Modern General Practice Access Model

Total Clinical Triage

Weeks 1-4 Evaluation - 1-31st December 2023

Rachel Stott

January 2024

Principals

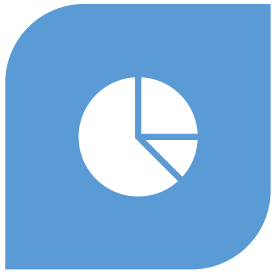
- We believe that is important that we prioritise so that when there is limited capacity, those in most need get it
- We believe that it is important to use the resource that we have as efficiently as possible
- We want to help people to help themselves
- We want to have a culture of reflection and improvement
- We want to treat people equally no matter how they contact the practice
- We prefer simplicity to complexity where possible
- We understand that there are sometimes difficult decisions as we try to play to peoples' strengths, delegate, supervise, and not deskill
- We do not want to turn people away but must always maintain clinical safety
- We want to promote continuity of clinician wherever possible, but also balance the urgency and clinical expertise required

Collecting Data

DATA IS IMPORTANT AND WILL HELP INFORM THE DEVELOPMENT OF THE MODEL.

AT THE END OF WEEKS 1-4, WE SURVEYED EVERY PATIENT THAT CONTACTED US FOR ACUTE CARE

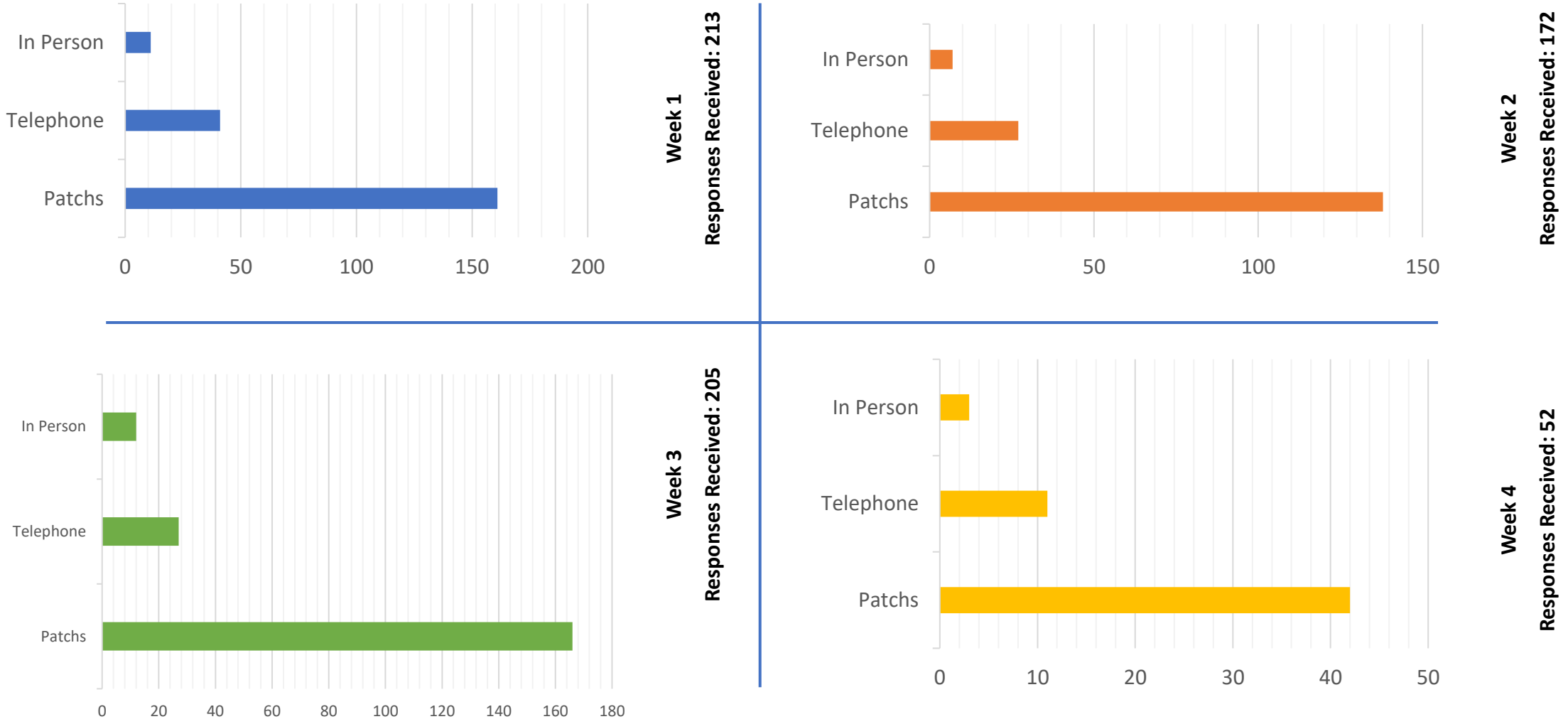
WE USED SMART SURVEY TO COLLECT OUR RESPONSES



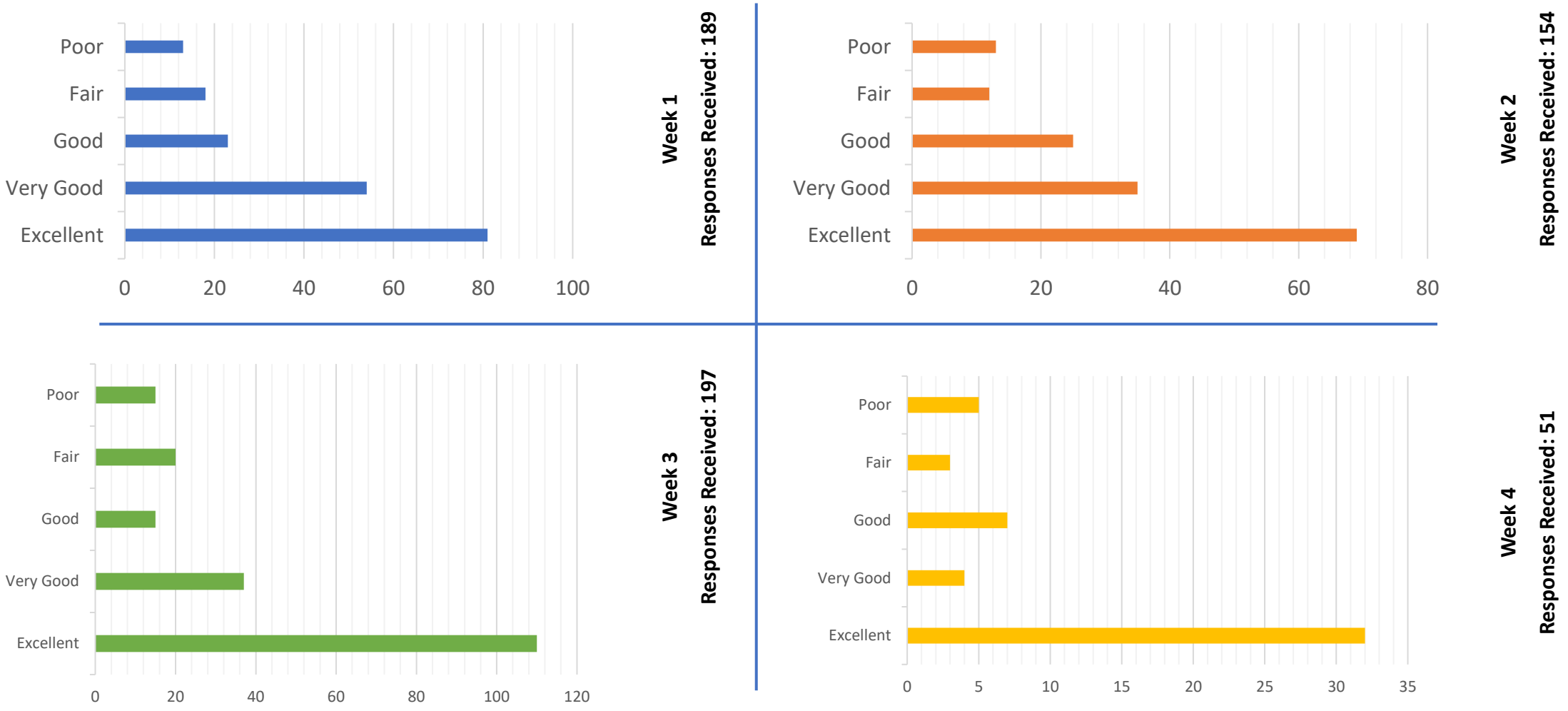
OTHER DATA WILL COME FROM:

