and deleted using the Ribbon options or **F5 Add / F6 Delete**

A '**Revert to Default**' option allows the practice to delete all the existing dashboard views and recreate the default ones.

Detailed information about the data shown can typically be obtained via tooltips.

Appointments Dashboard

The Appointments dashboard view shows current surgery information. There are various snapshots shown on this dashboard:

Cancellations, Late/DNA, End of Surgery

Historical total figures for the last week and last month are available for comparison. Counts are dynamically updated to reflect the current situation.

- **Cancellations** - Total number of patients that have cancelled today
- **Late/DNA** - The total number of patients that did not arrive on previous days, as well as patients that are late today. The total number of appointments for which patients did not arrive, but excluding those for which they are currently running late are also shown.
- **End of surgery** - Total number of patients that have been booked at the end of surgery.

Alerts

Alerts showing which clinicians are overrunning, keeping patient waiting or have no slots available. Warning flags are shown – Red (Critical), Amber (Warning) or Green (Normal). The default thresholds for when these alerts are shown are customisable. (**F7 Edit | Settings**)



Waiting Patients

When a clinician has patients waiting the clinician will appear in this chart with the count of their waiting patients.

Booking History

The booking history shows the trend of bookings made over the last 28 days. Tooltip shows a detailed breakdown when held over the bar.

Booking Activity

The booking activity per hour over the last 7 days, with the 3 previous weeks shown as a line graph for comparison. Hover over the bar graph for details of booking numbers.

Appointment Availability

Appointment Availability for the next 14 days, starting on the current day and reading left to right. Tooltip shows availability as a percentage with actual number of appointments, available, scheduled and embargoed.

Patient Access Dashboard

The Patient Access dashboard shows information concerning patient experience:

Patient Lateness, Clinician Overrun time, Waiting time, kept waiting time

Dynamically updated figures shown in bold in individual boxes, along with historical information.

- **Patient Lateness** : For patients that arrived after the scheduled start time this is the average time between the patient arrival and the scheduled start time of an appointment.
- **Clinician Overrun** : Average time between the scheduled end time of an appointment and actual finish time of the consultation.
- **Waiting**: Average time between the patient arrival and actual start of a consultation for patients that arrived before the scheduled start time.
- **Kept waiting**: Average time between the scheduled start and the actual start of a consultation for patients that arrived before the scheduled start time.

SMS Reminder | Appointments Online

Dynamically updated figures for patients opted in, opted out or have not yet been asked to use the SMS Reminders and Appointments Online systems

Daily Booking

Percentages or Counts of how appointments have been booked over a 6 week period i.e. Appointment Online, In\Out of Surgery hours etc.

Surgery

Shows the total number of Surgery hours per day (blue) and the total time for cancelled appointments, if any, per day (red) over the past month.



Availability

Availability of appointments per clinician over a 7 day period and an indicator (Green tick or Red cross) to indicate that 48 hour access requirements are met for the practice. Show the availability of each clinician for the next 7 days.

SMS Reminders, Appointments Online and Arrival by Touchscreen

Separate bar graphs to show usage of SMS Reminders, Appointments Online and Arrival by Touchscreen spanning the last 30 days.

- **SMS Reminder** - The total number of SMS reminders sent per day.
- **Appointments online** - The number of patients per day that booked/cancelled using appointments online.
- **Arrived by touchscreen** - Number of patients that arrived by touchscreen over the last month.

Predicted Patient DNAs Dashboard

This dashboard displays a list of patients who may be at a high risk of DNA. The criteria for inclusion in the list:

- Patient DNA'd 2 out of last 5 appointments in the last 12 months.
- For patients with less than 5 appointments in the last 12 months, DNA'd last appt
- Last appointment of same type was a DNA (e.g DNA'd last smear test)

The default setting is to predict DNA's for all clinicians for all appointments starting in 1 days time, for a period of 7 days. These parameters can be adjusted in the Settings (F7).

Statistics by Appointment Type Dashboards

On these dashboards, statistics are broken down by appointment type. It is possible to select up to 6 different snapshots per dashboard, and to select the date period for which to view the data, as well as the period by which data is to be analysed (daily, weekly or monthly). It is also possible to choose to show appointment totals for all appointment types instead of a breakdown by appointment type.

