

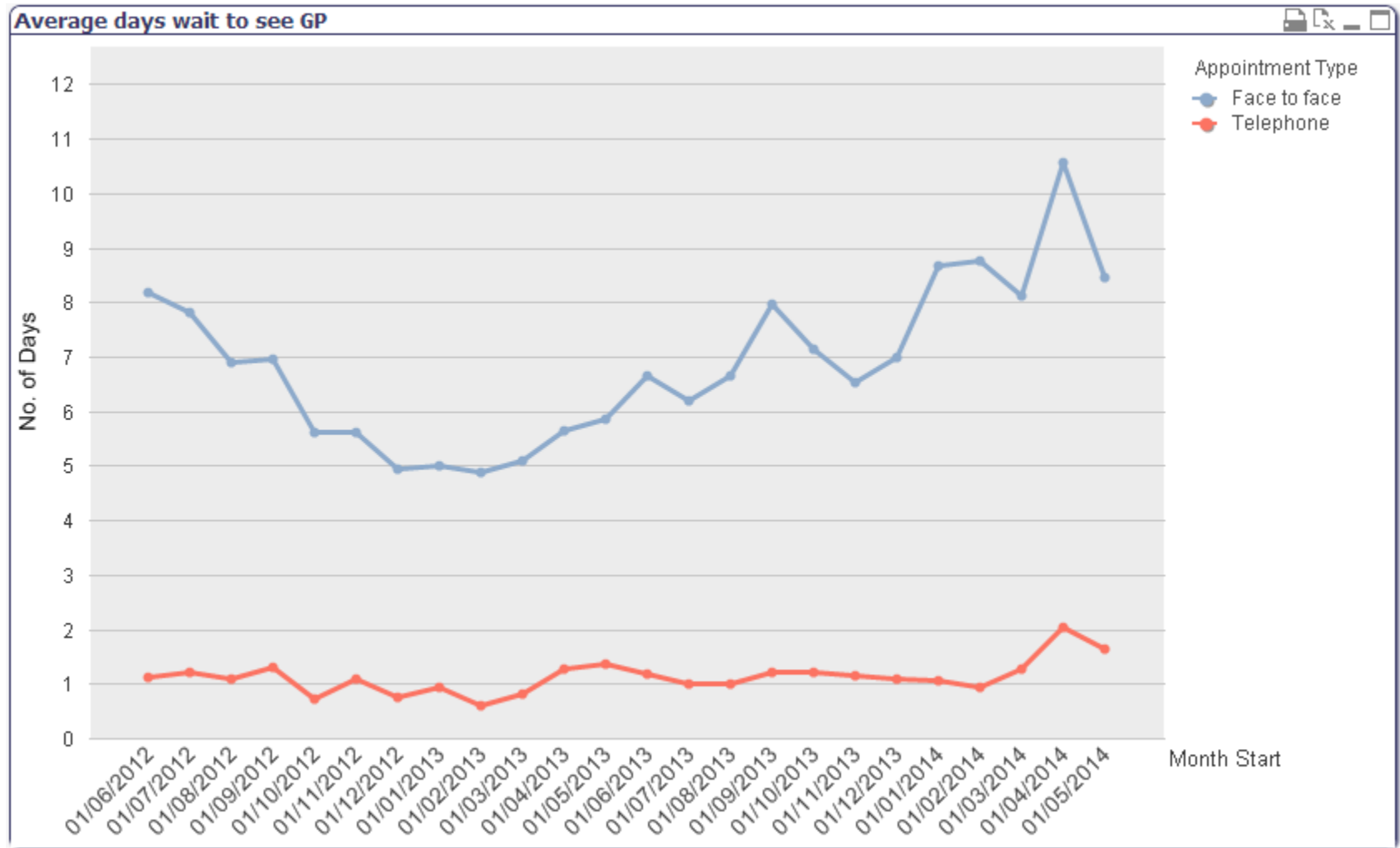
# Bourne Galletly Medical Practice



## Patient Access Audit

Ian Robinson  
Business Partner

Before, the average patient waited 9 days and rising



Look at what people were saying before launch

# Your staff said about patients & their work...

Patients want to see their regular doctor but cannot get appointment.

Cannot see GP of choice...no continuity.

Patients frustrated at the waiting times; see reception as a barrier to getting an appt

Some complaints re: having to tell receptionists what's wrong.

Response to demand perceived as...'gate keeping'.

Waiting for GP appt up to 3 weeks.

Stressful...  
Patients shout at you;  
Lack of appts leads to angry patients;  
I can feel worried, frustrated.

Fed up of being moaned at by patients...expectations regarding appointments are not being met.

Too much passed to dr before (being) investigated or directed to best person for task.

# Their hopes and fears about change

Overall just to create a more happy working environment (that) would benefit patients and colleagues.

(Would like to be able to) see patients, (have sufficient) time for admin, feel as though we're in control.

Fear redundancy.

(Hope) we never lose sight of a personal touch and approach.

Change should bring improvement (and) we could do with that.

I hope that it won't change my working day too much.

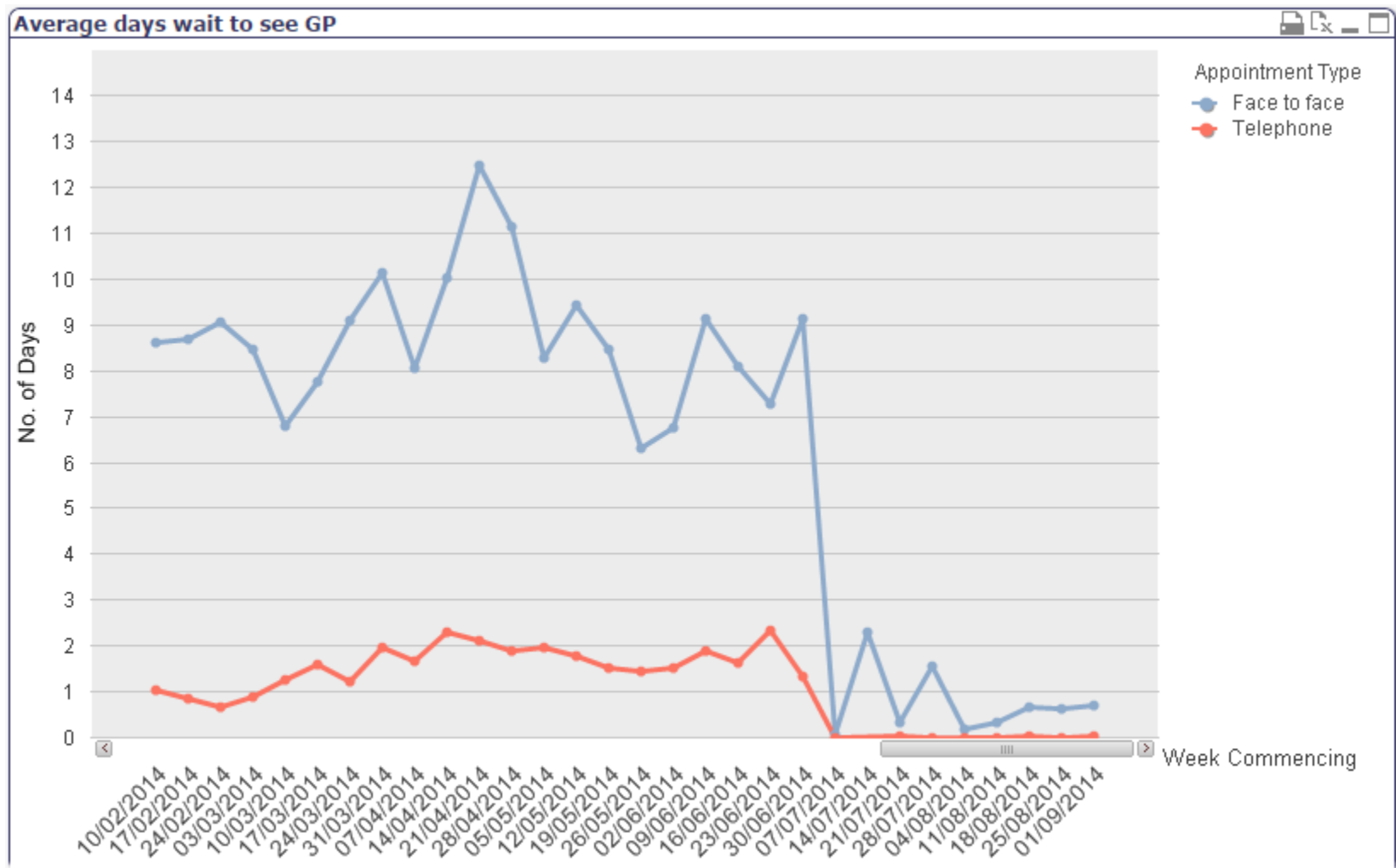
Concerns over increased workload.

Proposed changes can only enhance the service we provide.

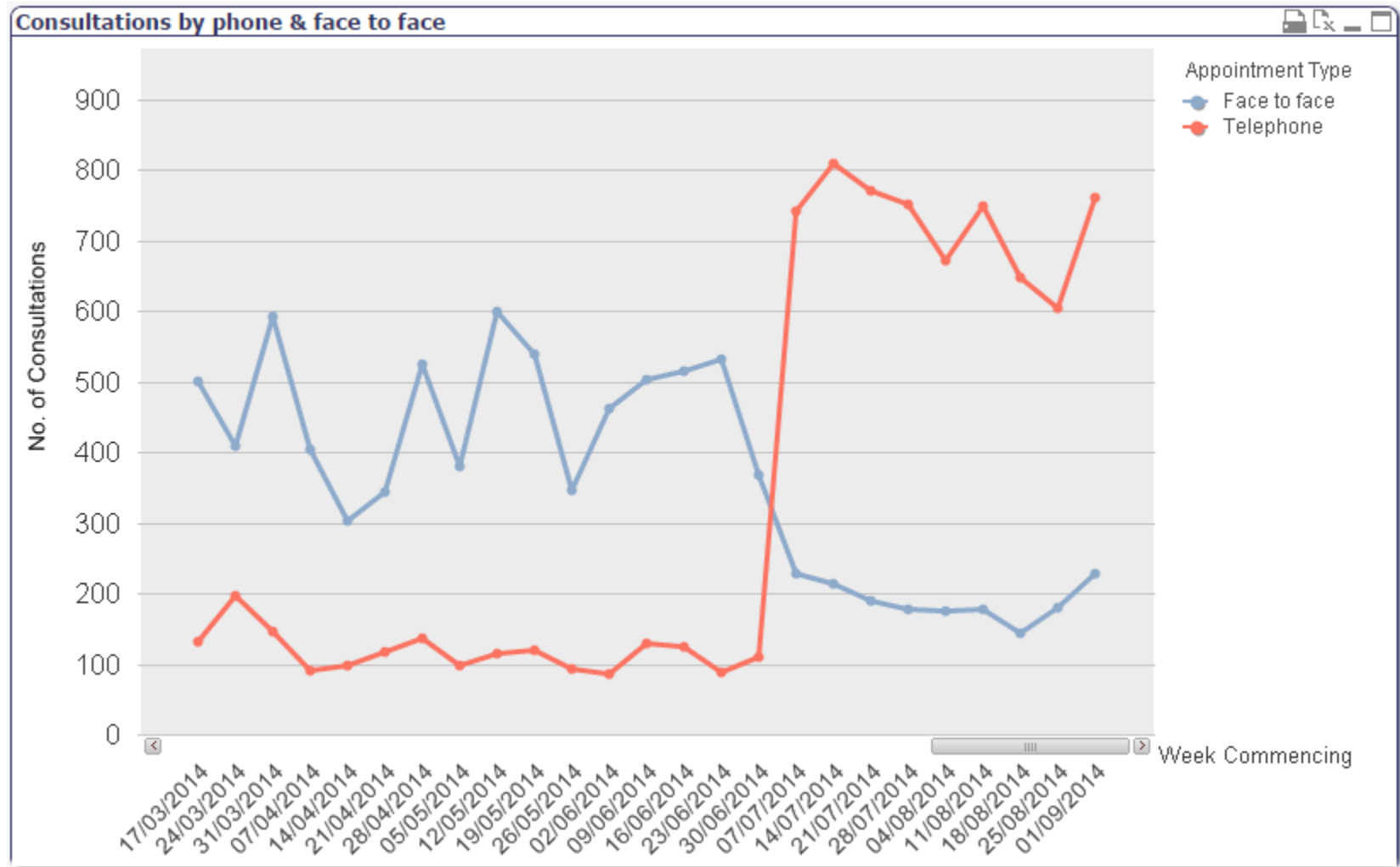
(Fear) loss of old style general practice!!

And after launch

Now 100% of patients speak to GP within minutes, 90% choose to be seen same day. Weekly view of waiting days



Demand initially dealt with by GP phonecall, 70% resolved





## Staff feedback:

Some patients are happy with it as they can be spoken to /seen on the same day but the older generation of patients find they prefer to see a GP face to face.

Do the surveys yourselves, this should not be left to the surgery to perform.

On the whole, the patients seem much happier, and the initial fear of change has gone as they have tried system and found it works.

We have achieved more time to concentrate on other tasks.

Feel much more in control of my work...more able to complete my role efficiently...less abuse from patients...feel more able to approach GPs for advice... feel part of the same team.

Feel more satisfied in my work as I am able to help pts more e.g sorting things out on the day.

## And patients have also commented favourably:

Very happy that could speak to/see a GP on the day she was poorly.

Preferred previous system, having to wait for call back is not always convenient due to work etc.