- EMIS
- TELEPHONY
- CPCS
- NHS APP
- FFT
- NHSE TOOLS
- IPSOS MORI SURVEY

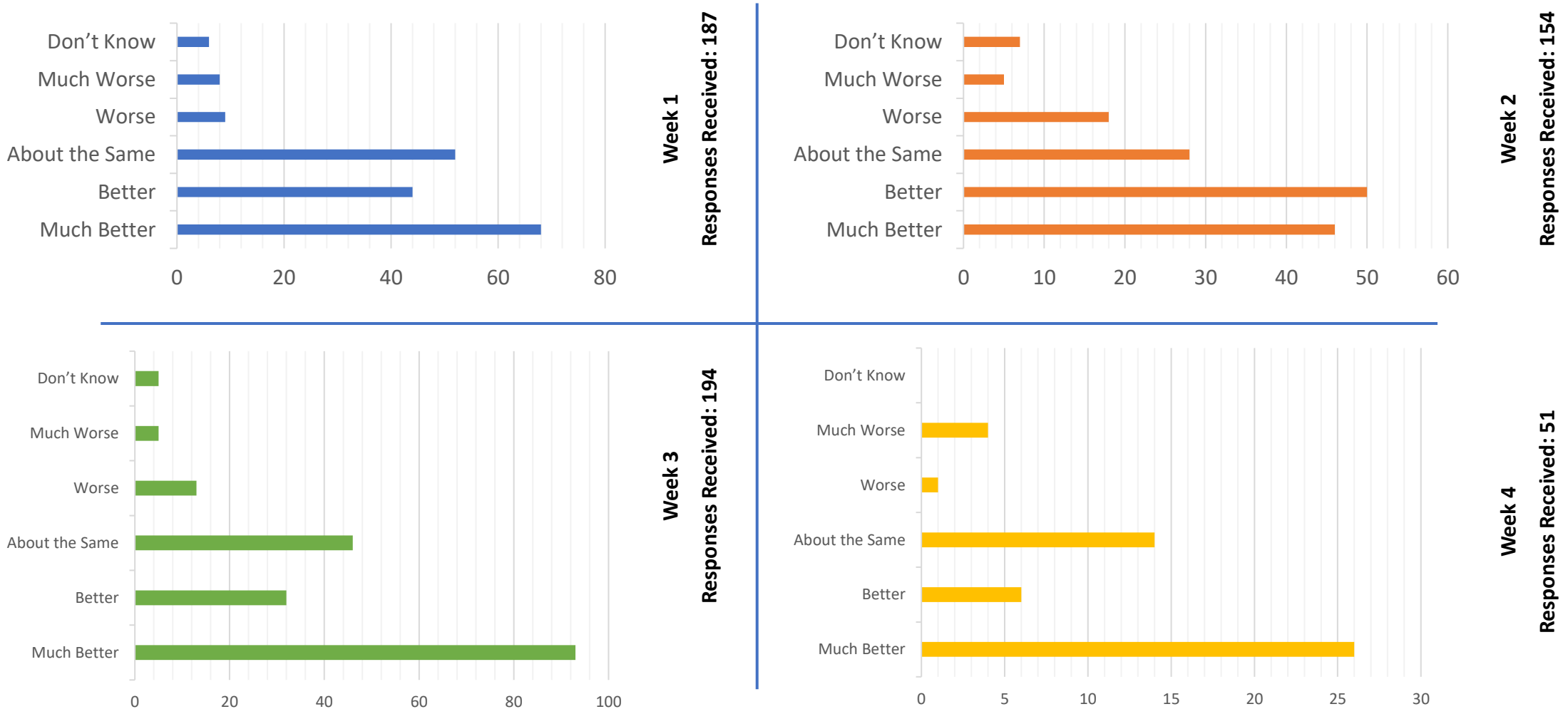
How did you contact the practice for support?



