Modern General Practice Access Model

Total Clinical Triage

Weeks 14-18 Evaluation - 4-31st March 2024

Rachel Stott

April 2024

Principals

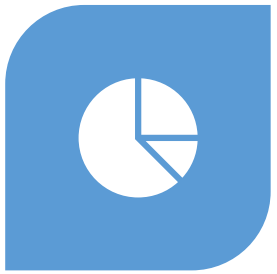
- We believe that is important that we prioritise so that when there is limited capacity, those in most need get it
- We believe that it is important to use the resource that we have as efficiently as possible
- We want to help people to help themselves
- We want to have a culture of reflection and improvement
- 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 14-18, WE SURVEYED EVERY PATIENT THAT CONTACTED US FOR ACUTE CARE

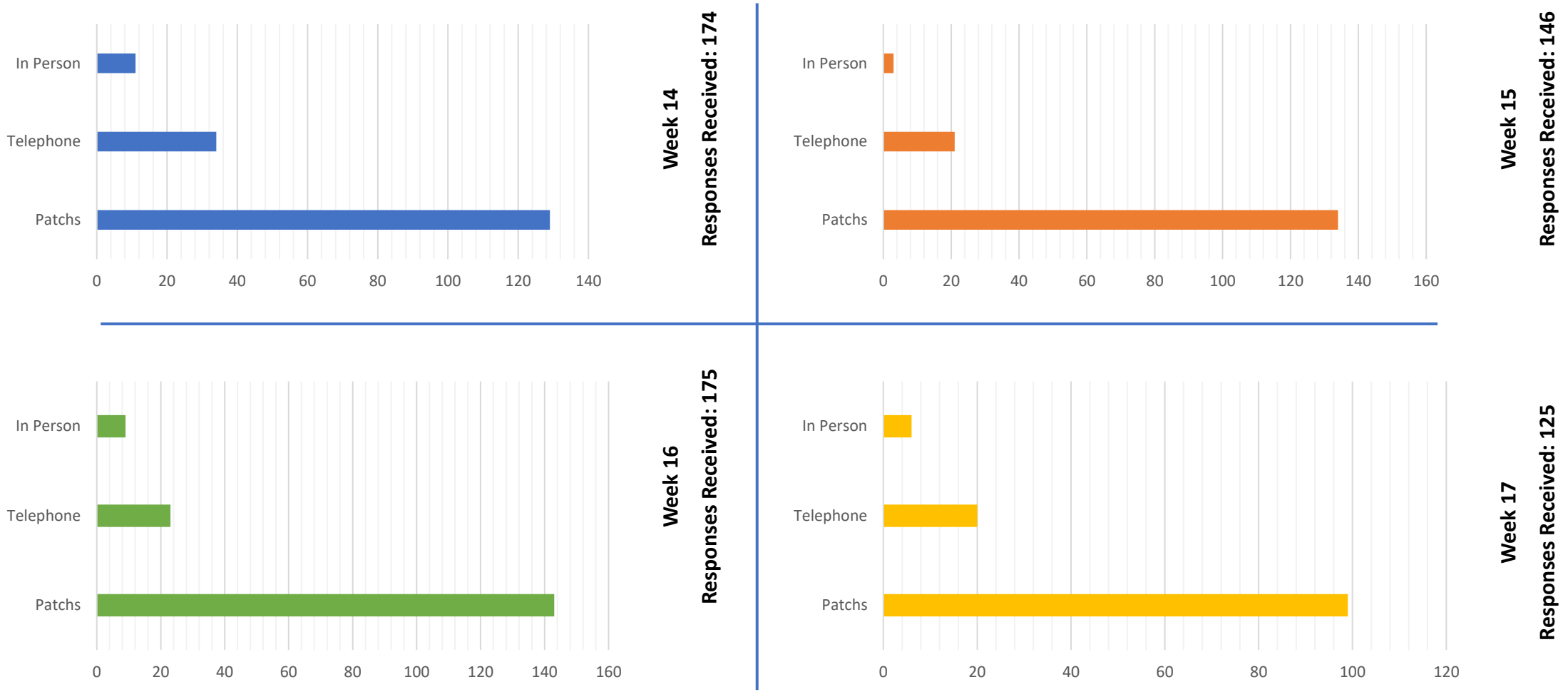
WE USED SMART SURVEY TO COLLECT OUR RESPONSES



OTHER DATA WILL COME FROM:

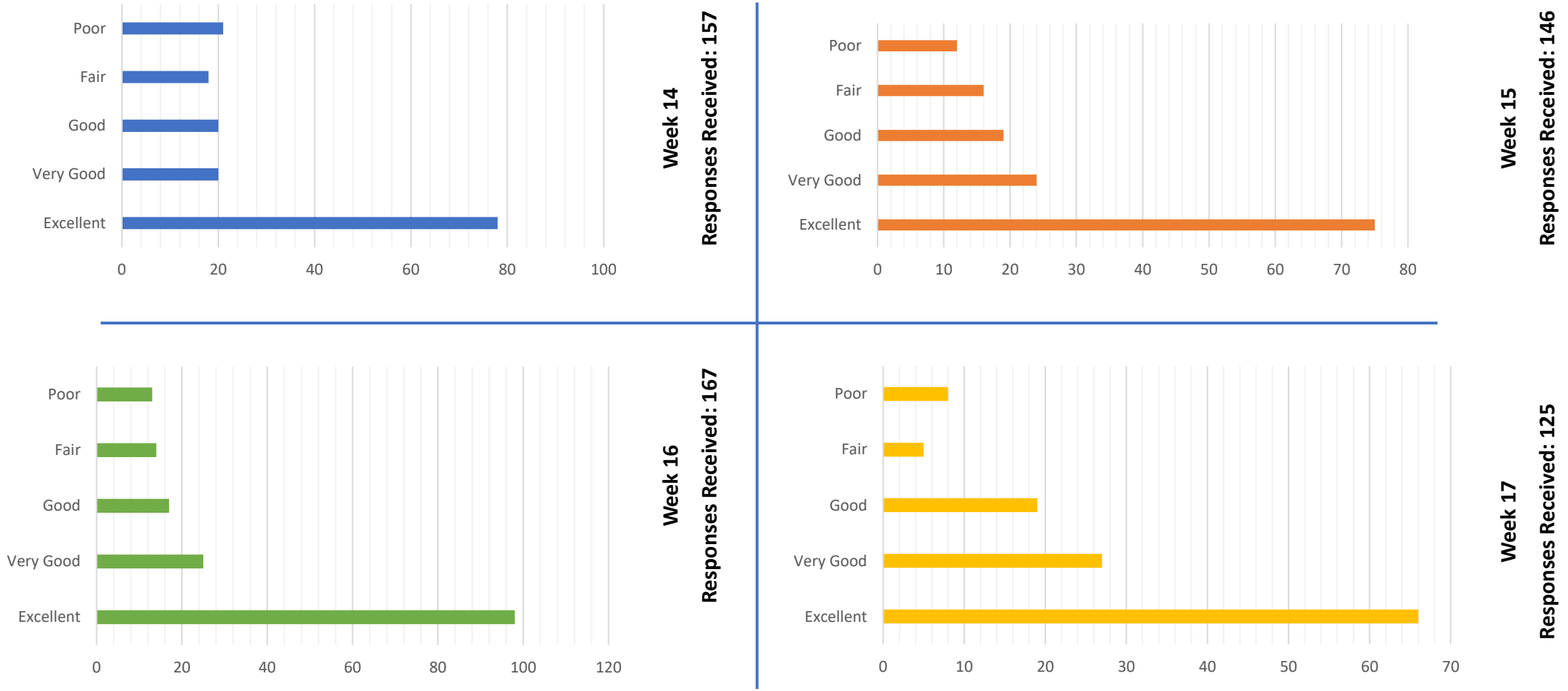
- EMIS
- TELEPHONY
- CPCS
- NHS APP
- FFT
- NHSE TOOLS
- IPSOS MORI SURVEY

How did you contact the practice for support?