Very pleased with new system, 200% better.

Tons better - spoke to patient's mum - system is so much better getting an appointment on the day as had waited three plus weeks before in the past.

Will help a lot more people who are working being able to call...rather than having to have time off work to come in to see a doctor.

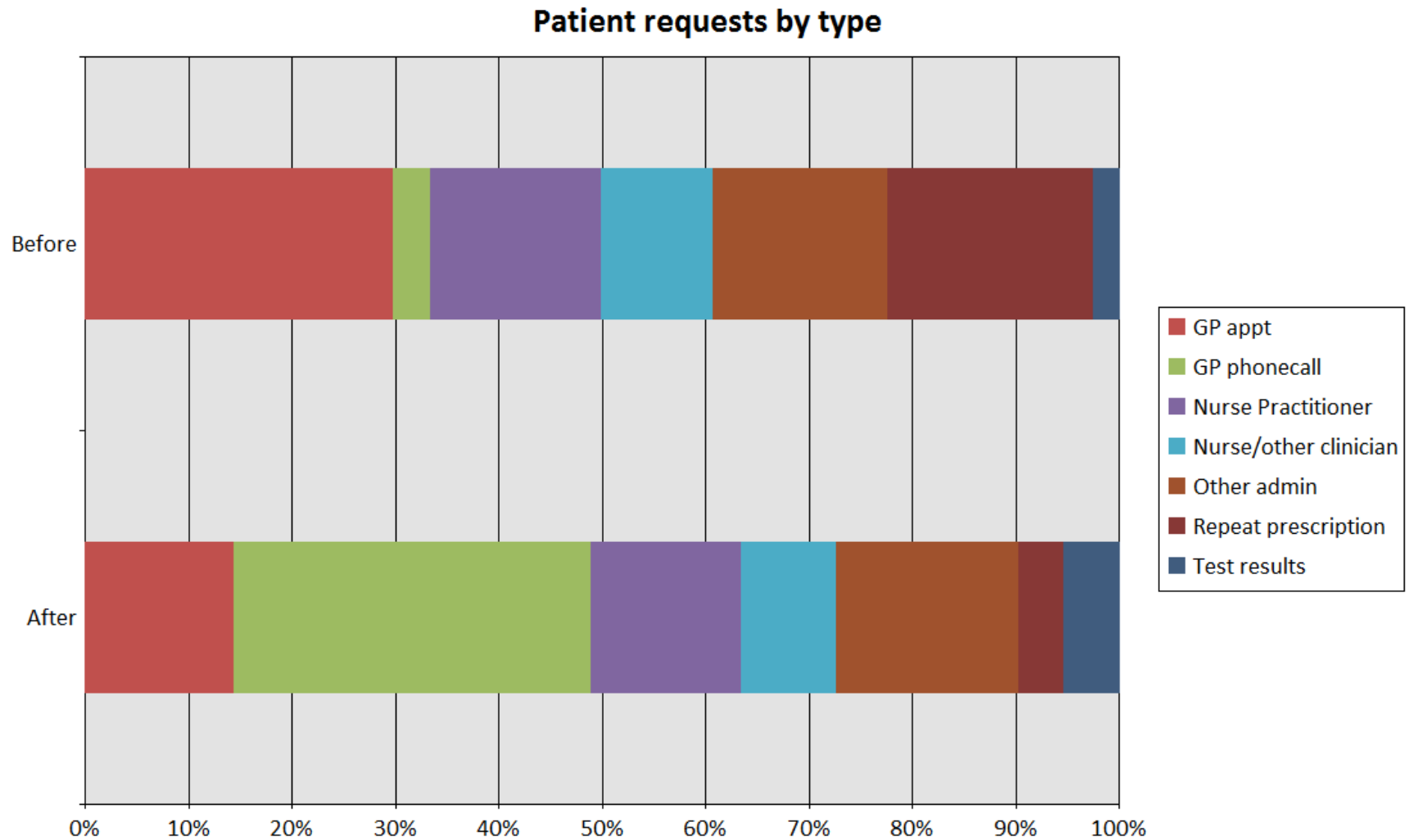
Getting to see (your own) GP on the day you call is so much better.

Feels they are getting the attention they require due to the new system..."whoever created this system deserves a pat on the back!".

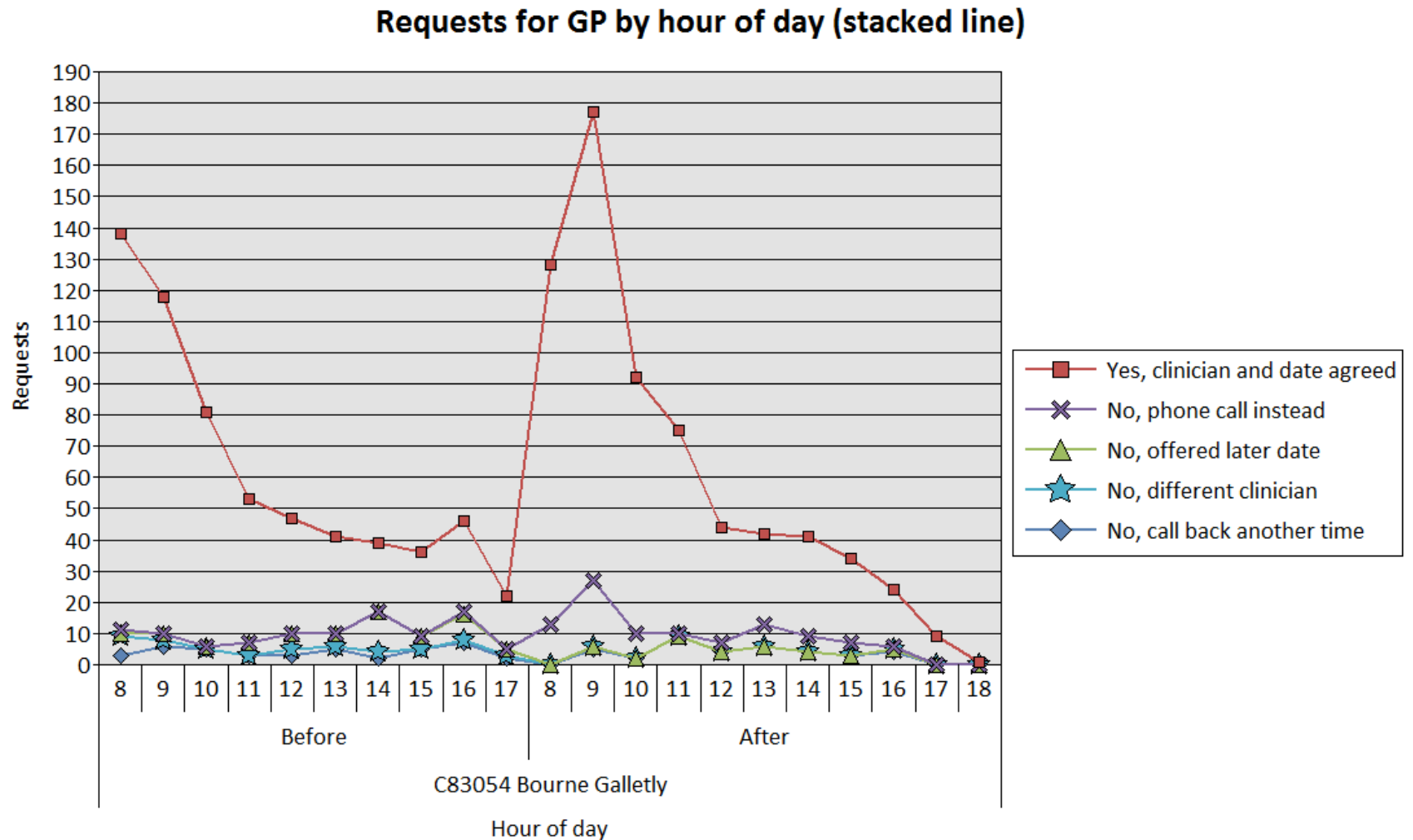
System is good because it takes up less time and saves a trip to the surgery.

Patient asked for x-ray and Dr referred patient straight to specialist which he was very pleased with and saved him having to come in.

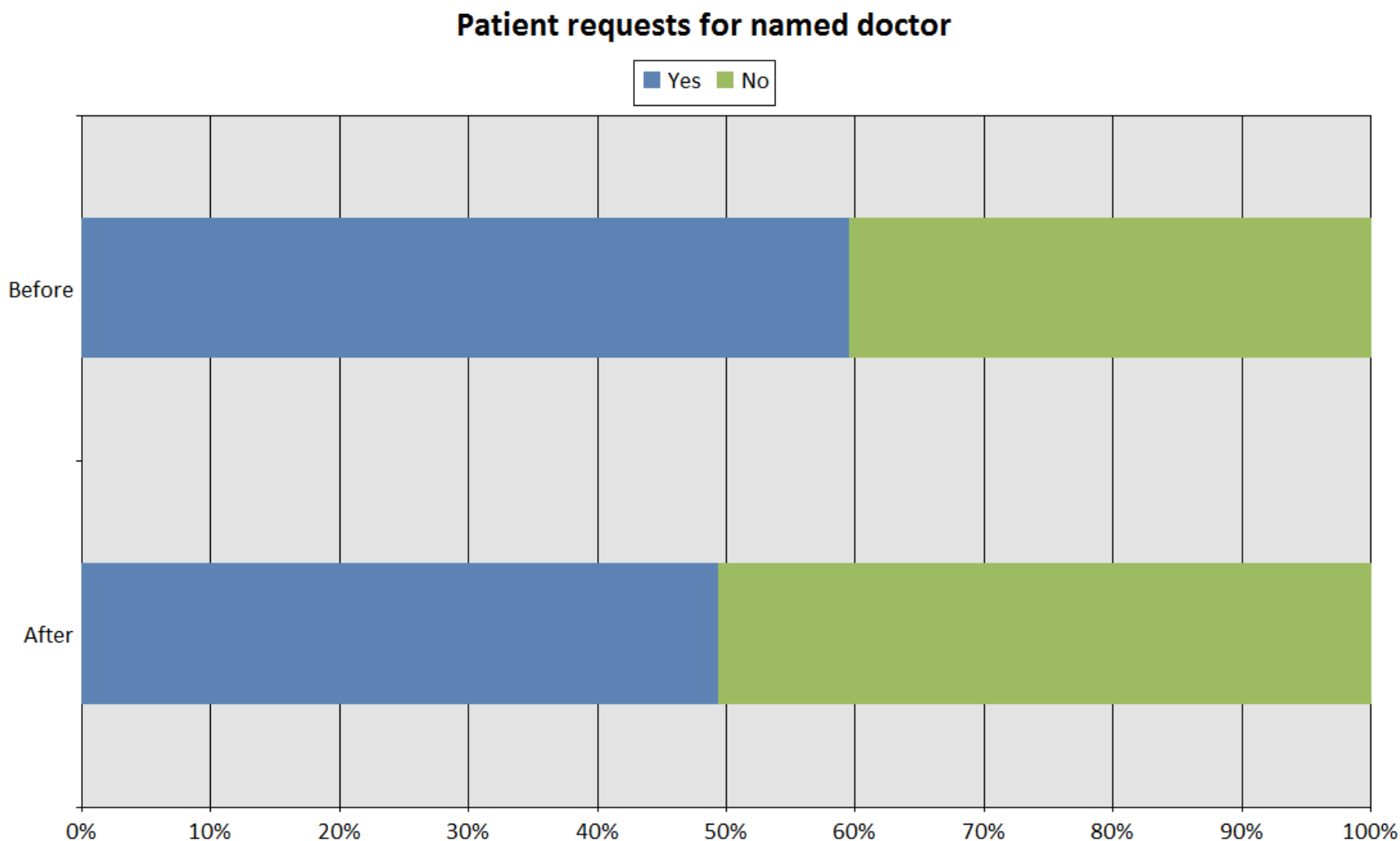
# Patients now usually ask for GP to phone



