

Thalamus Evaluation – Appendix

Table 1. Report Interaction by Practice, June 2019 – October 2025.

Highest Thalamus Users	Report Interactions - n (%)	Most Used Dashboard
Practice A	7036 (5.1%)	Register Management
Practice B	5048 (3.7%)	Diabetes Dashboard
Practice C	4901 (3.6%)	Register Management
Practice D	4855 (3.5%)	Claiming Dashboard
Practice E	4691 (3.4%)	Register Management

Table 2. Report Interactions by Role, June 2019 – October 2025.

Role	Report Interactions - n (%)	Most Used Dashboard
Non-Clinical Management/ Administration	57,203 (42.5%)	Register Management
Nurse	46,550 (34.6%)	Diabetes Dashboard
Access & Choice	14,500 (10.8%)	A&C Dashboard
GP	8071 (6%)	Register Management
NP	4008 (3%)	Diabetes Dashboard
Other - Clinical	3918 (2.9%)	Claiming Dashboard
Other – Non Clinical	395 (0.3%)	Register Management

Table 3. Opportunities for improvement and simplification, identified by Southern general practices.

Opportunity for Improvement	Quote
Given that the patient list is a priority, make it easily accessible.	“Then it brings up a little box, and then you've got to click on the little box over there to bring the patient, patient thingies up...why does it not just bring it straight up? You know, because that's what you're wanting to look at”
Clear, consistent labelling, showing what each graph means.	“I think the labelling is not that intuitive”
Desire for data over time, to monitor progress and undertake quality improvement initiatives.	“I actually would assume is that quality improvement is a big part of Thalamus. And so the ability to track over time is important”
Support GPs to reflect on their own practice.	“That's the idea, you give me the info, the data, I can then talk about that clinical meeting and reflect on that personally”
LiteReport was well received but needs refining.	“And I was like, well, that's actually too light because now I don't even know what I'm doing”
Clearly define the use case and proposed workflow of each practice-facing dashboard	“How do you work it into your day to day? How do you work it into your clinical meetings every week or every month, or, you know, how do you have a quarterly focus of, you know, this this quarter, we're gonna focus on”

Ensure each piece of data on a dashboard adds value	“Can we pull it back a little bit to the essential stuff, keep, maybe keep some of the other stuff in there, but bring that essential stuff more to the fore”
Consider more clinically guided/relevant information	“I think the more clinically guided queries that there can be...”