

GPNI

Ideas to make life easier



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Improve Patient Care



A sunset over the ocean with mountains in the foreground. The sky is a warm orange and yellow, and the water is a deep blue. The mountains in the foreground are dark and silhouetted against the light.

Out of adversity
comes opportunity.

Benjamin Franklin

Practice Amalgamation

- * Developing and MDT
 - * First Point of Contact Physio
 - * Remote GP
 - * Home Visit GP
 - * Urgent Team (ANP, GP)
 - * iGPR – software for SARs, Reports, Redaction etc. (reduces GP calls/workload)
 - * Developing Group Consultations (Chronic Disease)
 - * Florence – text based BP monitoring



COVID-19 PANDEMIC

MGN

Pandemic

- * Intercoms
- * Signage
- * Red Rooms
- * Telephone consultations
- * Video consultations

AccuRx – Patient Triage

- * AccuRx software
 - * Texting to/from patients
 - * Patient sending photographs
 - * Patient triage

We asked to pilot Patient Triage in the early days

AccuRx - Patient Triage

- * Non-urgent medical queries
 - * Sick certs
 - * Test results
 - * Referral queries
 - * Other medical queries
- * Receptionist sorts
 - * Pharmacist
 - * GP
 - * Reception

AccuRx - Patient Triage

- * Convenience for patient
- * Reduces demand on the phone system
- * Can reduce workload for GP and other clinicians
- * Ability to manage demand (work can be done throughout the day)

We need to look at alternatives to using the phone system, difficult for any phone system to cope with the demand.

We don't feel we are disadvantaging those who do not have online access but ultimately the more that use online facilities the greater capacity there will be on the phone for those patients who do not have that option.

AccuRx - Patient Triage

- * Challenge is when routine capacity is limited
- * You have control
 - * Response 5 working days
 - * Switch off weekends/bank holidays
 - * Temporarily disable if routine capacity limited

Ultimately has improved services for our patients and made life a little easier for the whole team

“Having nothing to struggle against, they have nothing to struggle for”

Charles Bukowski

- * Ultimately I think we and most general practices know how to continue to be innovative and develop new ways of working for the benefit of our patients and our team even in times of adversity.
- * We have faced many challenges and probably have many more to come but it has made us much more open to continually develop and think outside the box for the good of all.