# Demand is still peaky in the mornings

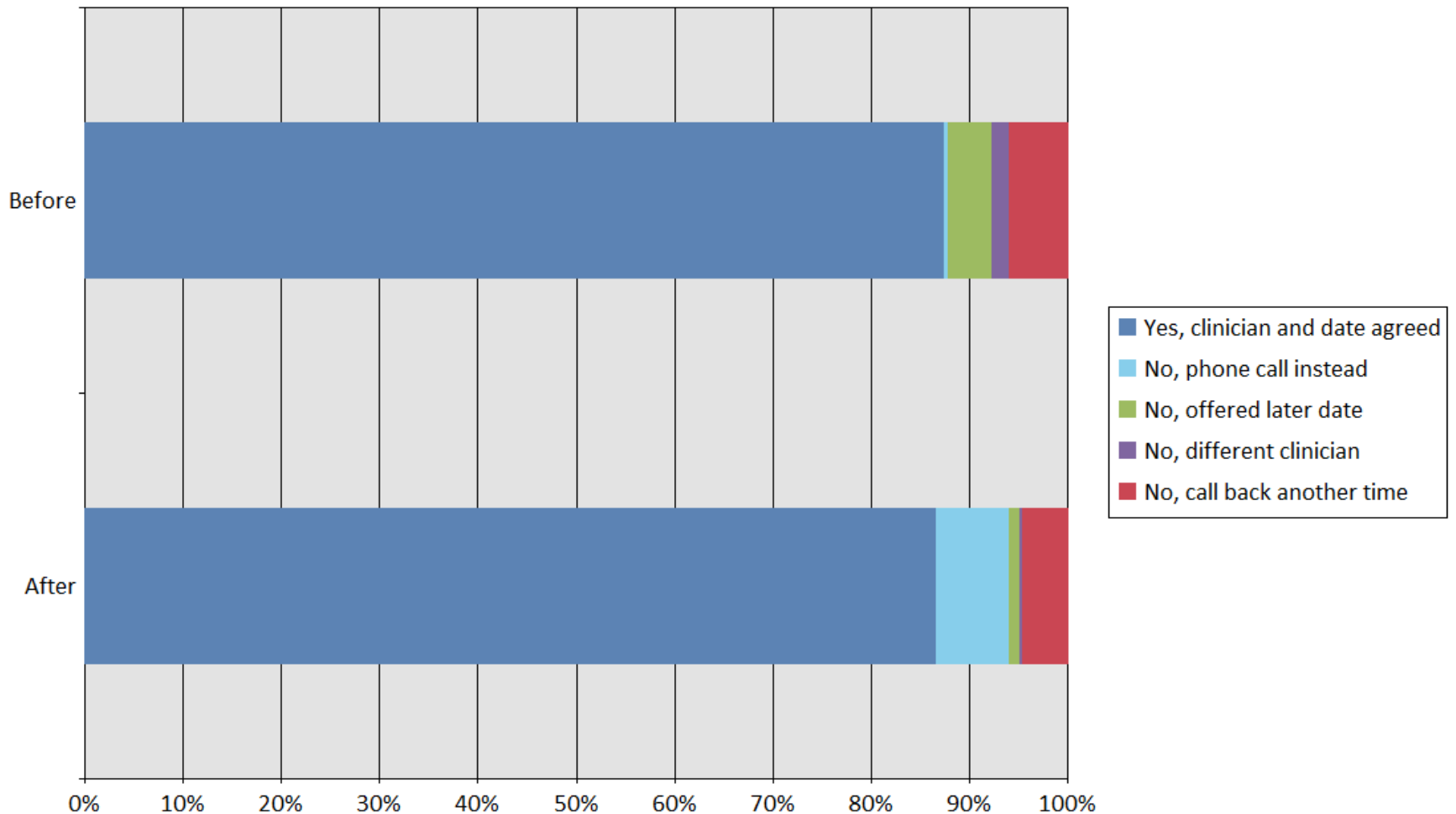


49% are asking for a named doctor, down from 59%



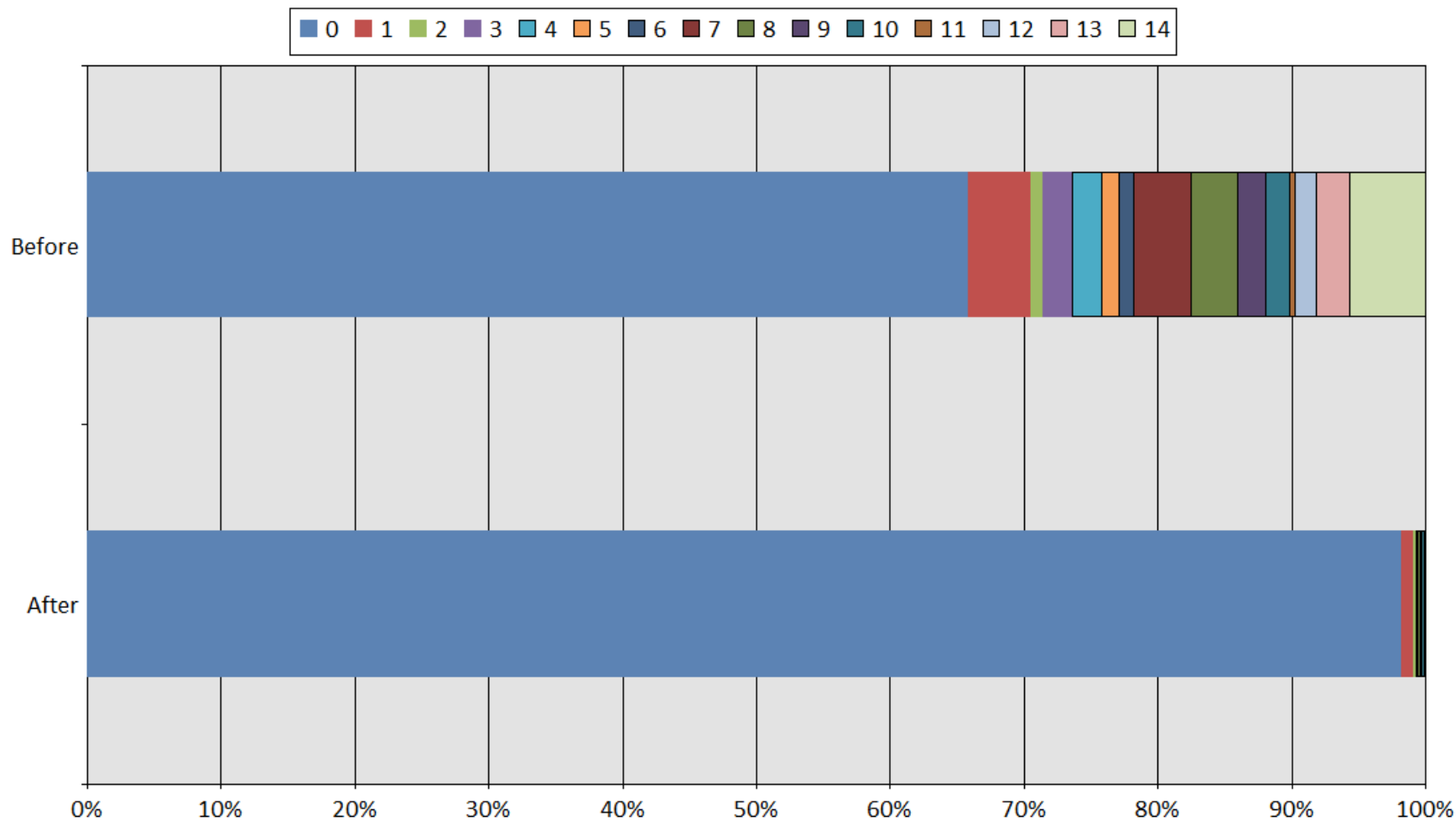
# 87% of requests are agreed, but still 5% to call back?

**Patient requests by outcome**



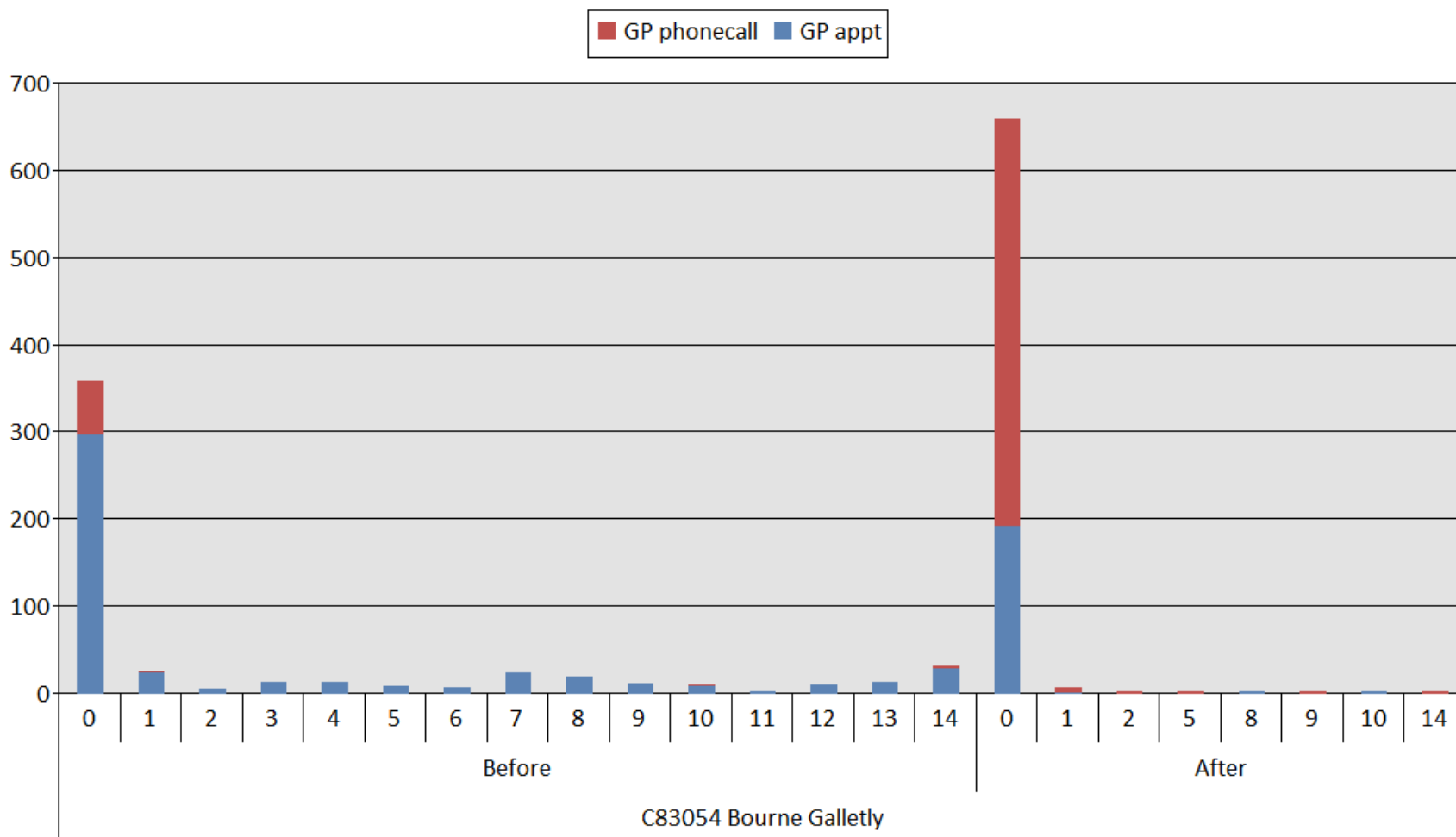
98% of requests are same day, up from 66%