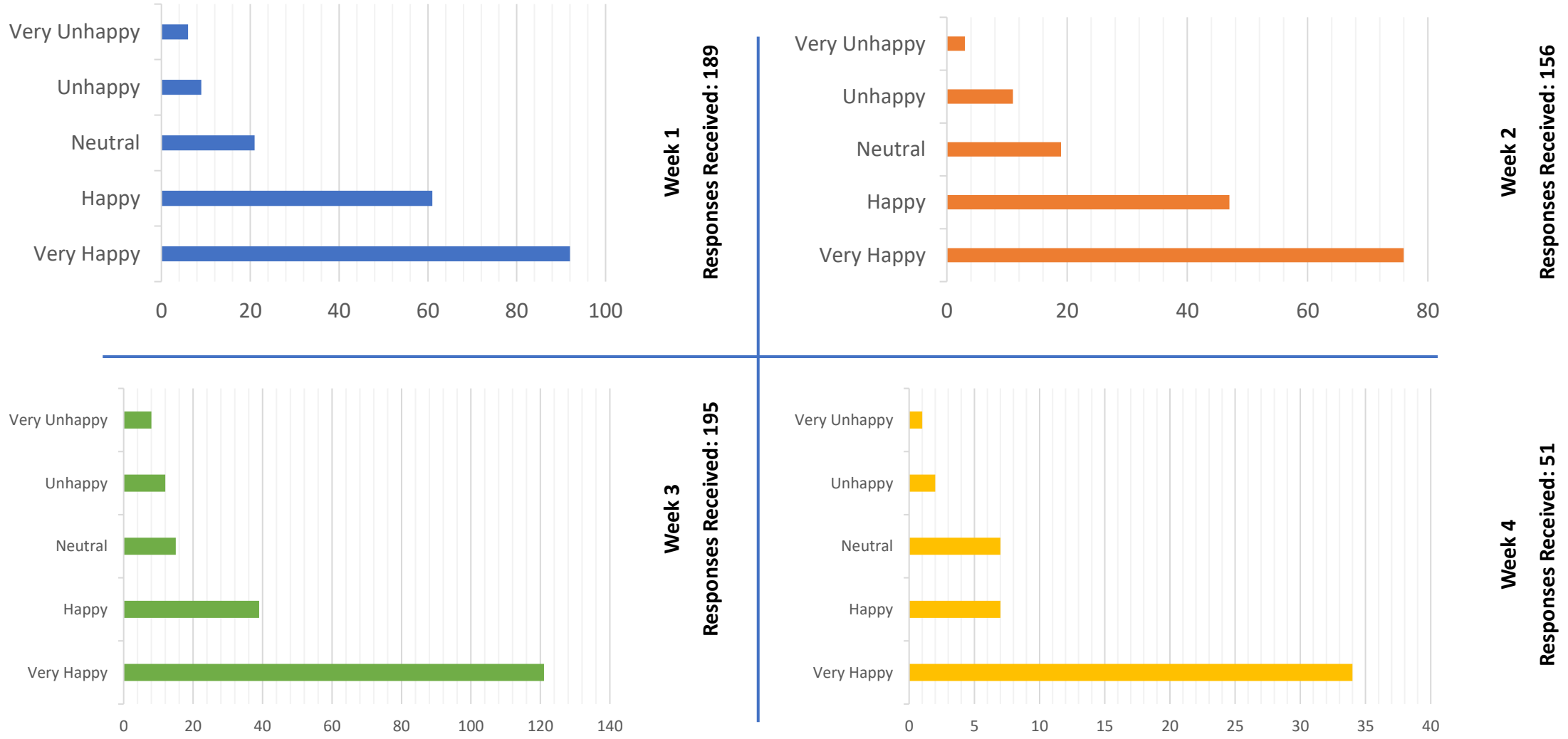
How would you rate the process of getting the care you needed?



