

## Appendix 1

March to July- March was when we started appointment monitoring and July was when we moved out of HKP and the Q-Flow monitoring system was no longer used. This shows the journey of the service moving from drop in to appointments over the transition period.

### Figures for Reception

	<b>March Total</b>	<b>April Total</b>	<b>May Total</b>	<b>June Total</b>	<b>July Total</b>
<b>No. of Appointments/ Seen at Desk</b>	1551	717	644	614	574
<b>No. of No Show Appointments/Tickets</b>	203	82	52	45	41
<b>Total Foot Fall</b>	1754	799	696	659	615
<b>Average wait time to be seen</b>	00:24:07	00:08:49	00:08:10	00:08:26	00:08:10
<b>Average serving time</b>	00:14:39	00:17:25	00:19:32	00:18:58	00:20:04
<b>Total Emails Received (monthly)</b>	1780	2331	2311	2202	2986