Patient requests for GP by days ahead



# Distribution of requests by days ahead, before & after

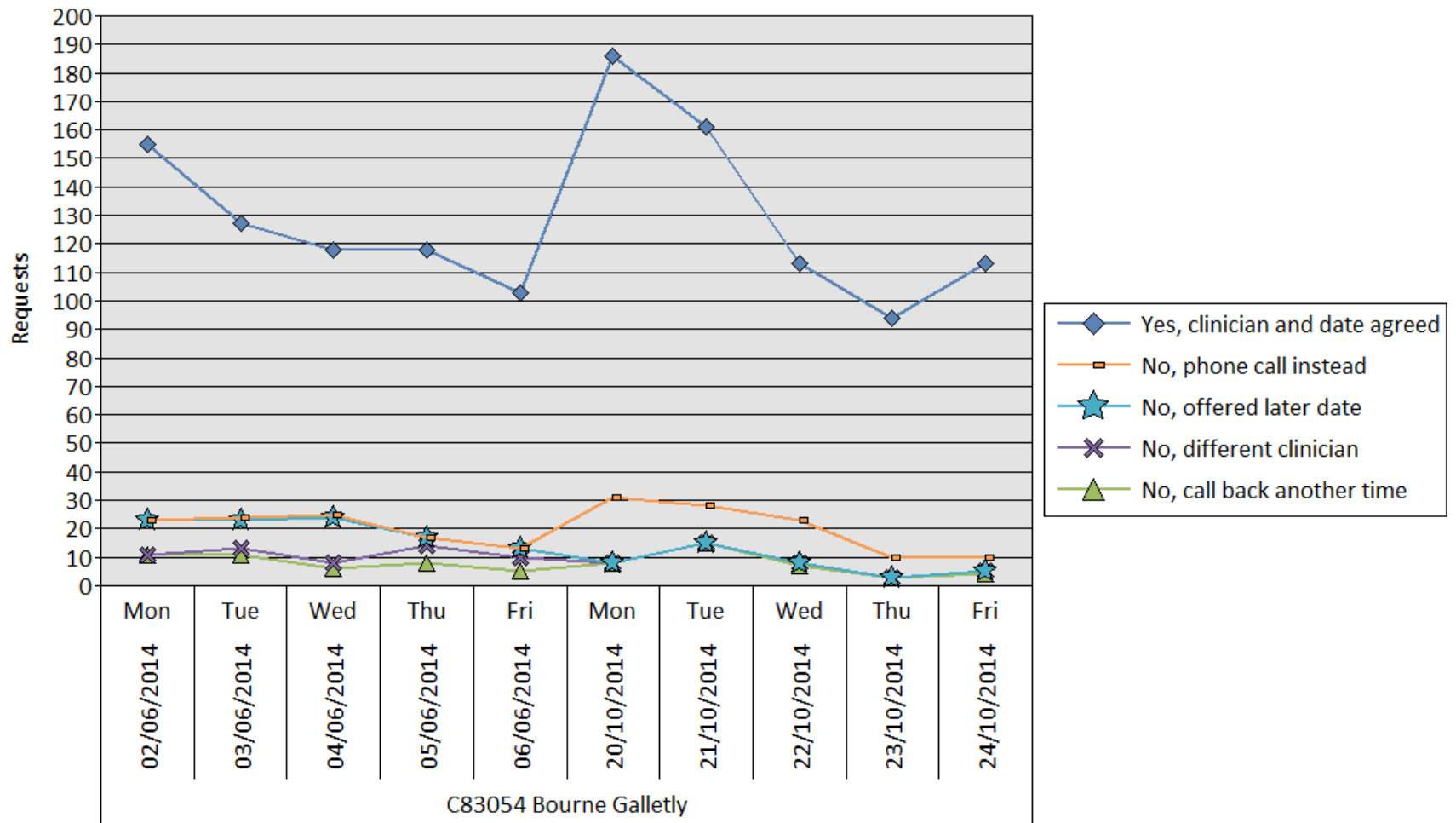
Patient requests for GP by days ahead





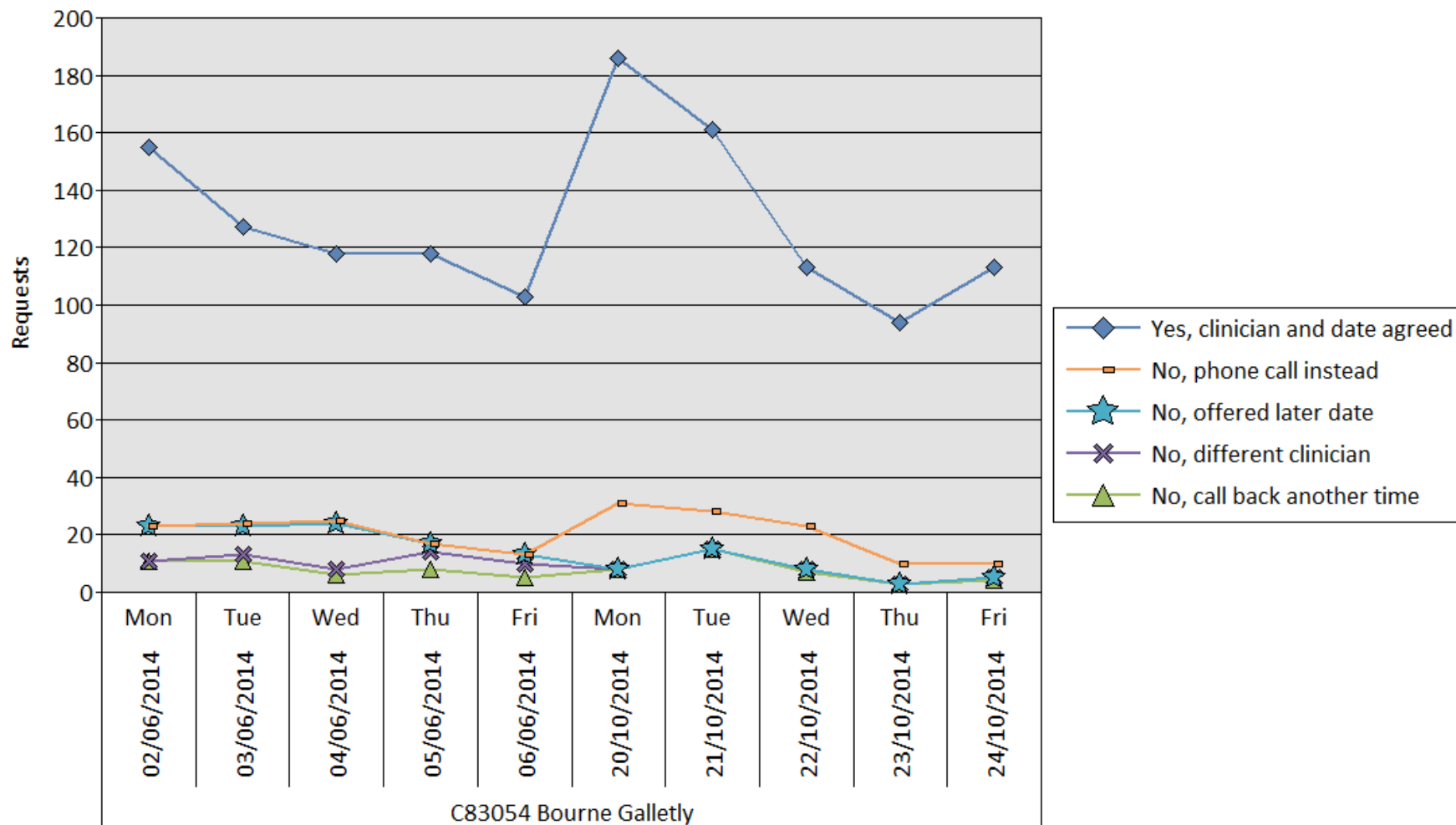
# Pattern of reported demand, by day, before & after

Requests for GP by day, and outcome (stacked line)



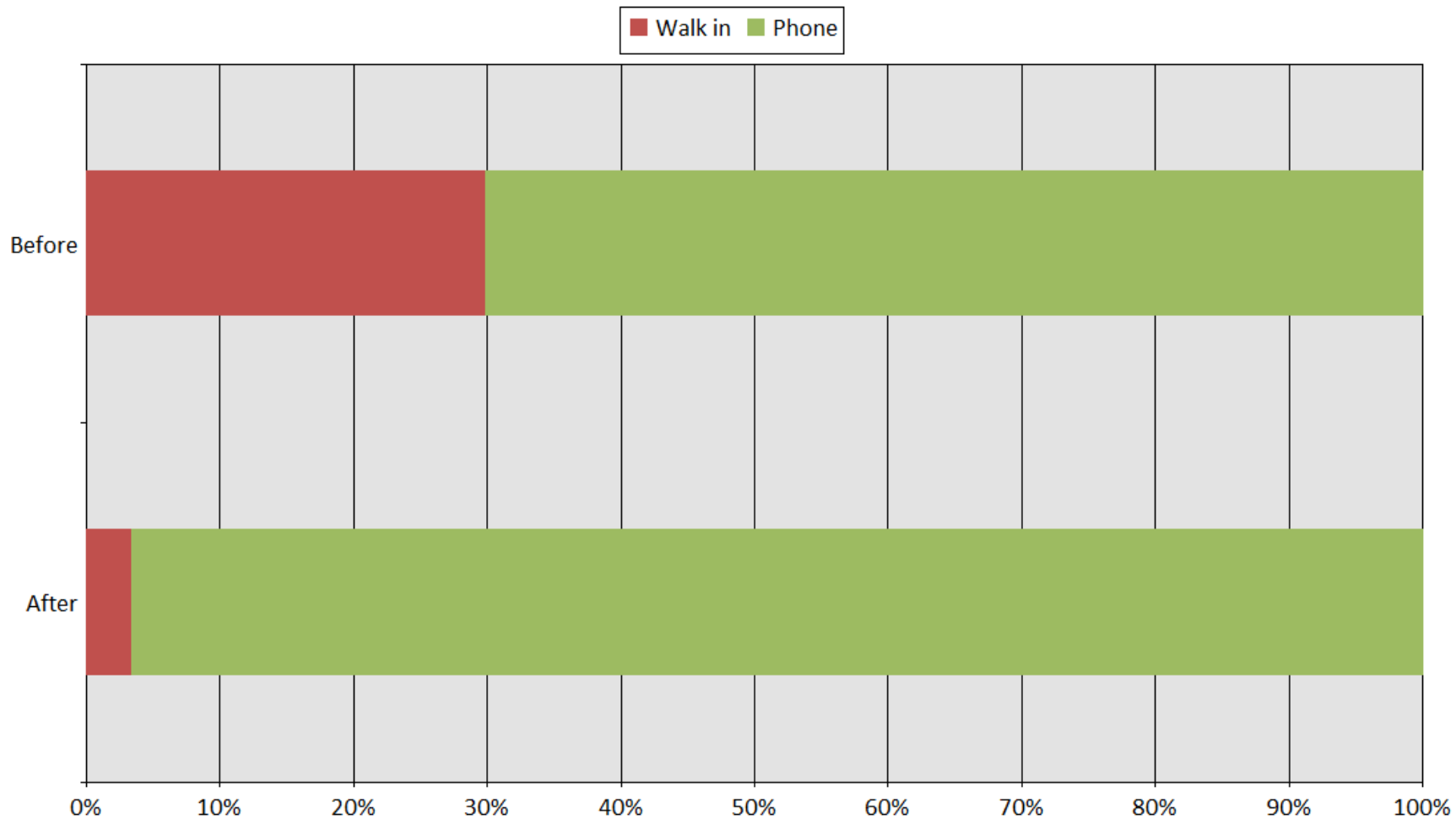
# Pattern of reported demand, by day, before & after

