

Online Consultation Systems in General Practice: Dashboard Overview

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1. Objective

This project supports data-driven decision-making in the NHS by visualising how Online Consultation (OC) systems are used across general practices in England. The dashboard is designed to:

- Visualise national trends in OC system adoption and usage.
- Identify regional and practice-level variation.
- Support NHS regional teams and practice managers in making informed decisions.

2. Goal of the Dashboard

OC systems are central to the NHS digital strategy, but usage varies across regions. This dashboard was created to:

- Track monthly OC adoption over time.
- Highlight active use of the systems at national and local levels.
- Provide insights into patient engagement, supplier share, and submission types.
- Present data interactively for non-technical audiences.

3. Data Overview

The dashboard relies on two core datasets:

Table 1: National Monthly Summary (Oct 2023 – Apr 2025)

Captures longitudinal trends in:

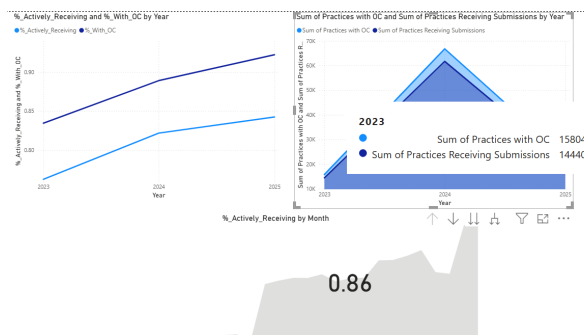
- Total number of open practices
- Practices with OC systems
- Practices actively receiving OC submissions

Table 2: April 2025 Snapshot

Provides a detailed view as of April 2025:

- Submission types: Clinical, Administrative, Unknown
- Patient list sizes
- Supplier information
- Regional grouping by ICB and NHS region

4. National Trends Over Time



To track OC usage over time, several visuals are used:

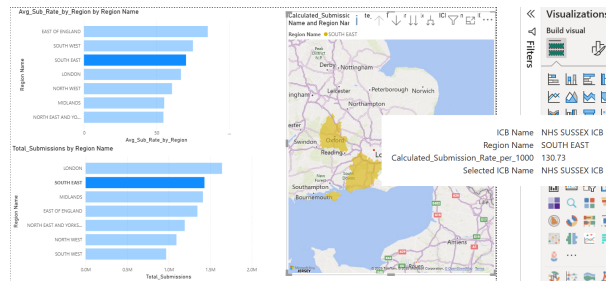
- **Line Chart:** Displays monthly trends in open practices and those with OC systems.
- **Area Chart:** Shows the number of practices actively receiving submissions via OC.
- **KPI Cards:** Highlight key figures such as:
 - Total practices (latest month)
 - % of practices with OC systems
 - % of practices actively using OC

These components provide a national-level picture of adoption and engagement.

5. Practice-Level and Regional Insights

The April 2025 snapshot provides more detailed data for deeper analysis:

- **Stacked Bar Chart:** Shows average submissions per 1,000 patients by region, split into clinical, admin, and unknown.



- **Bar Chart:** Highlights total OC submissions by region.
- **Filled Map:** Offers a visual overview of regional submission activity.
- **Donut Chart:** Shows supplier distribution across practices.
- **Slicers and Filters:** Enable users to explore by region, ICB, or supplier.

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These views help stakeholders understand local differences and investigate further where needed.

6. Why This Approach

The dashboard is designed to be:

- **Informative:** Visuals are clear and metrics are easy to interpret.
- **Interactive:** Users can filter by variables relevant to their role or interest.
- **Actionable:**
 - Practice managers can benchmark their performance against regional averages.
 - NHS regional teams can identify underperforming areas or systems needing support.

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7. Final Thoughts

This Power BI dashboard brings together national, regional, and supplier-level insights in an interactive and accessible way. It supports NHS teams in tracking OC adoption, identifying performance gaps, and helping general practices maximise the benefits of online consultation tools.