# Management Reports

Surgery Connect's Management Reports are automatically emailed to your managers on a monthly basis. They outline call figures and performance statistics for the period in question.

The data is presented in the form of graphs and charts in a PDF format and so is ready to be circulated amongst colleagues or printed in order to form part of your internal management meetings - no additional manipulation of data is required.

Collated data to show how busy your surgery and staff have been with telephone duties allows you to assess your current work methods and resource allocation. Changes in process can be quickly analysed by comparing reports before and after any changes may have been implemented. This is in line with capacity and demand actions outlined by the GP Forward View study.

2. Which Numbers Took the Most Inbound Calls?

3. Which Users Answered the Most Inbound Calls?
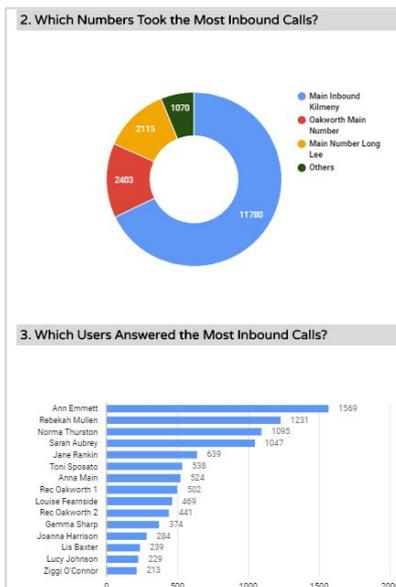
Information	Description
Summary	High level statistics outlining; Total calls received, total answered, total and percentage missed (including figures dismissing repeat callers) and total outbound calls made.
Inbound	A pie chart outlining the call split and total calls to each of your inbound telephone numbers over the given period.
Staff Answering	A bar graph outlining each of your staff and the number of inbound calls each of them answered over the given period.
Staff Outbound	A bar graph outlining each of your staff and the number of outbound calls each made over a given period.
Busy Queue Days	A bar graph showing the total number of queued calls on each day (average across each day if a monthly report), also shows how many were answered and missed on each of those days.
Busy Queue Times	A bar graph showing the day split into half an hour periods outlining the total number of queued calls, how many of those were answered and how many were missed in each of the half an hour segments.
Busy Outbound Times	A bar graph showing the day split into half an hour periods outlining the total number of outbound calls during each half an hour segment.
Call Length Average	A bar graph showing each user and an average call length for both in and outbound calls for the given period.
Available Staff	A bar and line graph outlining queued calls in half hour segments with information of how many staff were available to answer calls at that time.
Menu Choices	Daily breakdown of the menu options selected by callers.
Monthly Summary	An ongoing, month by month chart showing calls answered, percentage missed and outbound calls made.

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