**Requests for GP by day, and outcome (stacked line)**



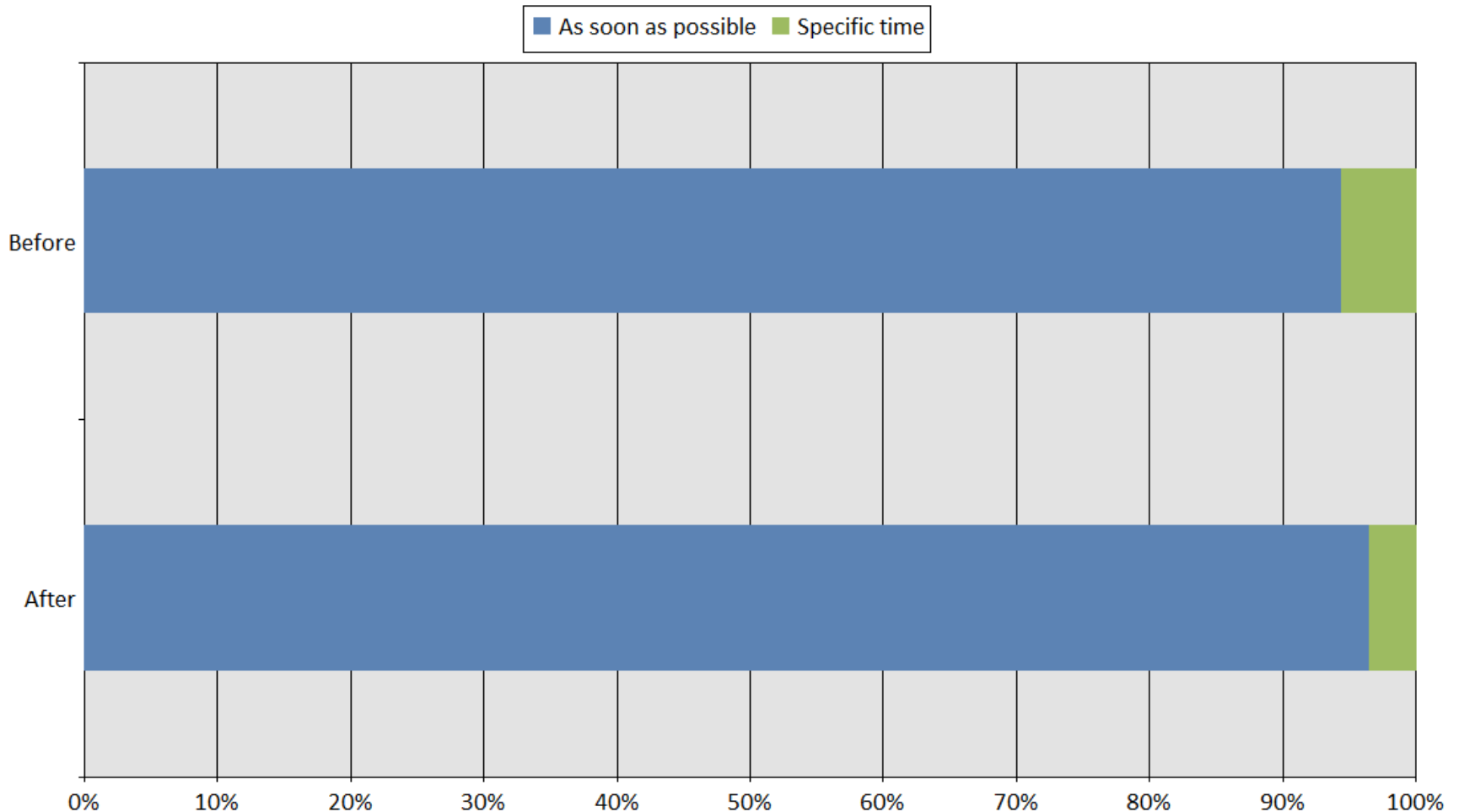
# Walk-ins down from 30% to 3%

**Patient requests for GP by how requested**

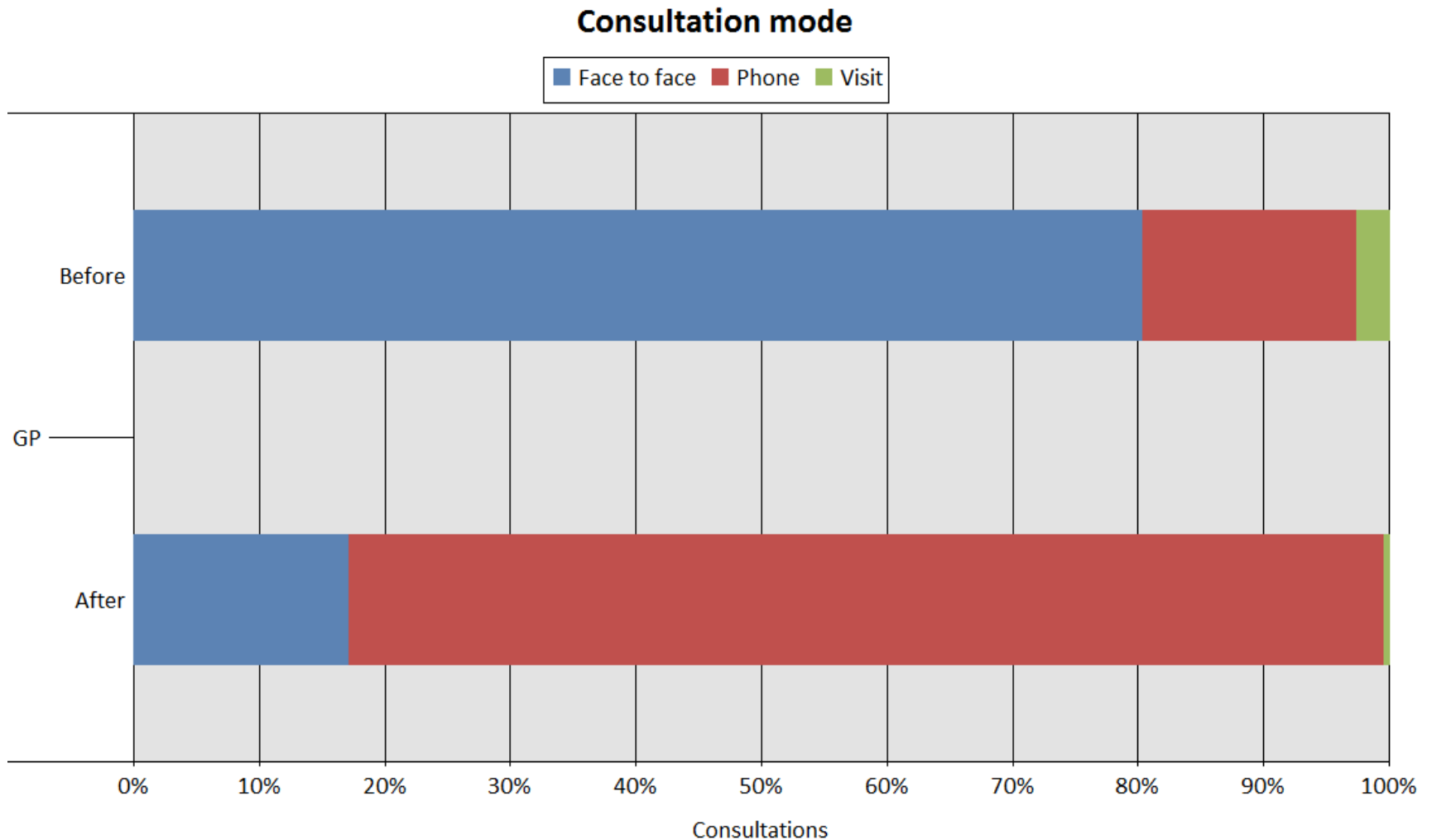


Although patients may ask for a call at a specific time, only 4% do so, down from 6%. Useful to offer, but not difficult.

