

### 13. INFORMATION FROM CLIENT

#### State of General Practice Video

Screen(s)	Item to be customised	Default entry	Custom entry (leave blank to omit)
n/a	Background music	<i>Present</i>	Background music
1, 12	Name of surgery/group	<i>Ivy Grove Surgery</i>	Name of surgery/group
3	Number of direct contacts (e.g., face to face, telephone, visits)	<i>53,000</i>	No. of direct contacts
3	Number of indirect contacts (e.g., 3rd party, notes entries, tasks etc)	<i>73,000</i>	No. of indirect contacts
3, 4	Capitation per patient per working day (= annual figure/252 or 253)	<i>56.5p</i>	Daily capitation figure
4	Annual capitation payment figure, and for comparison graph	<i>£143</i>	Annual capitation figure
4	Average consultations/year	<i>6</i>	Average consultation rate
4	Maximum consultations/year	<i>100</i>	Maximum consultation rate
5	Number of daily patient contacts	<i>45-90</i>	No. of daily contacts
5	Daily workload	<i>50 letters, 60 results, 25 tasks, 160 scripts, 2 forms</i>	Daily workload
5	Length of day in hours	<i>12-14</i>	Day length
6	Relevant local fact	<i>59 GPs per 100,000 population in East Midlands</i>	Relevant local fact
8	Practice actions	<i>Wrote to SoS for Health, PM, shared with MP, other practices, help portals, leaflets</i>	Practice actions
10	Number of patients/10 that don't need to see us	<i>4</i>	Unnecessary consultation rate
10	Resources to help patients	<i>Symptom checker, Help page, Newsletter</i>	Patient resources
10	Patient group link on website	<i>ivy.gs/pg</i>	Patient group website link or details
11	Recap of website links	<i>ivy.gs/help, ivy.gs/symptoms, ivy.gs/crisis, ivy.gs/movie</i>	Website links to patient resources
12	Website link for more info	<i>ivy.gs/help</i>	Website link for more info

#### Politics of General Practice Video

Screen(s)	Item to be customised	Default entry	Custom entry (leave blank to omit)
n/a	Background music	<i>Present</i>	Background music
1, 17	Name of surgery/group	<i>Ivy Grove Surgery</i>	Name of surgery/group
17	Website links for more info	<i>ivy.gs/help, ivy.gs/symptoms, ivy.gs/crisis, ivy.gs/opinion, ivy.gs/movie, ivy.gs/facebook</i>	Website links for more info

PLEASE ENTER ANY FURTHER INFORMATION ON ADDITIONAL SHEETS AS NECESSARY