

General Practice Workload and Activity survey

Technical specification

This online survey is comprised of 19 questions that must be answered by typed alphanumeric input. The survey can only be answered online (i.e. not by email, post, etc). You can answer it using a computer, laptop, tablet or smartphone.

When you click on the 'Submit' button at the end of the survey, your data is transferred electronically to Public Health Scotland (PHS), where it is stored and will be analysed. Like all NHS organisations, PHS uses data securely and in accordance with guidance and law.

Guidance for questions

Q1. Practice Code

(Please enter your five-digit practice code.) The value must be a number.

Q2. Respondent Name

(Please provide your name to allow us to address any queries correctly.) You can type characters freely into this field.

Q3. Respondent email

(Please provide your email to allow us to address any queries correctly.) You can type characters freely into this field.

Q4. Week commencing date

(Please enter Monday's date for the week that your response relates to.) You can either type a numerical response in the format DD/MM/YYYY or the field will be populated with the date of the day that you choose on the calendar using your cursor.

Q5. Maximum GP clinical sessions normally available in a week assuming a full complement of staff

(Please enter the total number of GP clinical sessions including GPST (GP Trainee) sessions that you would expect to have available if all GPs were in practice in a normal week. Non-clinical sessions eg CQL, CPD, Community Hospital work, Clinical Leaderships time, etc should be excluded from this figure.) The value must be a number.

(We would normally expect questions 6, 7 and 8 to add up to the total given in question 5, although there may be exceptional circumstances where this is not the case; if so, please use the free text box at question 13 to explain.)

Q6. Actual GP clinical sessions worked this week

(Please enter the total number of GP clinical sessions including GPST (GP Trainee) sessions that were worked this week. This should include sessions where cover was provided by locum GP. Non-clinical and external sessions should be excluded from this figure.) The value must be a number.

Q7. How many planned GP clinical sessions were lost due to COVID-related absence?

(Please include clinical sessions lost due to self-isolating (but not working from home), awaiting test or test results and confirmed COVID-19 diagnosis or other COVID-related absences. Do not include clinical sessions where cover was provided by locum GP, etc.) The value must be a number.

Q8. How many planned GP clinical sessions were lost due to non-COVID absence?

(Please include clinical sessions lost due to leave (annual, compassionate, maternity, parental, study, etc), other non-COVID related illness, and any other absence (such as providing clinical supervision). Do not include sessions where cover was provided by locum GP, etc.) The value must be a number.

Q9. Maximum non-GP clinical staff hours normally available in a week assuming full complement of staff

(Please enter the total number of hours you would expect to have available if all members of non-GP clinical staff employed by the practice were working a normal week. Non-GP clinical could include e.g. Advanced Nurse Practitioners (ANPs), General Practice Nurses, Healthcare Assistants, Phlebotomists, etc. *In the case of 2C practices the figure provided should be for those members of staff who are part of the core practice team.)* The value must be a number.

Q10. Actual non-GP clinical staff hours worked this week

(Please enter the total number of staff hours (as per Q9) that were actually worked by members of non-GP clinical staff this week. The hours should relate to the same roles identified in the previous question. If locum, bank or other temporary staffing was provided to cover the same roles, these hours should be included in the figure provided.) The value must be a number.

Q11. How many planned non-GP clinical staff hours were lost due to COVID-related absence?

(Please include staff hours (as per Q9) lost due to self-isolating (but not working from home), awaiting test or test results and confirmed COVID-19 diagnosis or other COVID-related absences. Do not include staff hours where cover was provided by locum, bank, other temporary staff, etc.) The value must be a number.

Q12. How many planned non-GP clinical staff hours were lost due to non-COVID absence?

(Please include staff hours (as per Q9) lost due to leave (annual, compassionate, maternity, parental, study, etc.), other non-COVID related illness and any other absence. Do not include staff hours where cover was provided by locum, bank, other temporary staff, etc.) The value must be a number.

Q13. Please add any other relevant information about practice clinical staffing capacity this week

You can type characters freely into this field.

Q14. Number of telephone consultations/appointments this week

(Please include in this both telephone triage calls (if appropriate) and telephone consultations undertaken anyone in the practice-employed clinical team (GP and non-GP clinical staff). If none please enter 0.) The value must be a number.

Q15. Number of video (e.g. Near Me) consultations/appointments this week

(Please include in this video consultations undertaken anyone in the practice-employed clinical team (GP and non-GP clinical staff). If none please enter 0. Where it is difficult for your practice to differentiate between Near Me and telephone consultations in your appointment book, please answer by counting them in the category easiest for you, e.g. telephone.) The value must be a number.

Q16. Number of asynchronous (e.g. eConsult) contacts this week

(If none please enter 0. If your practice does not currently offer asynchronous consulting please enter 0.) The value must be a number.

Q17. Number of in-practice, face-to-face consultations/appointments this week

(Please include in this in-practice, face-to-face consultations undertaken anyone in the practice-employed clinical team (GP and non-GP clinical staff). If none please enter 0.) The value must be a number.

Q18. Number of home visit (including care homes) consultation/appointments this week

(Please include in this home visit (including care homes) consultations undertaken anyone in the practice-employed clinical team (GP and non-GP clinical staff). If none please enter 0.) The value must be a number.

Q19. Please add any other relevant information about patient encounters this week

(For instance, it would be useful to know if your practice never does any of the above types of patient encounter.) You can type characters freely into this field.

Frequency

Please complete this online survey each week. Each submission should relate to the week that has just ended, Monday to Friday. We'd appreciate if you could complete each weekly submission by each Tuesday evening.

If find that your submission contains errors

If you have already clicked the 'Submit' button but then realise that your survey response contains errors, please simply make another submission for the same week and then email p hs.generalpractice@p hs.scot to explain that your most recent submission is the correct one. This will enable PHS to delete your older, erroneous submission from our records.

Queries

If you experience technical difficulties with this online survey or have technical queries regarding its functionality, please email p hs.generalpractice@p hs.scot.

Thank you for your time in completing this survey.