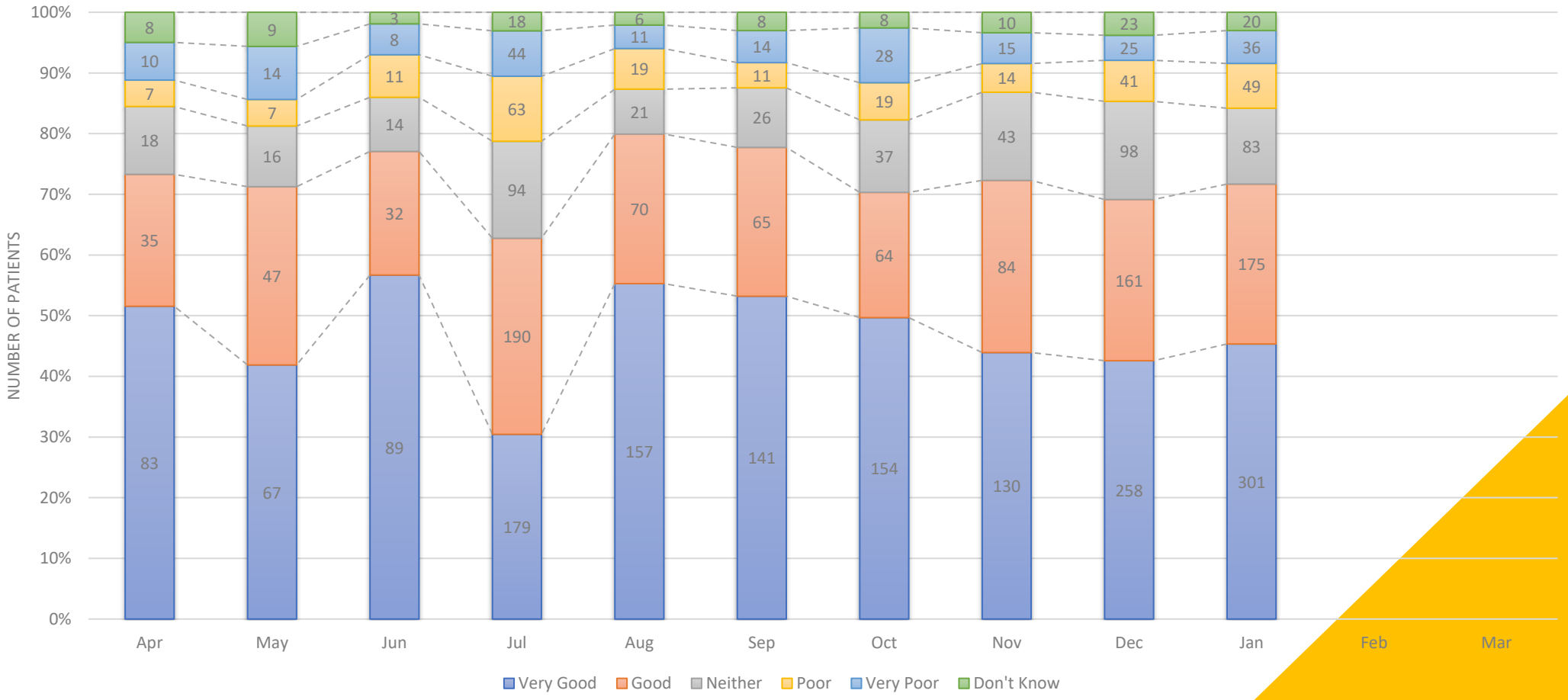
If you have received care from us before, would you say the process was…



How did you feel about the help you received?