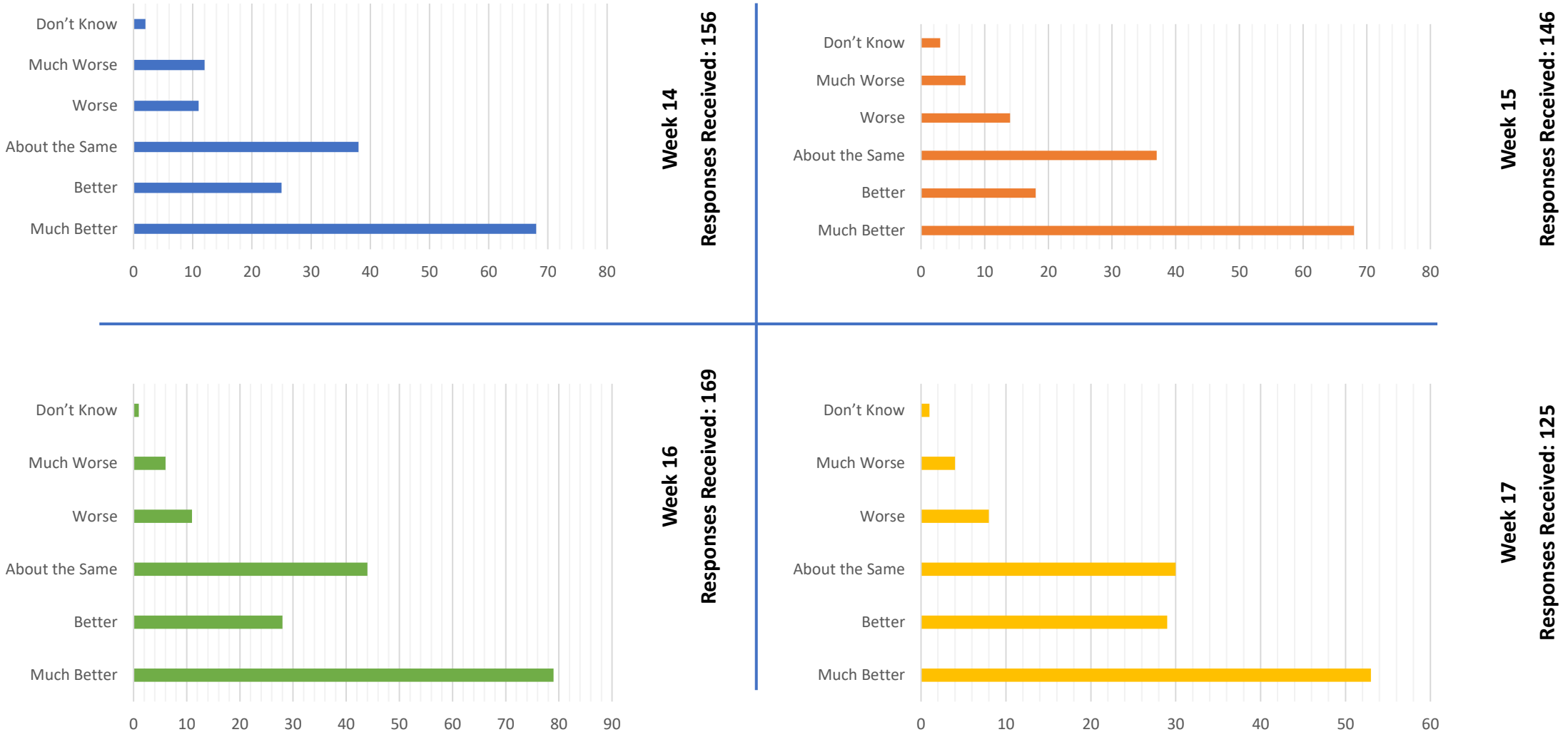


Response to questionnaire: Week 14 = 35.43%, Week 15 = 28.62%, Week 16 = 37.15% and Week 17 = 31.01%

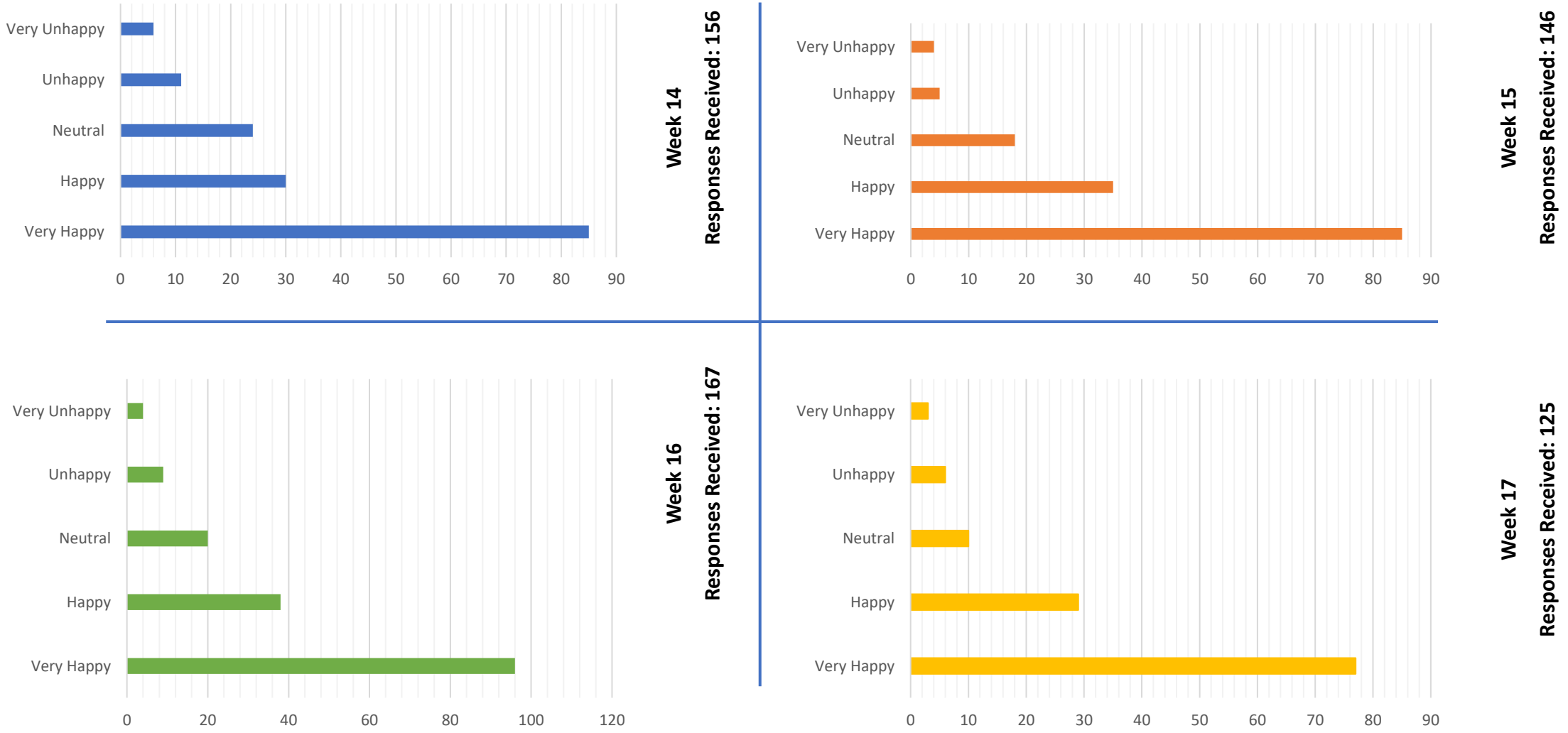
How would you rate the process of getting the care you needed?



