Component Spotlight
Demand & Activity component

About the component:
This component allows end users to view both actual and predicted numbers of patients waiting who will require a new outpatient appointment over the next 13 weeks. This component provides average weekly demand calculations and compares to the average productive new appointments per week to determine if a specialty is in balance. This enables demand and capacity balanced to be calculated and monitored at a team level and provides a goal for the teams to plan towards.

Who it's for: Administration and Nurse Unit Managers, Scheduling Officers, Clinical Leads and Directors, Business Managers, Service Improvement and Project Officers.
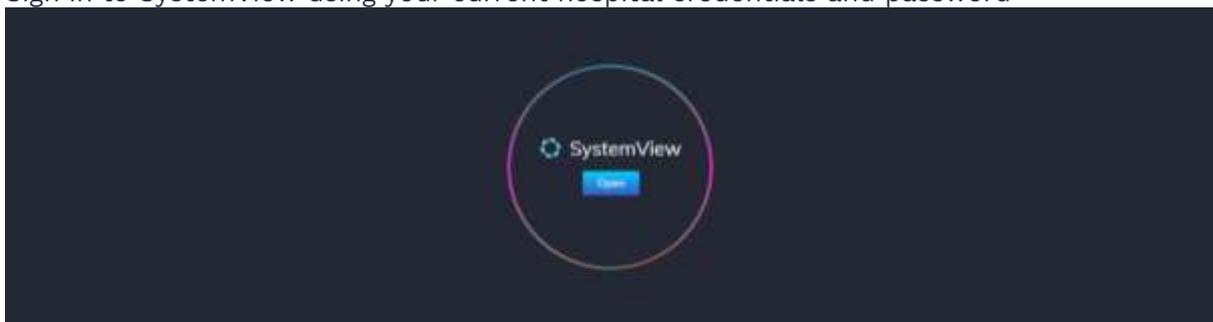
Where you'll find it:
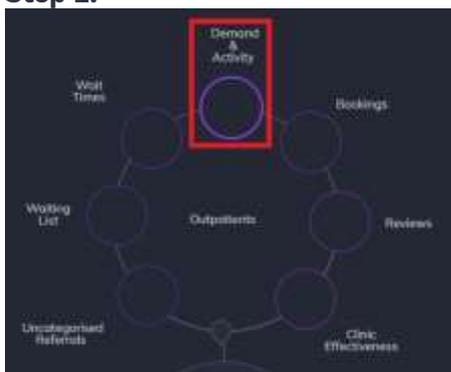SystemView > Explore > Outpatients > Demand & Activity.

Data refresh rates:
The data within this component updates every morning.

Step 1.
Sign in to SystemView using your current hospital credentials and password

Step 2.

Navigate to Explore > Outpatients > Demand & Activity.
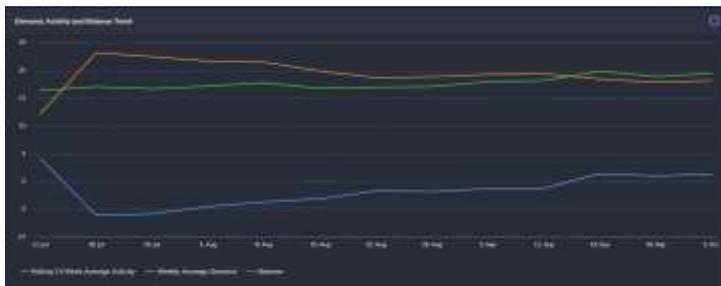
Step 3.

Apply drop-down filters **at the top of the page to refine the data.**

Step 4.

Summary tile displays a high-level overview of the average Activity (Seen or productive appointments) along with the average demand (both from the wait list and New appointments not from the wait list) to determine the balance required for the activity to meet the demand.

Demand, Activity and Balance Trend chart displays the weekly average demand alongside the rolling 13-week average activity to provide a balance trend line.

Demand by Category, Treat by Date and Activity chart displays the referral demand by treat by date, with consideration to categorisation.

An indicator calculated from the previous 13 weeks of historical data compares the actual productive activity and average demand to produce a gap analysis.