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Together First Business Activity

Together First

BHRUT

Hub Site Dagenham & Public Event

Hub Site Barking

UCC

Havering

Redbridge
Hub site effects on A&E

Queens and Kings see's approximately 100,000 patients across B&D, Redbridge and Havering

Barking Hub to provide approximately 15,000 appointments

- Patients Seen By GP’s
- Seen at an appointed time
- More Patient Satisfaction
- Less pressure on A&E
- Dagenham Hub will help further
Call Center and Hub

B&D Patients

Havering Patients

Redbridge Patients

Chadwell Heath Call Center

Barking Hospital

North Street Hub

Rosewood Hub

Fulwell Cross Hub

Newbury Group Hub

Patients or Surgery can call to book appointment on 0203 770 1888

Call Center Staff
4 Call Operators
1 Site Supervisor

Hub Site Staff
1 Receptionist
2/3 Doctors

Telephone Lines Open
Monday-Friday - 14:00 - 21:00
Saturday, Sunday and Bank Holidays - 09.00 – 17:00
Appointments Offered, Booked and DNA at Barking Hub

Appointments offered, Patients Booked and DNA’s by RM and IG Postcode (19.01.2015 – 30.04.2015)

<table>
<thead>
<tr>
<th>Category</th>
<th>Patients Booked</th>
<th>DNA’s</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPOINTMENTS OFFERED</td>
<td>3044</td>
<td></td>
</tr>
<tr>
<td>TOTAL BOOKED</td>
<td>1613</td>
<td>151</td>
</tr>
<tr>
<td>RM POSTCODE</td>
<td>897</td>
<td>68</td>
</tr>
<tr>
<td>IG POSTCODE</td>
<td>716</td>
<td>83</td>
</tr>
</tbody>
</table>

Patients Booked and DNA’s by RM and IG Postcode (19.01.2015 – 30.04.2015)

- **APPOINTMENTS OFFERED**: 3044
- **TOTAL BOOKED**: 1613
- **RM POSTCODE**: 897
- **IG POSTCODE**: 716
- **DNA’s**: RM 68, IG 83
Patients Age Profile Barking Hub

Percentage Breakdown Age Group of Patients Seen at Barking Hub Between 19.01.2015 - 31.04.2015

Under 14 accounts for 42% of all patients seen
Referral Source Barking Hub (19.01.2015 - 30.04.2015)

- Referral Source Barking Hub
- NHS 111: 50%
- Surgery: 25%
- WIC: 4%
- Call Center: 21%
Patient Satisfaction Barking Hub

FFT B&D Hub Site 19.01.2015 – 30.04.2015

Extremely likely to recommend
Likely to recommend
Neither likely or unlikely to recommend
Unlikely to recommend
Exremely unlikely to recommend
Dont Know