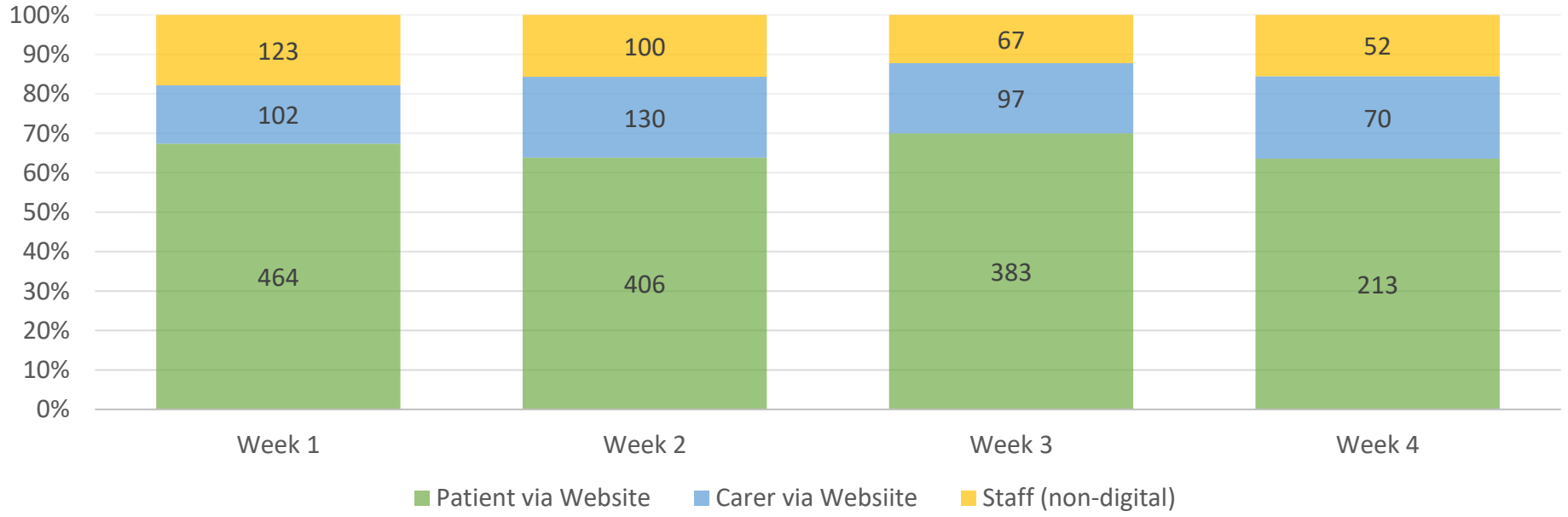


Friends and Family Test Results



Digital Inclusivity

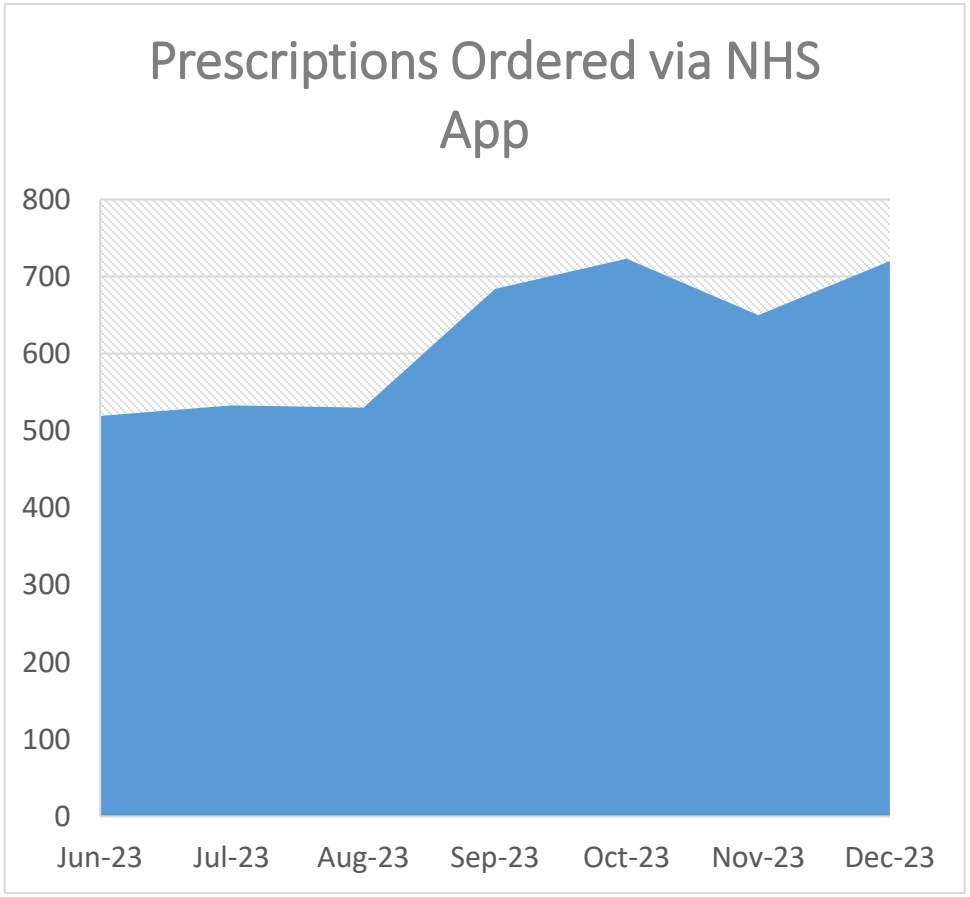
- Pre-go live concerns re patient demographic and ability to adapt to digital technology as the predominant method of requesting acute appointments
- The graph below shows who digital consultation submissions were made by across weeks 1-4