**GP callback time requested by patient**

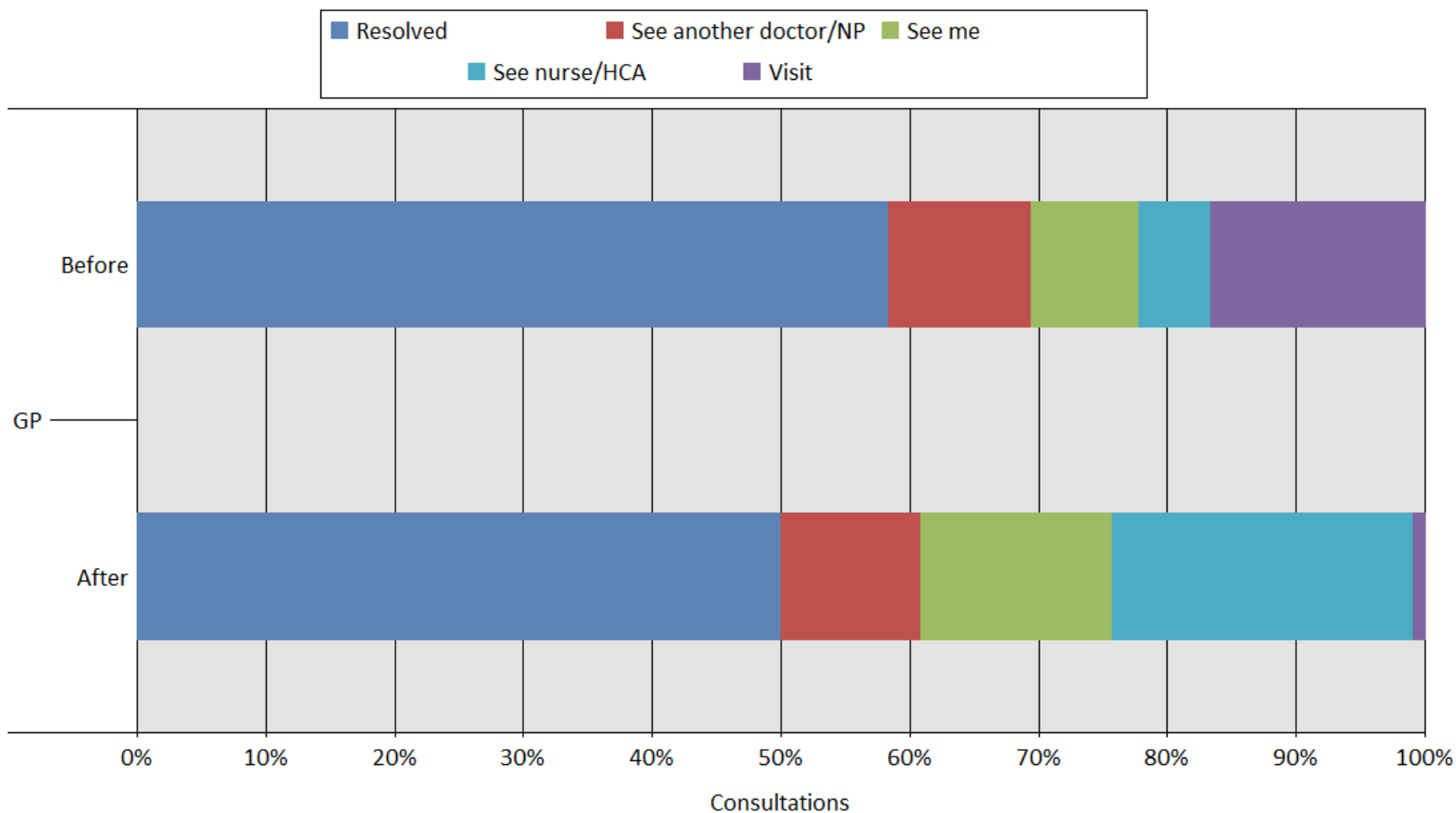


# GPs consulting mode changes from 17% phone to 17% f2f

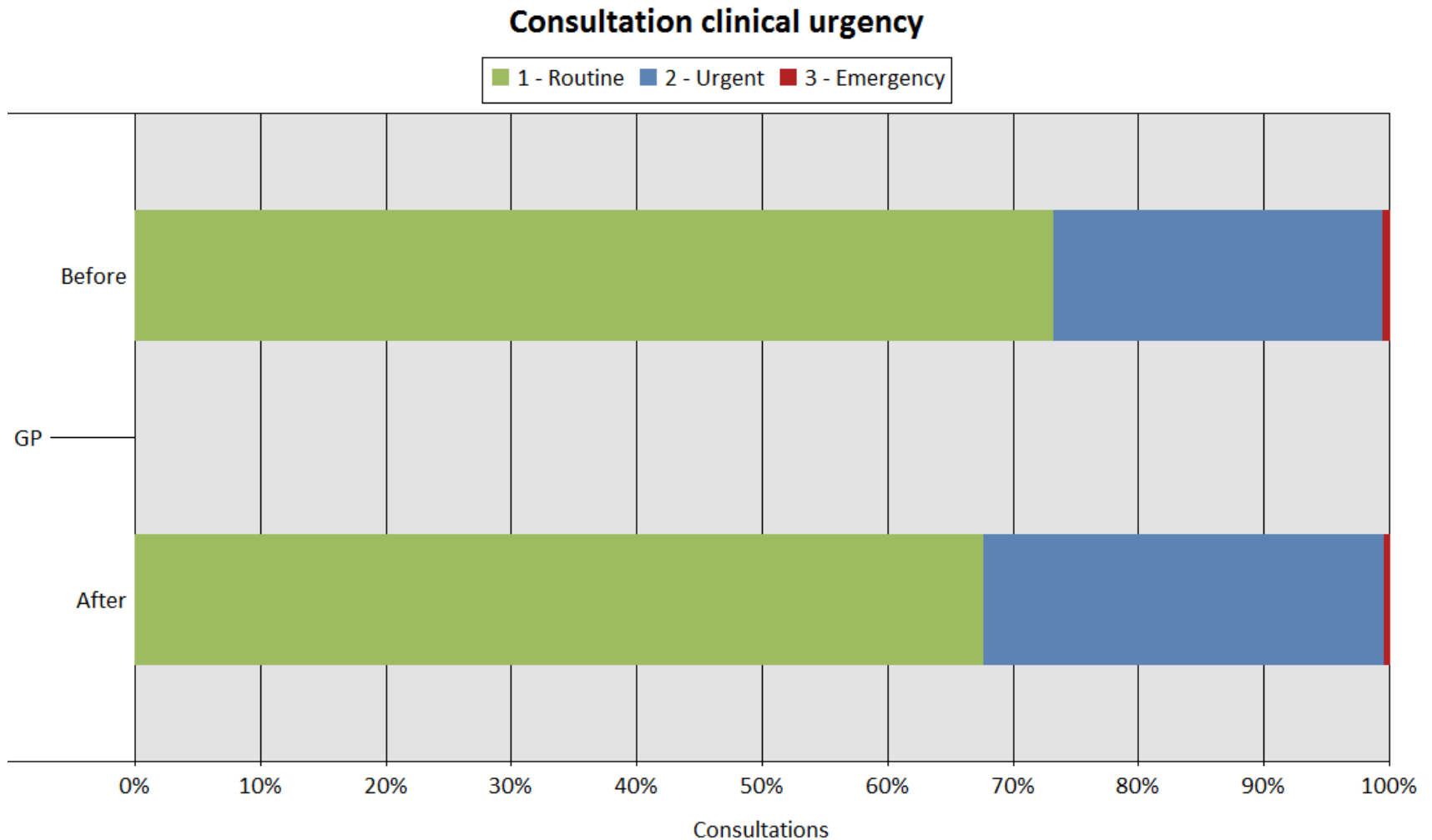


# GPs phone outcomes: now 26% see GP, 23% see nurse

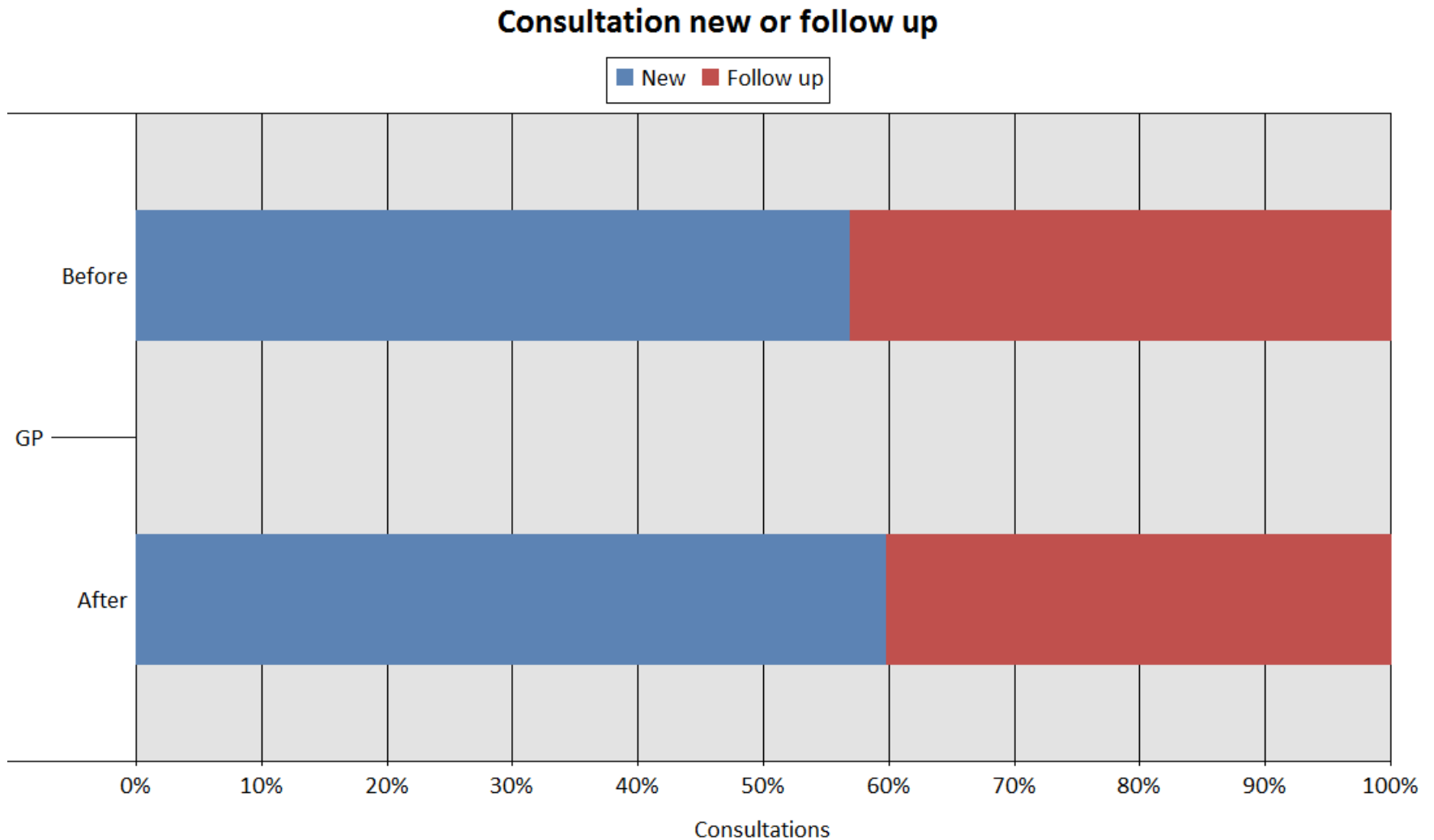
## Telephone consultation outcomes



# GPs view of clinical urgency little changed

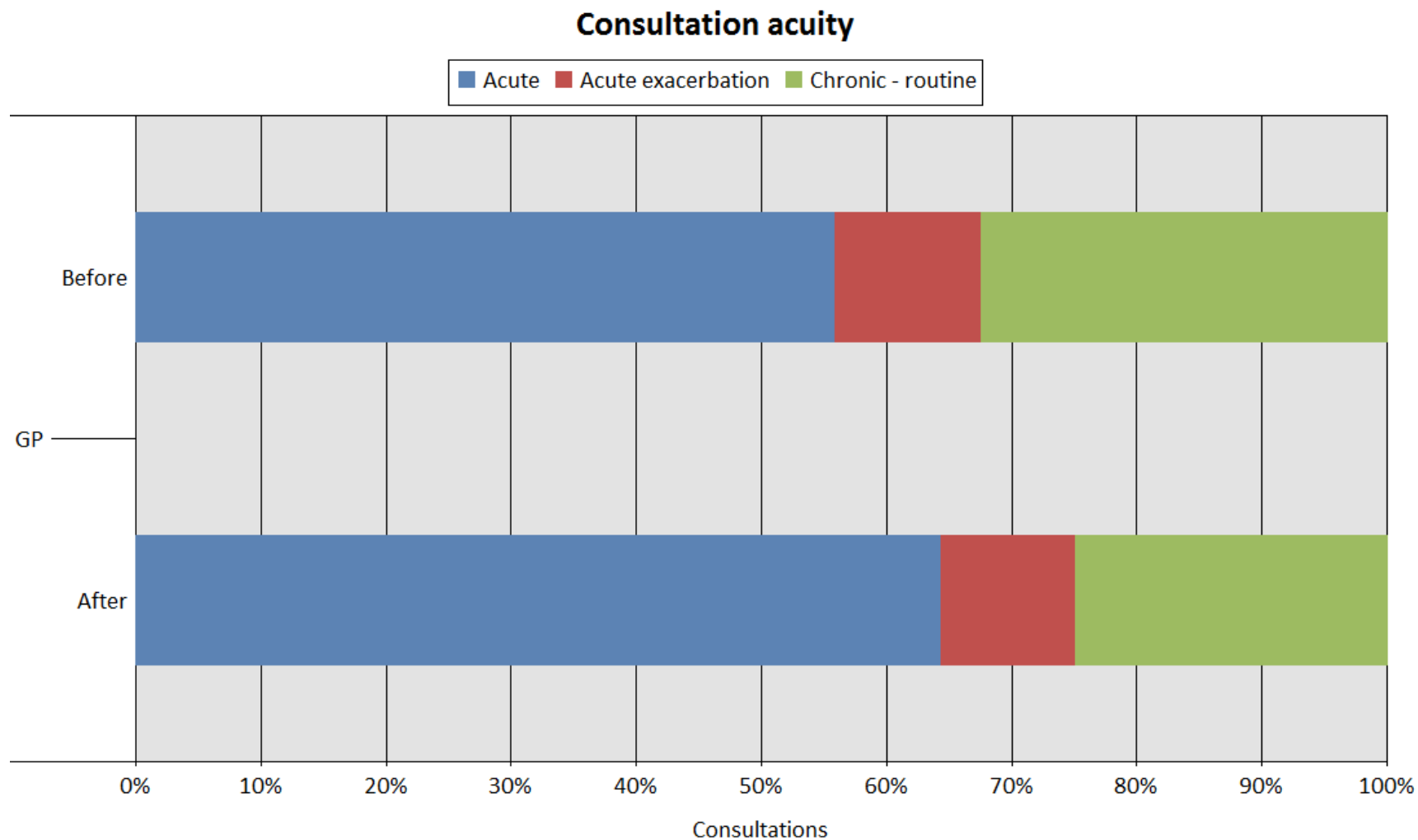


New/follow up ratio slightly higher from 57% to 60%



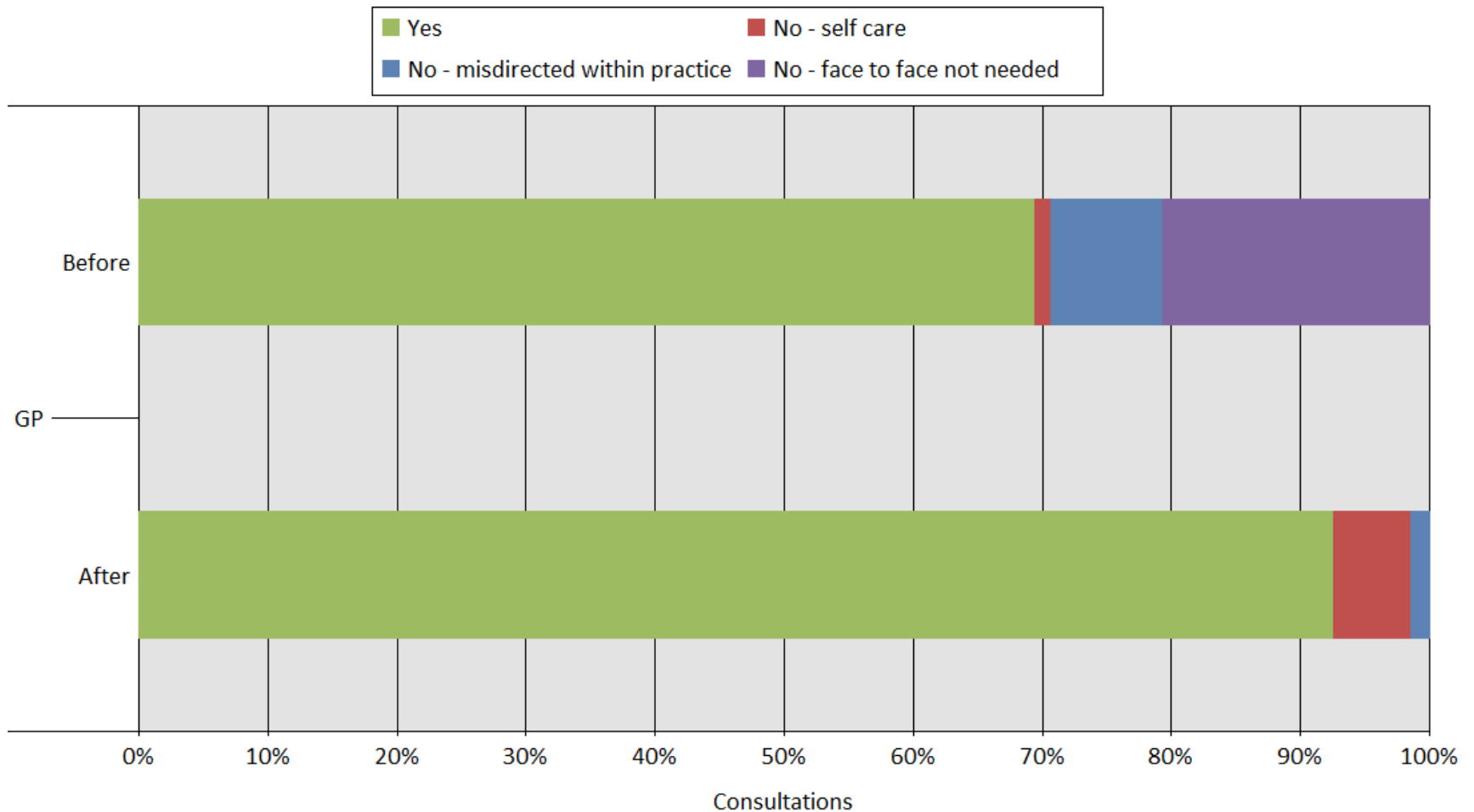


Acutes slightly higher from 56% to 64%

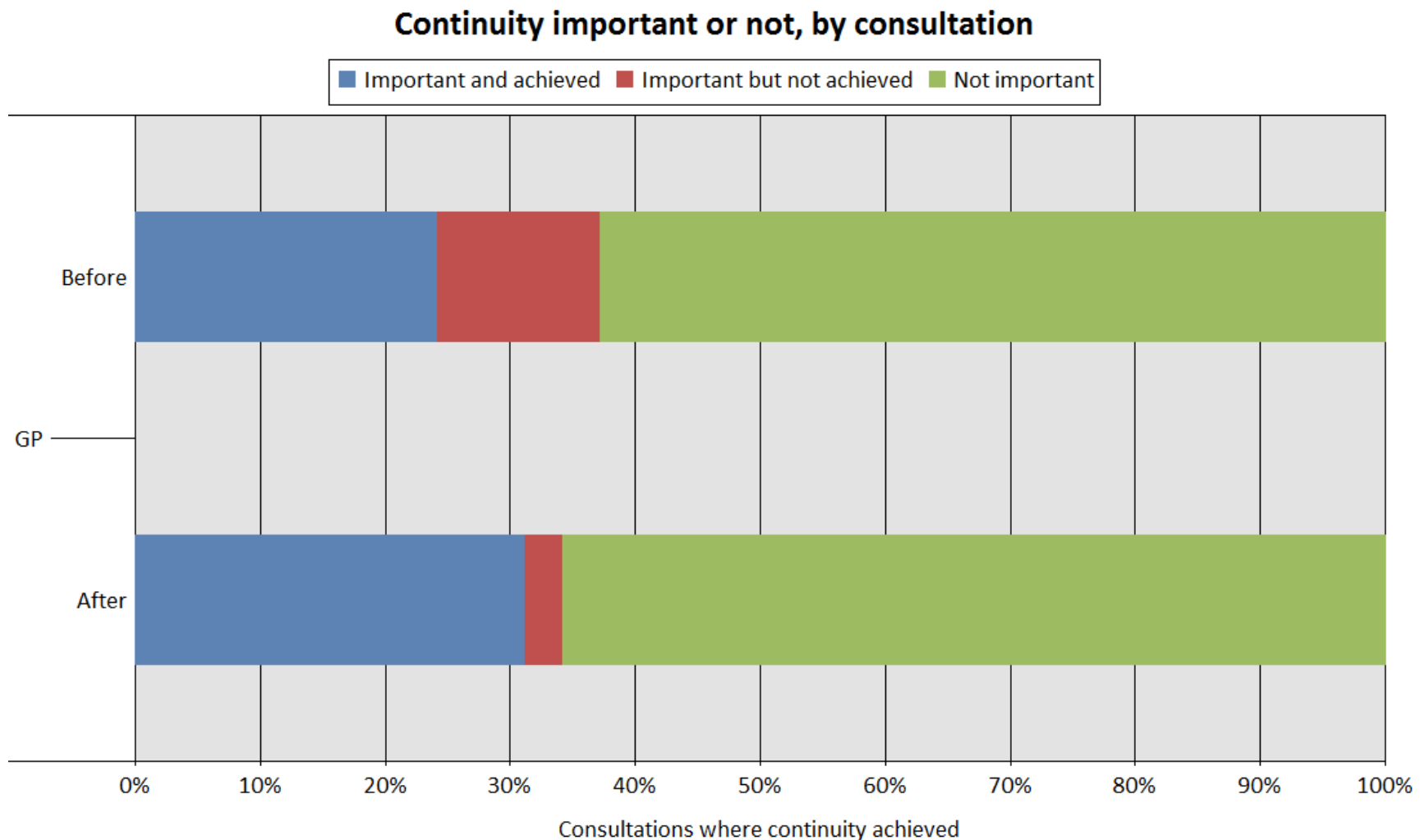


Appropriate consults up from 69% to 93%, still 6% “self care”