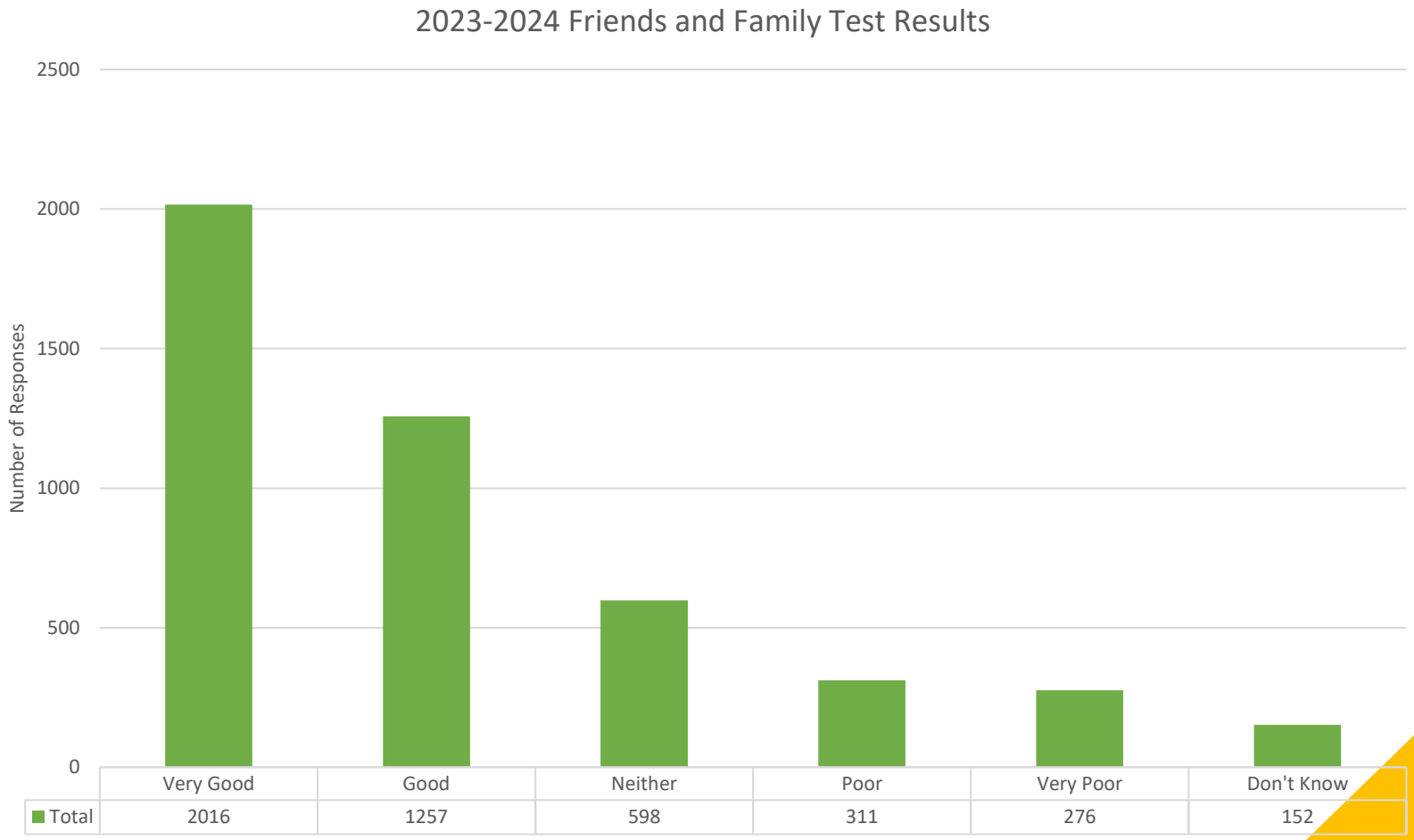
If you have received care from us before, would you say the process was…

