

Step 2: Understanding your practice population and patient demand.

This step helps understand how many appointments are needed to meet the requirements of your patients. This can be called the patient 'demand' and helps to understand patient access to appointments in your practice. In later steps we will look at your patient demand versus how many patient appointments your GPs can provide (supply). Balancing supply and demand will help to improve patient access and help GPs manage their workload.

A. Current number of active patients in your practice.	
B. Total number of visits to all GPs within your practice.	
C. Average number of appointments per patient, per year for your practice (B÷A).	

For further information on understanding supply vs demand in your practice, you can see the *Patient Registration* module from our *Person Centred Toolkit: From Principles to Practice* on [DiscoverPHN](#).

Step 3: Determining how many patients each GP in your practice could register.

You can use this template to record the relevant information to calculate the appointment supply and ideal number of patients each GP in your practice could register. You will need to do this for each General Practitioner in your practice, please print an additional copy of this document if you have more than 10 GPs in your practice.

There are a few different ways to calculate the annual number of appointments each of your GPs have available; either by days, weeks or months. Choose one of the methods below:

- Calculating by day:
 - How many patient appointments does each GP have available per day they work? Do not include provision of specialty services such as skin clinics.
 - How many days do they work in your practice? Do not include administration time, education, leave or provision of specialty services such as skin clinics.
 - Multiply these numbers to get the total number of appointments each GP has available per year.
- Calculating by week:
 - How many patient appointments does each GP have available per week they work? Do not include provision of specialty services such as skin clinics.
 - How many weeks do they work in your practice? Do not include administration time, education, leave or provision of specialty services such as skin clinics.
 - Multiply these numbers to get the total number of appointments each GP has available per year.
- Calculating by month:
 - How many patient appointments does each GP have available per month they work? Do not include provision of specialty services such as skin clinics.
 - How many months do they work in your practice? Do not include administration time, education, leave or provision of specialty services such as skin clinics.
 - Multiply these numbers to get the total number of appointments each GP has available per year.

Average number of appointments per patient, per year =	GP 1	GP 2	GP 3	GP 4	GP 5	GP 6	GP 7	GP 8	GP 9	GP 10
D. Total number of appointments available per day, week or month										
E. Total number of days, weeks or month worked										
F. Annual number of available appointments (A x B)										
G. Suggested 'ideal' number of registered patients (C ÷ average number of appointments per patient, per year)										

Step 4 & 5: Balancing supply vs demand in your practice

You can use this template to record the relevant information to calculate the difference between each GPs 'ideal' number of patients and their actual number of patients. You will need to do this for each General Practitioner in your practice, please print an additional copy of this document if you have more than 10 GPs in your practice.

Average number of appointments per patient, per year =	GP 1	GP 2	GP 3	GP 4	GP 5	GP 6	GP 7	GP 8	GP 9	GP 10
A. Suggested 'ideal' number of registered patients (Step 3)										
B. Current number of patients (Step 4)										
C. Difference between current and ideal number of patients (Step 5)										

A positive number means that the GP could see that many more patients, while a negative number indicates that GP is seeing more patients than they can meet demand for.

NOTE: These numbers are indicative only. Conversations with GPs are needed to clarify their patient need.