### Clinician view of consultations, appropriate or not?

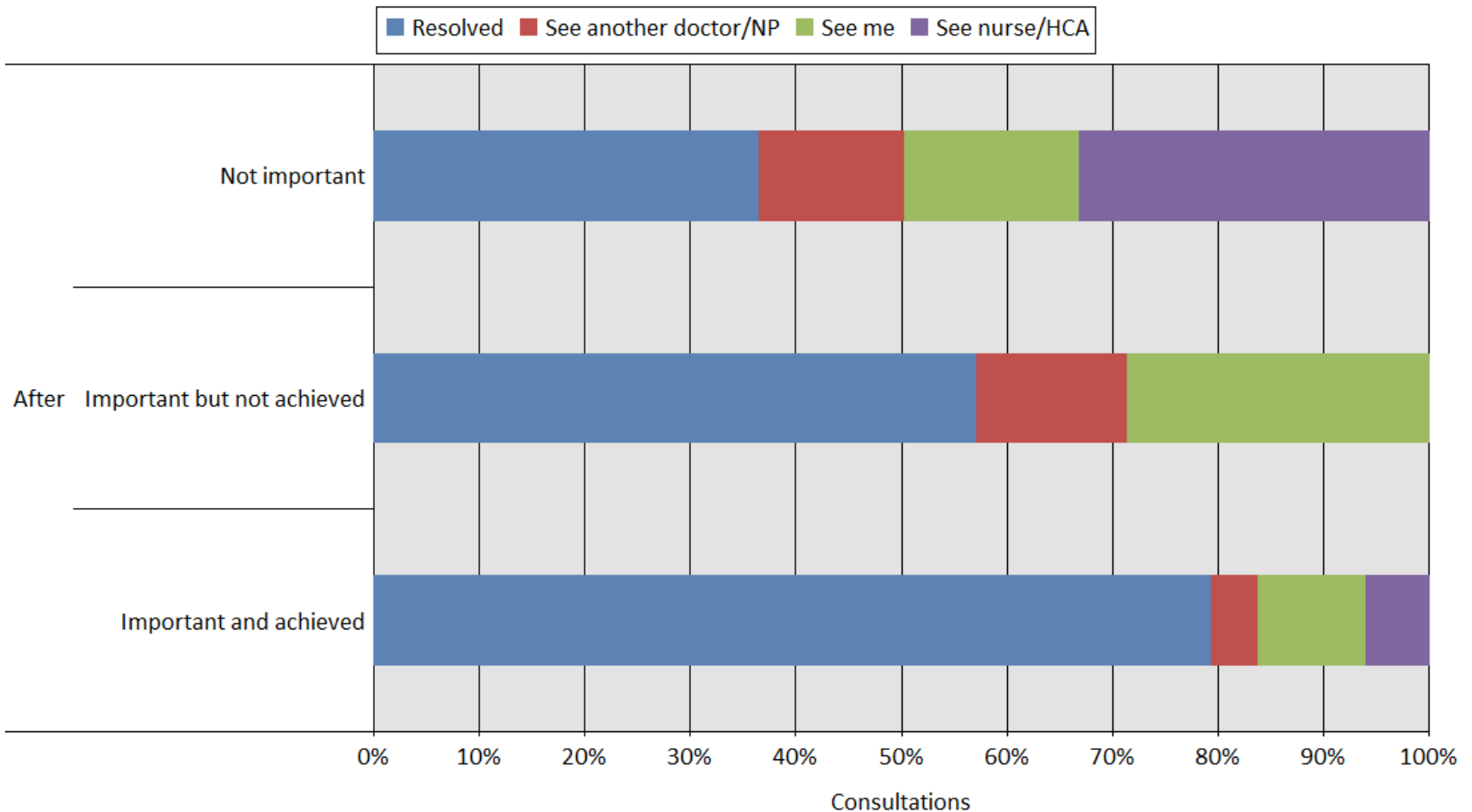


# GP view of continuity: 34% important, missing only 3% (was 13%)



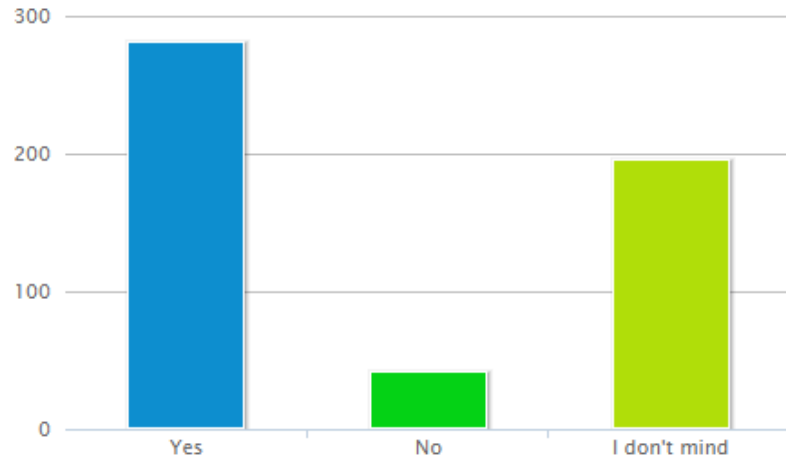
# More likely to resolve at 89% if continuity achieved

## Where continuity matters, effect on GP phone consultation outcome

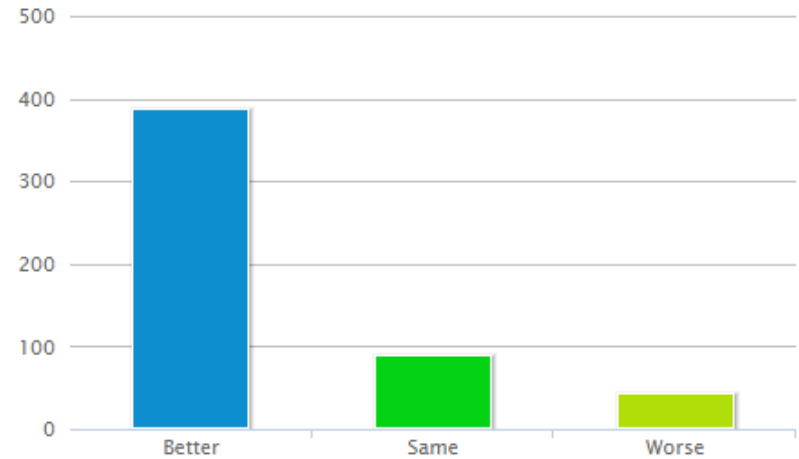


# Patient survey shows overall 75% say new system is better

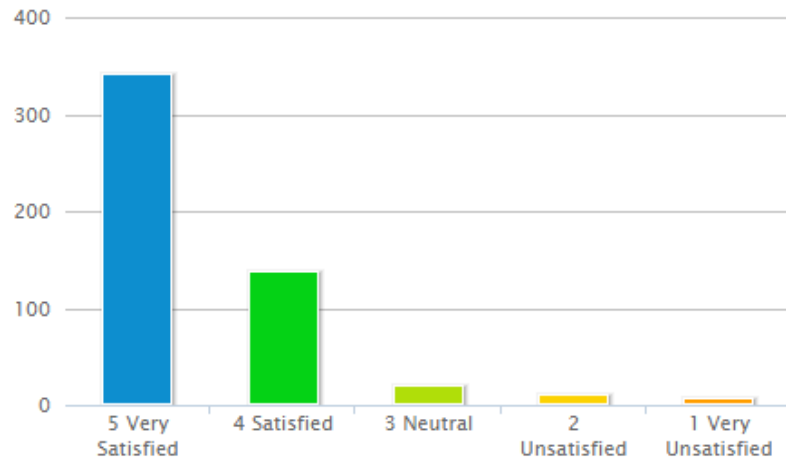
Usual doctor?



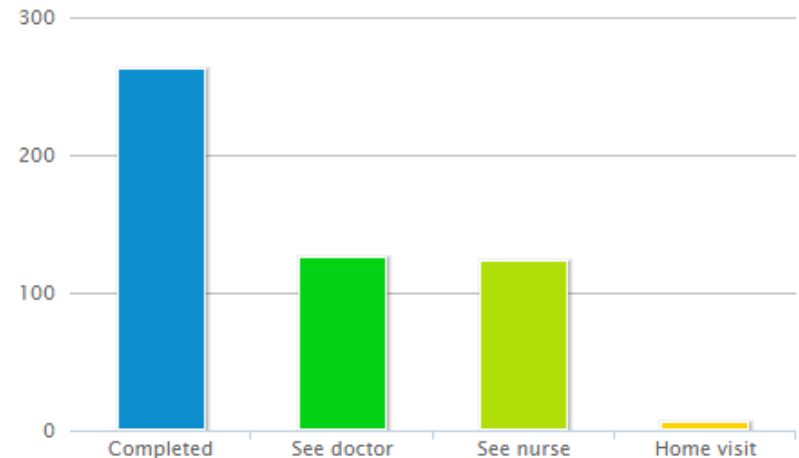
Is the new system



Satisfaction

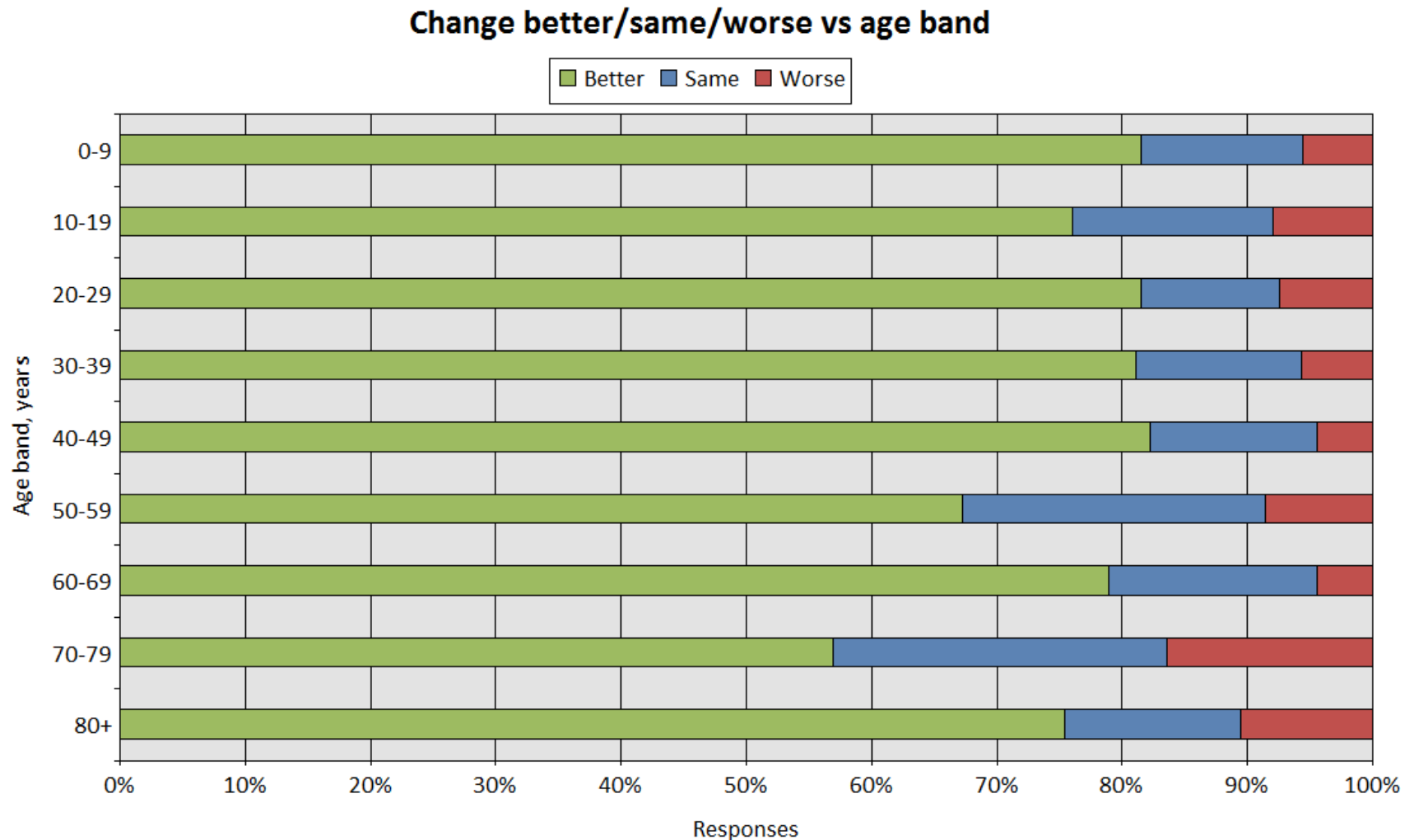


Outcome



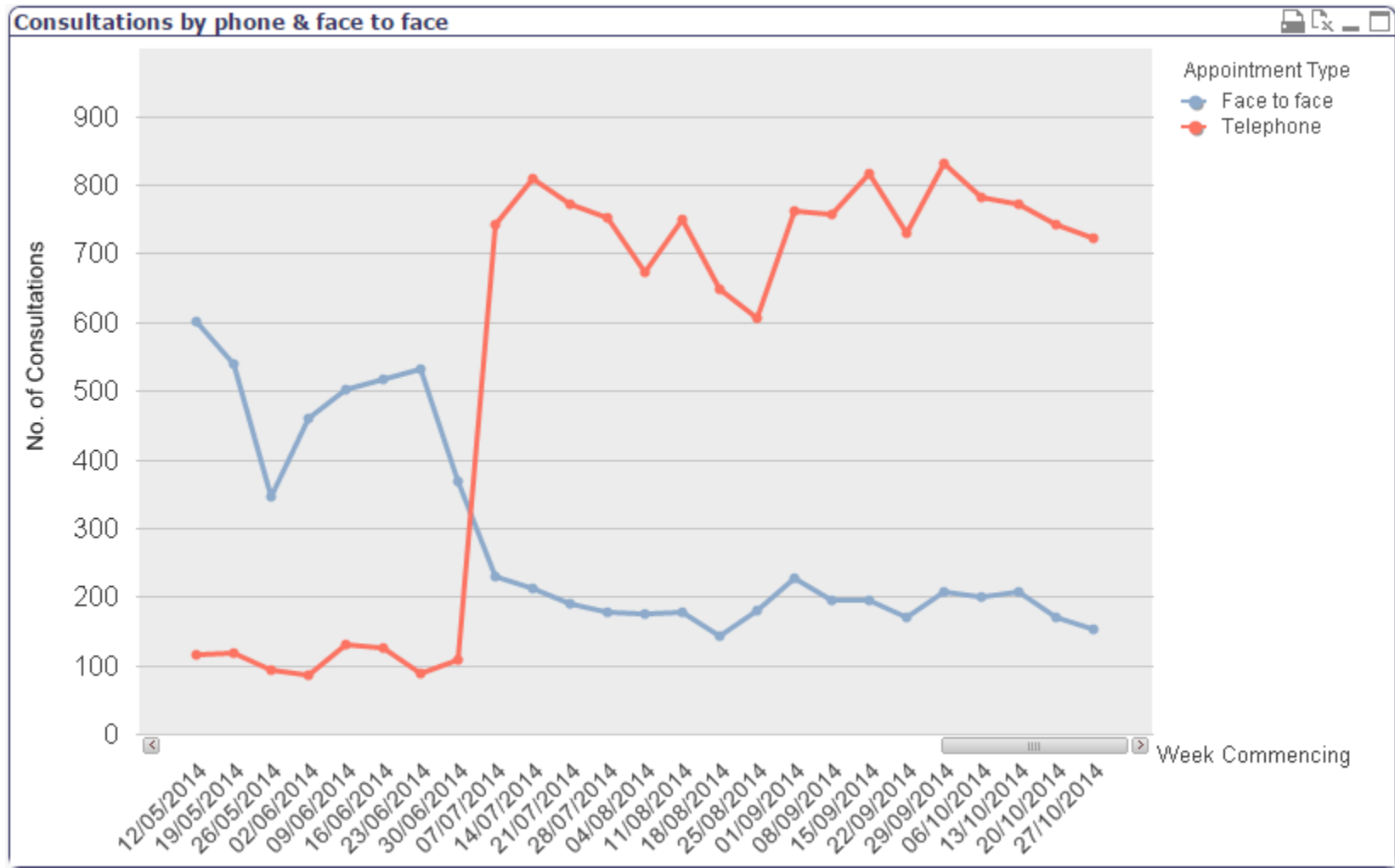
# Patient survey by age band: majority say new system better

