So those of you paying attention may have noticed that I missed last week's EQUIP update. Virginia WAS right, we just couldn't keep the show on the road without her (but let's not pretend she isn't at least a tiny bit happy about this).

That said, I'm ready to go off with a bang for my final week of guest-editing the EQUIP update… so stayed tuned for this week's case study, Edenbridge training Edenbridge tip of the week.

Jubilee Street Practice

This week's case study focusses on Jubilee Street Practice and some of their impressive achievements over the last year of their QI journey. For those of you on ISIA you might remember the JSP crew regularly winning the 'nosiest table' award (although often in the face of tough competition from the Bromley by Bow contingent…). So let's see if they really had something to shout about after all.

JSP's runs a 'Doctor Direct' model, which in a nutshell means that most patients will speak with a GP ion the phone for triage and assessment, before being booked an appointment (if they need to come in at all). Therefore, the doctor call back list is the main measure of GP demand in the practice. GPs were feeling that lots of the calls coming to them didn't require their input and could be dealt with my other members of the practice team, so the practice set an aim to reduce the number of GP call backs by 10% by August 2017.

So they were seriously attempting to a measurable reduction in their actual GP demand (whilst their list was growing by over 5% at the same time). Sounds somewhat impossible, doesn't it?

So what did they do? They needed to find a way both for patients to be directed to the right member of staff and for the right members of staff to take the calls. They introduced nurse and administrator call backs, and worked with their new practice pharmacist to agree new protocols with the practice. They also introduced duty team huddles for quick catch ups on the call-back list, making sure they were able to rapidly prioritise each other's time and ensure patients go to the right place.

The result… they hit their 10% target and in the same period saw their patient experience score go up by 10% (and a reminder, that this was with a 5.2% increase in list size over the same period).

Rumour has it that JSP are also up for a HSJ award (and I'm certain they'll be the nosiest table on that evening too).

!Reminder: Edenbridge Training!

EQUIP will be hosting 3 Edenbridge training sessions in the next few weeks. They will be held at the IT suite in **Clifton House on 75-77 Worship Street, EC2A 2DU** on the **4th of October (11am-1pn), 11th October (12pm – 2pm)** and the **12th October (3pm-5pm).** The sessions are for absolutely anyone who uses or is simply curious about Edenbridge and what it can do.

There are only 12 spaces available in each session so book your place ASAP.

Booking can be done through the following URL.

https://www.eventbrite.co.uk/e/edenbridge-workshop-tickets-38003862576

Please make sure that you are able to **log into your practice's Edenbridge account** on the day. If you don't have an account, please ask your Practice Managers to send you an invite.

!Edenbridge Tip of the Week: Exporting Data!

1. At last! You are now able to download Edenbridge data straight to excel. However, this is only available for the data in the Appointment Activity tab. You will find this under Dashboards. The data you will be able to download is the Appointments Offered, Booked Slots, Unused Slots and DNAs. For this example let's download the Appointment Offered.

2. Use the period and slot filter sections to select the data you would like to download. In this case we will download the data for Appointments Offered for the last 90 days for GPs.

Period & Slot filter sections
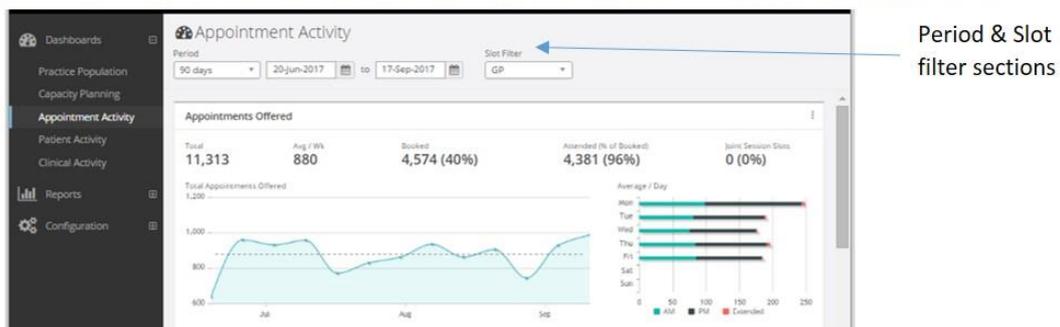
3. Under Appointments Offered select the 3 vertical dots on the right hand side of the graph. Click Export.

Three dots & Export option
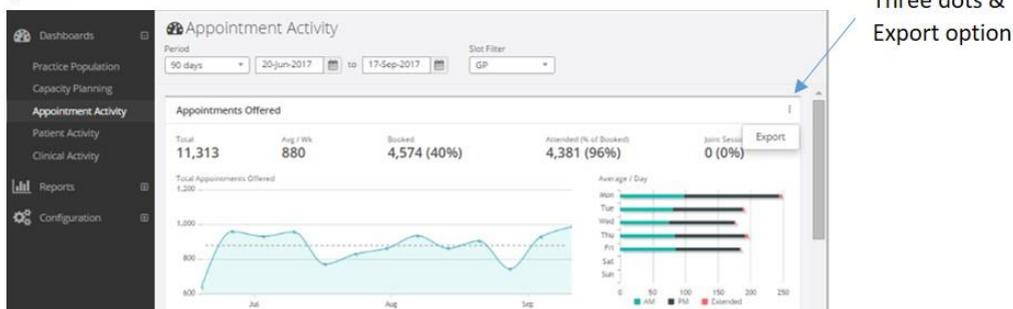
4. The data from the Appointment Offered graph will now be downloaded straight to Excel. In Excel you will see two columns. The first column will be the date. This can be interpreted as 'Week commencing' from that date. The second column called 'value' is the total number of appointments offered in the corresponding week.

That's how to use the Export tool on Edenbridge. Simple right?