

Engage Consult online consultation scheduling ready reckoner

How much time per day will you need to devote to managing your online consultations via Engage Consult?

The following tables show how much time you need to make available per day in order to manage your online consultations each and every day. One-the-day response is key to driving the uptake and hence the efficiencies gained from using Engage Consult. **The following assumptions are made:**

1. All practices are about average in terms of their deprivation levels and demographics – meaning an average of about 7% of the list will call each week for GP consultations
2. The % of Engage Consults indicated below is a % of all UNDERLYING DEMAND for GP consultations, managed by Engage Consult, not a % of the weekly GP capacity
3. Engage Consult medical history reports take, on average, about 1 minute to read
4. A face-to-face appointment without a prior Engage Consult will take on average 10 minutes, and on average about 9 minutes with a prior Engage Consult
5. A telephone appointment without a prior Engage Consult will take on average 6 minutes and on average about 5 minutes with a prior Engage Consult
6. Only about 30% of people using Engage Consult will need to be seen
7. About 60% of people using Engage Consult will be resolved by phone
8. About 10% will be referred to a nurse or other healthcare professional within the practice
9. The **extra consultations per week** means the extra consultations resulting if Engage Consult is in use - in the **SAME TIME** available to GPs
10. Times are rounded to the nearest 5-minute mark

The reckoner cannot be 100% due to differences in working methods, but will give a practice a good sense of the time they will need to set aside to focus on online consultation requests via Engage Consult if they are to realise the potential for extra consultations per week.

Practice list size: 5000

Engage Consults as % of all weekly GP consult DEMAND	Minutes per day - Monday	Minutes per day - Tuesday	Minutes per day - Wednesday	Minutes per day - Thursday	Minutes per day - Friday	Extra GP consultations per week
5%	30	25	20	20	25	6
10%	70	50	40	40	45	11
15%	100	75	60	60	65	16
20%	135	100	80	75	85	23
25%	165	125	100	95	110	28
30%	200	150	120	115	130	33

Practice list size: 7800 (average)

Engage Consults as % of all weekly GP consult DEMAND	Minutes per day - Monday	Minutes per day - Tuesday	Minutes per day - Wednesday	Minutes per day - Thursday	Minutes per day - Friday	Extra GP consultations per week
5%	50	40	30	30	35	9
10%	105	80	70	60	65	17
15%	155	115	95	90	100	26
20%	210	155	125	120	135	35
25%	260	195	160	150	165	44
30%	310	235	190	175	200	52

Practice list size: 10000

Engage Consults as % of all weekly GP consult DEMAND	Minutes per day - Monday	Minutes per day - Tuesday	Minutes per day - Wednesday	Minutes per day - Thursday	Minutes per day - Friday	Extra GP consultations per week
5%	65	50	40	40	45	12
10%	135	100	80	75	85	22
15%	200	150	120	115	130	32
20%	265	200	160	150	170	46
25%	330	250	200	190	215	56
30%	400	300	240	230	260	66

Practice list size: 15000

Engage Consults as % of all weekly GP consult DEMAND	Minutes per day - Monday	Minutes per day - Tuesday	Minutes per day - Wednesday	Minutes per day - Thursday	Minutes per day - Friday	Extra GP consultations per week
5%	100	75	60	55	65	16
10%	200	150	120	115	130	33
15%	300	225	180	170	190	50
20%	400	300	240	230	260	66
25%	500	375	300	285	320	56
30%	600	450	365	340	385	100

Practice list size: 20000

Engage Consults as % of all weekly GP consult DEMAND	Minutes per day - Monday	Minutes per day - Tuesday	Minutes per day - Wednesday	Minutes per day - Thursday	Minutes per day - Friday	Extra GP consultations per week
5%	130	100	80	80	90	24
10%	270	200	160	150	170	44
15%	400	300	240	230	260	66
20%	530	400	320	300	340	92
25%	660	500	400	380	430	112
30%	800	600	480	460	515	132