A single legend is shown for all charts when viewing a breakdown by appointment type. By default the 3 appointment types with the most appointments over the selected period are displayed, and marked as checked in the Legend. It is possible to change which appointment types are shown by checking types within the Legend. It is also possible to change how many appointments types are shown as a default. Note that totals are not shown for the two telephone consultation graphs, i.e. **Telephone consultation average response time** and **Percentage of resolved telephone consultations**.

The following three 'Statistics by Appointment Type' dashboards and shown by default: Appointment demand, Consultation statistics and Telephone consultation statistics.

Appointment Demand:

Number of scheduled appointments

The number of scheduled appointments per period (day, week or month) over the specified period.

**Scheduled appointments by working day**

The number of appointments scheduled within the specified period by working day.

Proportion booked on the same day

The percentage of scheduled appointments booked on the same day as the appointment.

Distribution of how far in advance booking were made

The distribution of appointments by how many days from booking to appointment scheduled start time.

Average number of days in advance booking were made

Average number of days wait for an appointment.

Consultation Statistics:**Average time spent waiting in surgery**

The average time patients spent waiting in the surgery after the scheduled start time of their appointment.

DNA Rate

The number of appointments not attended by the patient

Average consultation duration

The average duration of a consultation

Distribution of consultation duration

The distribution of appointments by consultation duration

Telephone Consultation statistics:**Telephone consultation average response time**

The average response time for telephone consultations

Percentage of resolved telephone consultations

The percentage of resolved telephone consultations

Appointment Utilisation Dashboards

These dashboards show appointment utilisation – the total number of slots, available slots, booked slots, cancellations and DNAs. In addition, the utilisation rate, the rate of cancelled and DNA appointments and the percentage of the total booked appointments utilised by the group is available via tooltips. Data is shown for the period selected (year, quarter, month, week, day) defaulting to the period covering the current date, but additionally offering the ability to scroll through periods both for all visible snapshots and for individual snapshots. This also allows for the easy comparison of date periods. Alternatively, a bespoke period can be specified. It is also possible to filter the selected data by clinician and appointment type.



It is possible to select up to 6 snapshots per dashboard, selecting to view appointment data broken down by:

- Clinician
- Clinician Type
- Appointment Type
- Appointment Reason
- Appointment Status
- Patient Sex
- Patient Age
- Hour of the day
- Day of the week

It is possible to see the underlying data for each snapshot by double clicking on the graph. This will generate an appointment listing report for the selected period.

Patients with Multiple Appointments

A list of patients with either multiple appointments, multiple DNAs, multiple cancellations, or multiple DNAs or cancellations over the specified period (year, quarter, month, week, day) defaulting to the period covering the current date. It is possible to scroll through periods. Alternatively, a bespoke period can be specified.

The data shown includes the total number of appointments, DNAs and cancellations for the patient.

Appointment Availability

The average number of days until the 3rd, 4th and 5th available appointments can be viewed. This can be broken down by appointment type, clinician or clinician type. The date period over which to average the appointment availability can be specified. It is also possible to specify the number of days to be examined when looking for availability. The reason for doing this is to limit the number of appointments examined, thus improving the speed of calculating averages. Selecting a long period and a large number of days to examine will slow down the calculations considerably.

It is possible to scroll through periods on the dashboard. Double clicking on a chart will generate a report showing the underlying data.

Note that when showing daily data appointment availability is shown from the start of the day.

Use Cases

Request: I wish to see a count of all DNA's over the last month

Solution: Create a 'Statistics by Appointment Type' dashboard view. On the Settings tab select 'DNA Rate' for one of the graphs. Check the 'Show totals instead of a breakdown by appointment type' option if you wish to see a total count for all appointment types. Specify the date period required, and whether daily, weekly or monthly totals are required.



Request: I wish to see appointment availability for today or next week

Solution: Create a 'Appointment Utilisation' dashboard view. On the Settings tab select how you wish to see the data broken down. If you wish to see totals then select 'Appointment Status' for one of the graphs. Specify the period to be day (for today's availability) or week (For next week's availability). If you have selected to view data broken by something other than Appointment Status then on the Statuses tab select which Statuses you wish to see, typically this will be Available and Embargoed appointments. Alternatively you may leave all statuses selected as the dashboard view will show the counts for Available appointments.