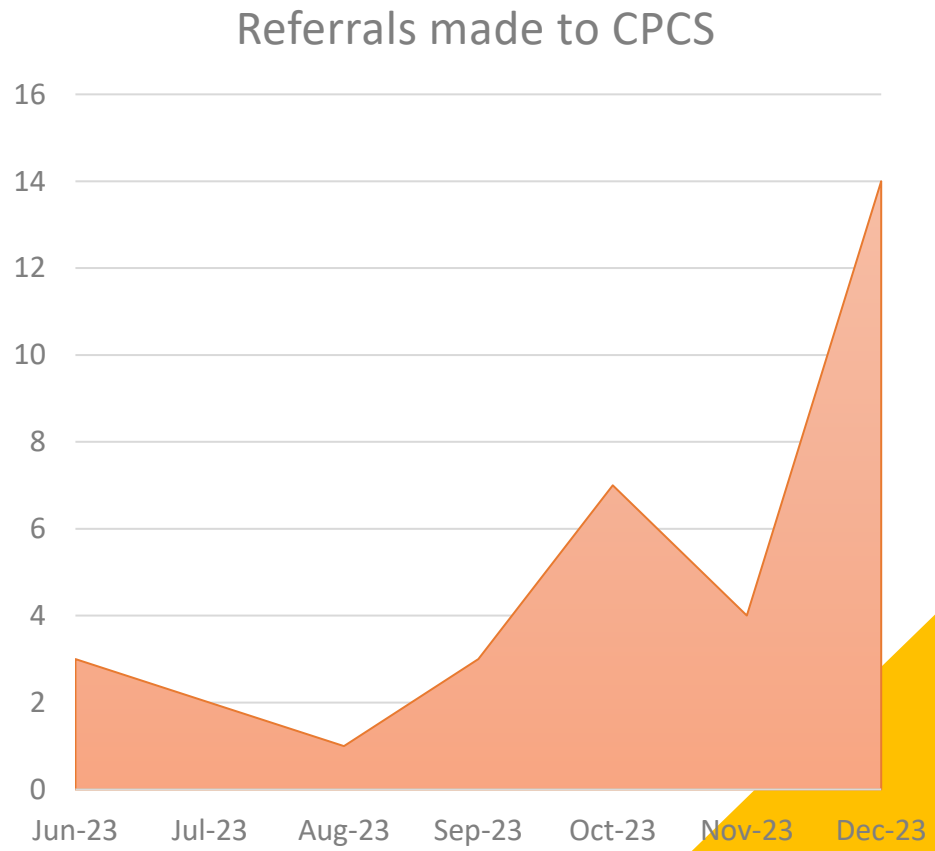


Data shows on average

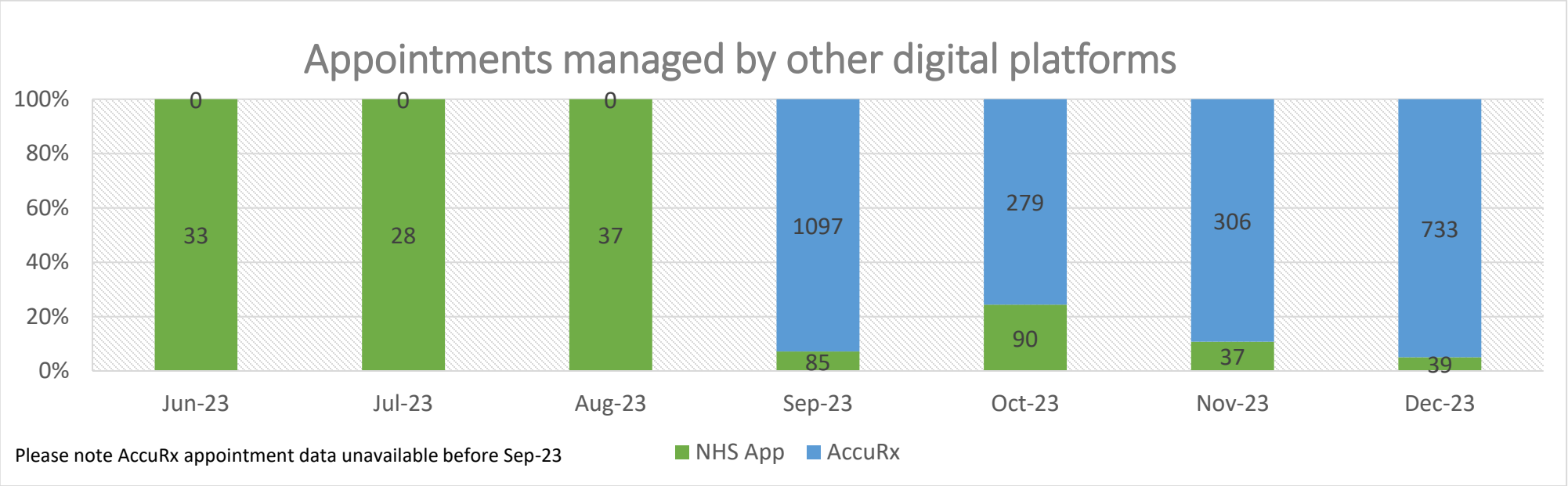
- 66.4% of digital consultations were submitted by patients
- 18.1% of digital consultations were submitted by Carers
- 15.5% of digital consultations were submitted by staff members for those patients unable to access/utilise the platform