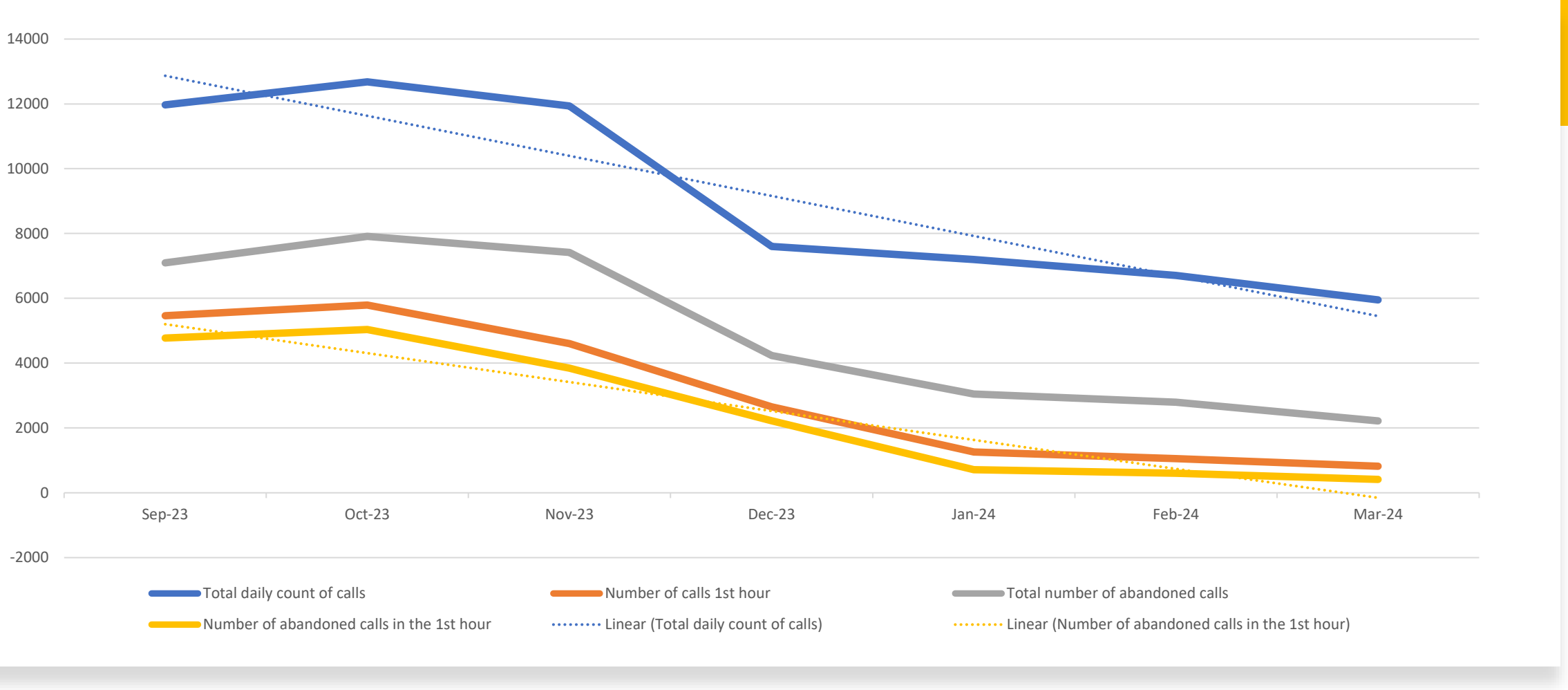


How did you feel about the help you received?



