The narrative in your PJ should reflect the workload of your teams on a day-to-day basis over the period of the tool run. What impact does this have on staff numbers?

Use the headings below as a guide.

**Short summary of service**

* Geography rural/urban (including travel)
* Population of area
* Size of caseloads – give numbers
* Numbers of: vulnerable families
* Number of: housebound/mental health issues
* Numbers of: urgent /non urgent/routine
* What are the service demands – be specific!
* Number of clinics per week

**Face-to-face**

* New referrals
* End of life care
* Timed visits for medications e.g. insulin, Parkinson drugs, injections
* Complex dressings
* Long-term conditions
* Chronic disease management
* Visit requiring interpreter
* Telephone consultation

**Non face-to-face**

* Supply of equipment e.g. beds /mattresses
* Liaising with 3rd parties hospitals/social services/mental health services/palliative care teams
* Education and advice to relatives/families

**Associated workload**

* Management/clinical supervision
* Missed visits/cancelled visits – be specific with numbers (not multiple or many)
* Support for junior staff less able to manage complex workloads
* Pre and post registration supervision
* No admin cover
* IT facilities challenging

**999 characters available for narrative – be concise but make sure the relevant information is noted!**