Embracing other digital activities

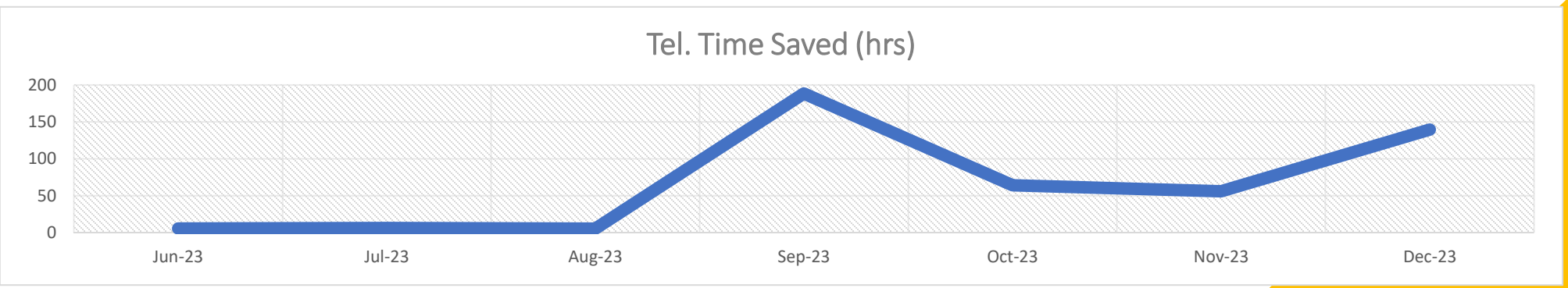




Embracing other digital activities



Please note AccuRx appointment data unavailable before Sep-23



What is next?

All data and feedback will be evaluated between weeks 12-16 so the ongoing impact and satisfaction can be measured.