Friends and Family Test Results





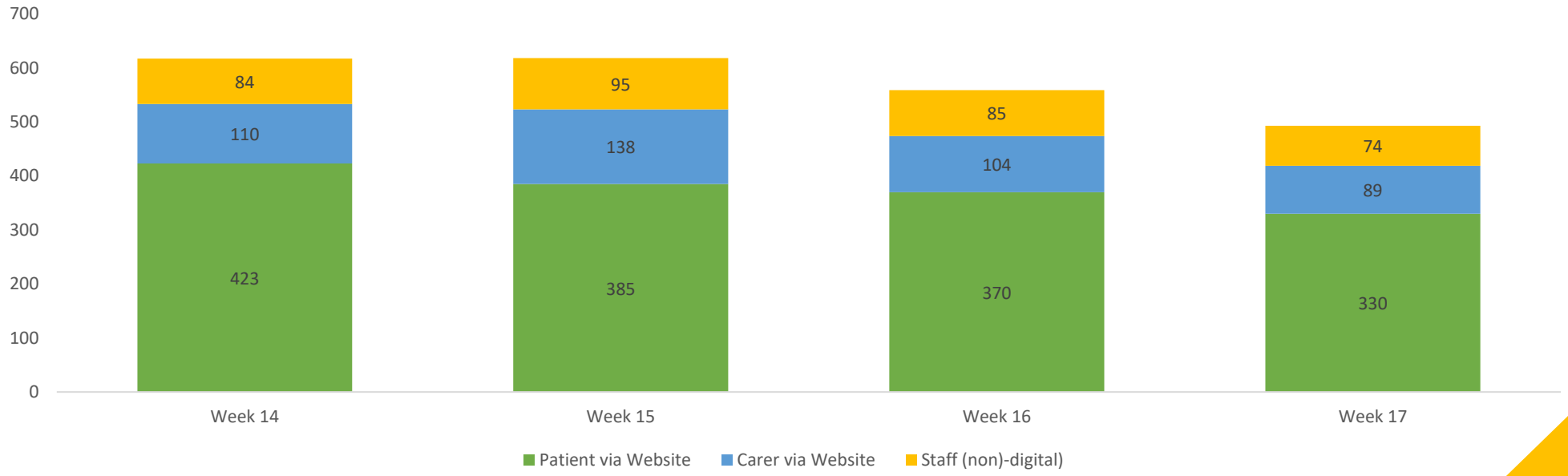
Telephone Data

When comparing the data of 3 months before go live and 3 months after, there has been a:

- 38.36% reduction in the total number of phone calls received
- 58.81% reduction in the total number of abandoned calls
- 76.03% reduction in the total number of calls received within the first hour
- 84.42% reduction in the number of calls abandoned within the first hour

Digital Inclusivity

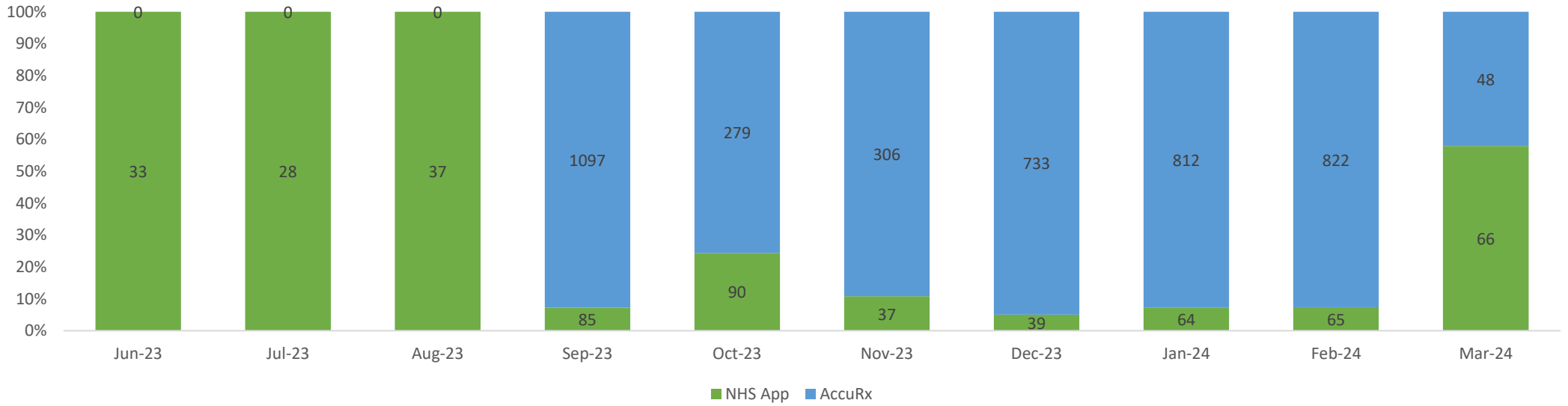
- As of 18.04.2024 there are 7,869 individual patients registered on Patchs and 6,080 patents registered with the NHS App.
- The graph below shows who digital consultation submissions were made by across weeks 14-18



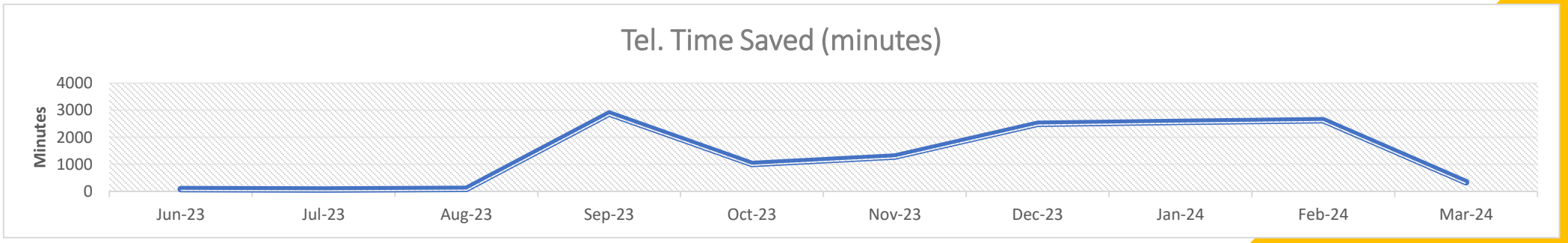
Data shows on average

- 65.93% of digital consultations were submitted by patients
- 19.28% of digital consultations were submitted by Carers
- 14.47% of digital consultations were submitted by staff members for those patients unable to access/utilise the platform (** Duty Dr presentations included in this figure)

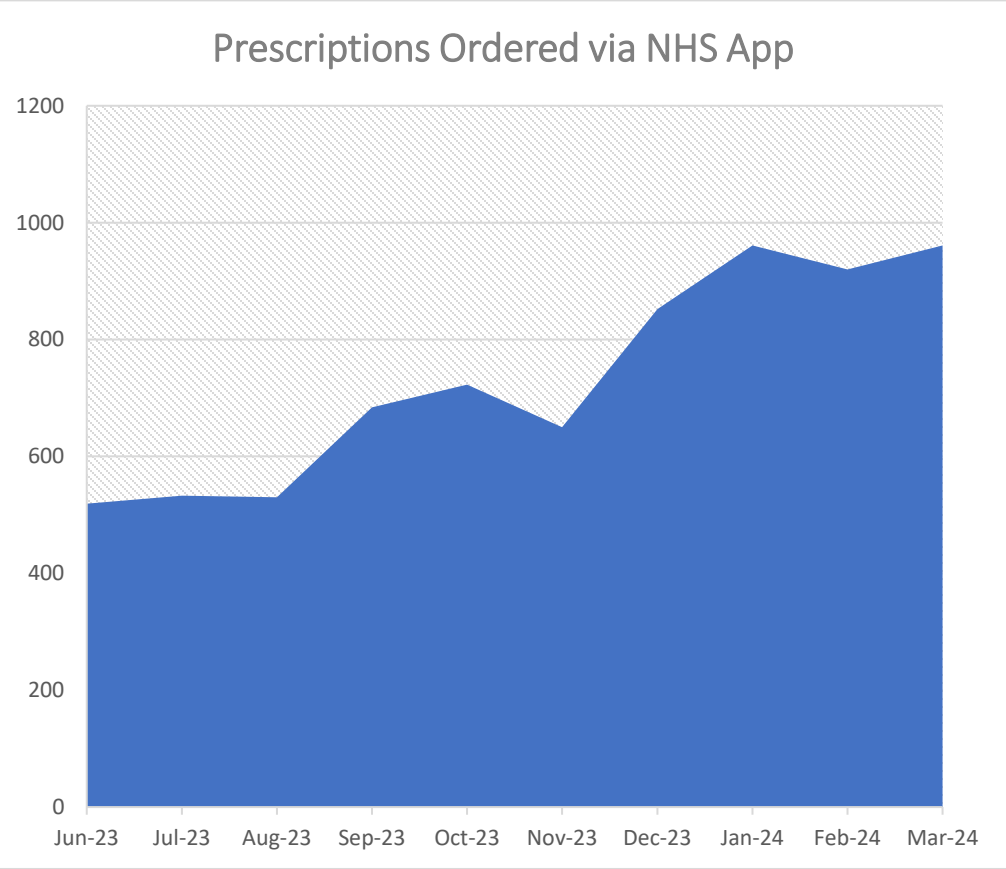
Using other digital tools to manage appointments

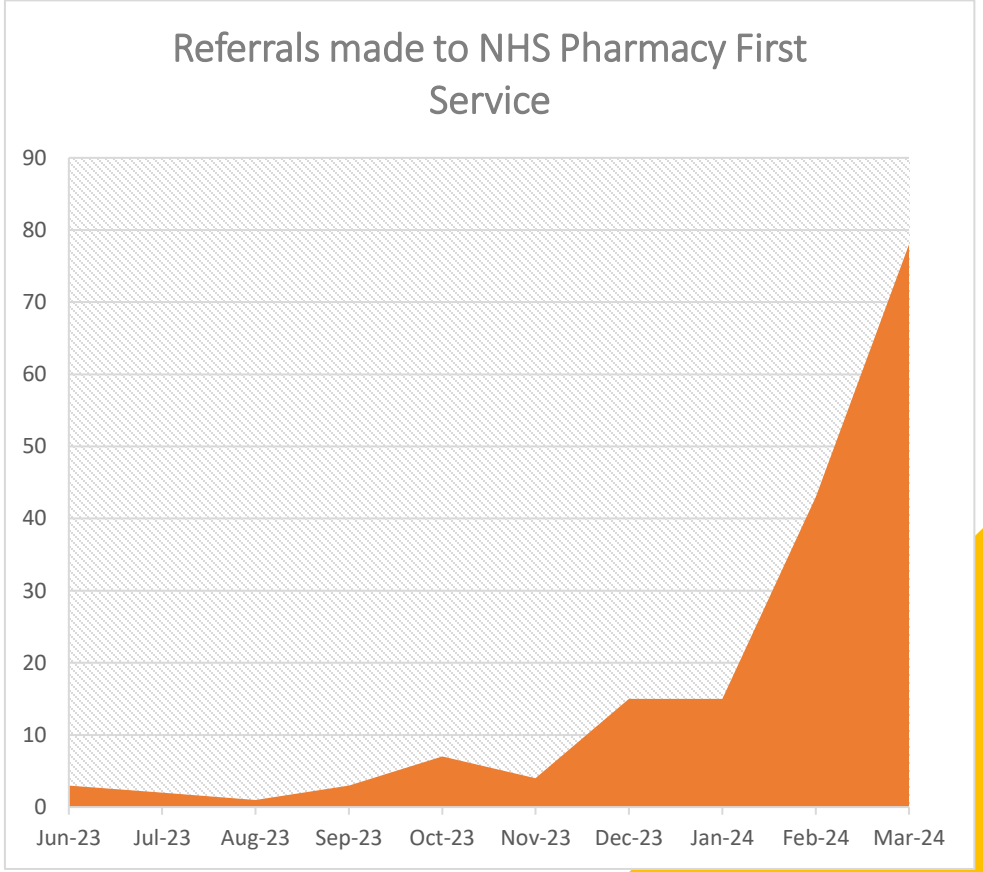


Please note AccuRx appointment data unavailable before Sep-23



Embracing other digital activities





Patient Feedback

Patchs is A LOT easier than calling the surgery at 8am, overall, everything was smooth and easy

Easy booking appointment through patches

Although I wasn't initially happy to be told go on patches etc. I'm impressed at how fast I was contacted and triaged. I was offered an appt an now I have started on course of 10 days antibiotics.

Patchs submission was straight forward, reply was received in a timely fashion and call from Dr was received as advised in initial reply.

Patches is excellent. Avoids the 8 o'clock rush.

Great response after submitting PATCHS request and appointment organised for same day. Doctor was friendly and informative, and I came away feeling that my son had been well cared for.

First time I used Patchs seems to work well

Patches was easy to navigate, received a call and appointment to see a doctor quickly.

Used patches to get appointment, attended appointment a couple of hours later. Doctor was very professional and reassuring with a clear idea what to do next. Picked up prescription 10 min after appointment and received email about further consultation the same day

Completed patches early morning and got an appointment the same day. The doctor was very , professional and extremely helpful and friendly throughout the consultation. Listened to my concerns and explained in detail what he thought my condition requires and referred me on to relevant outpatient's department

Fast easy to use patches

Patches easy to complete land was seen by GP and referral on same day. Very comforting and efficient service.

Used patchs app given quickly seen by Sophie who discussed my problem with Dr Chow who came and examined me and advised next course of treatment for my problem and ordered further tests

Communication Campaigns

- DNA’s
- Digital Patient Group
- NHS App – Prescriptions, managing appointments
- Patchs
- Who are we, what do we do