in every age decade, 80% under 50 and 70% above, n=515

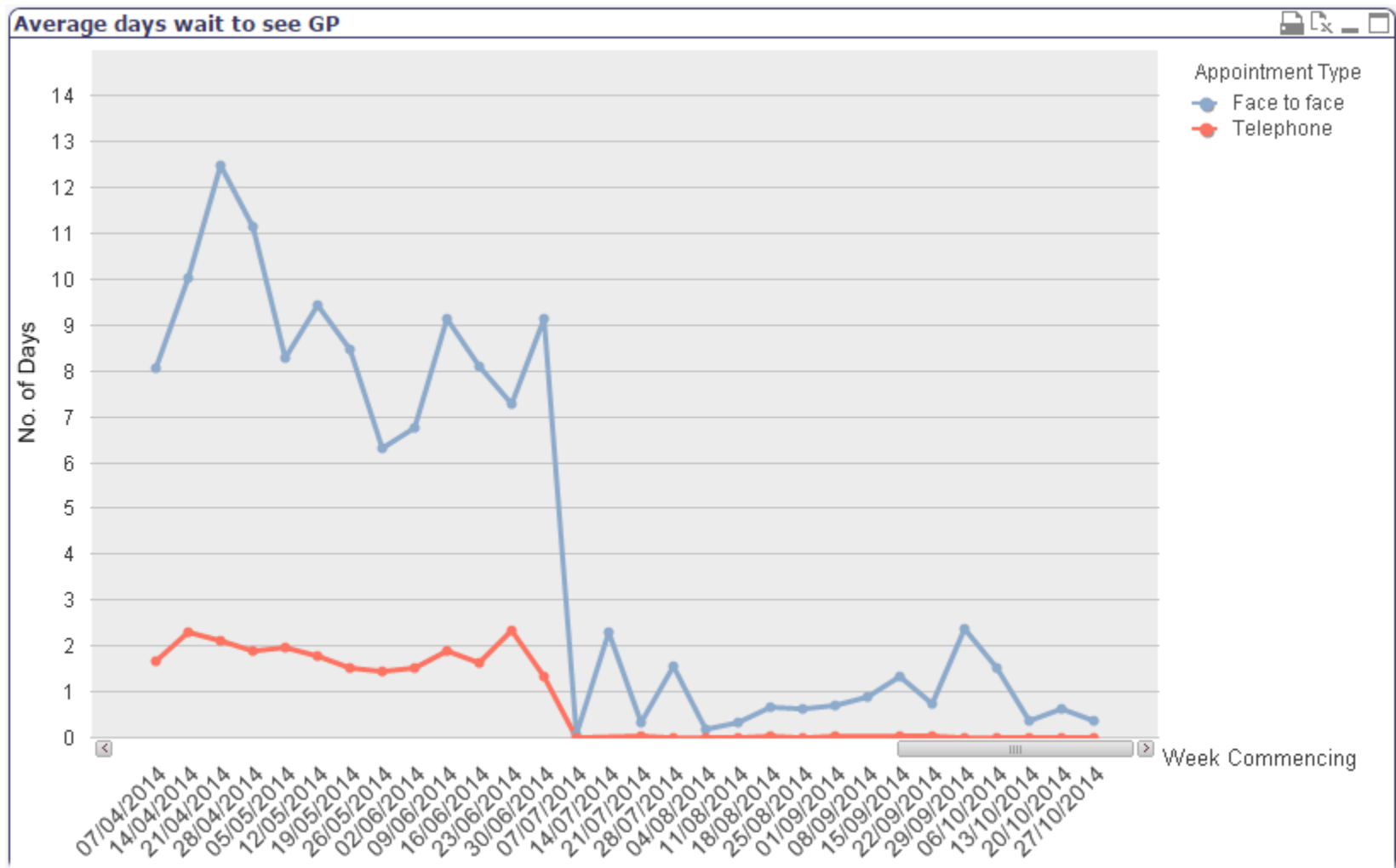


Operational measures from Navigator, data from EMIS Web.

Mode of operation changed to telephone first on 7/7/14



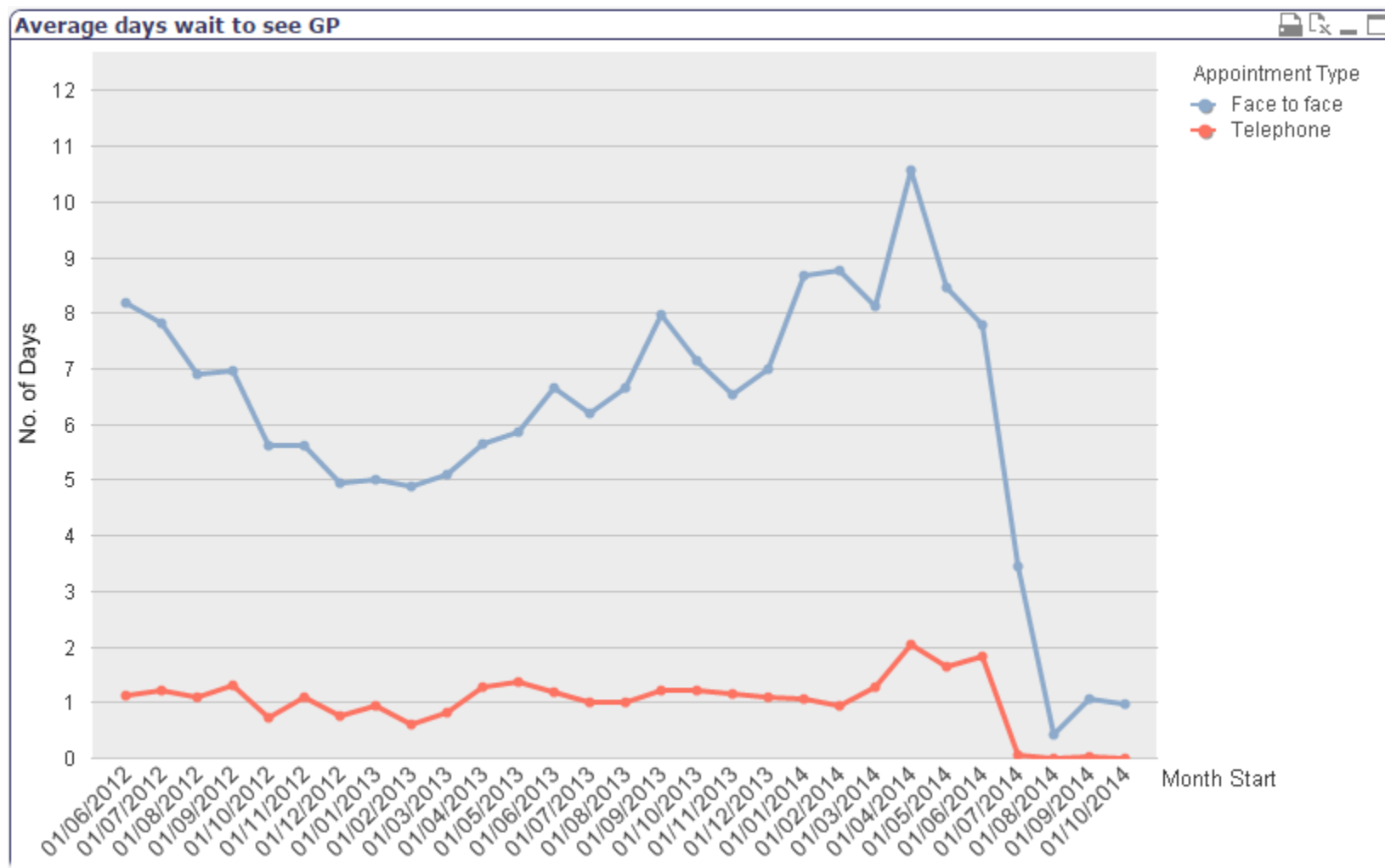
Average days wait to see GP falls from 9 days to under 1 day



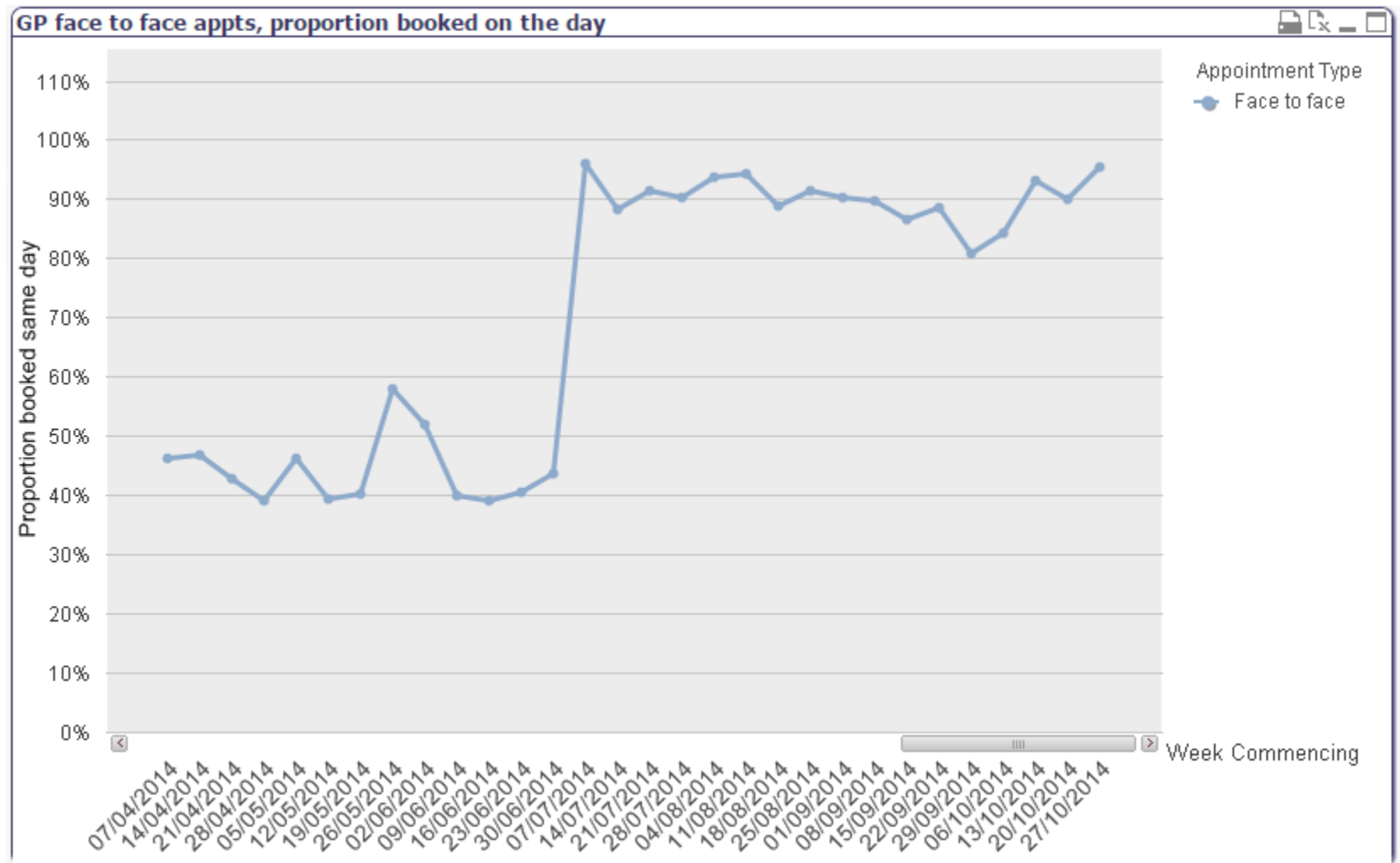


# Two year monthly chart of average wait.

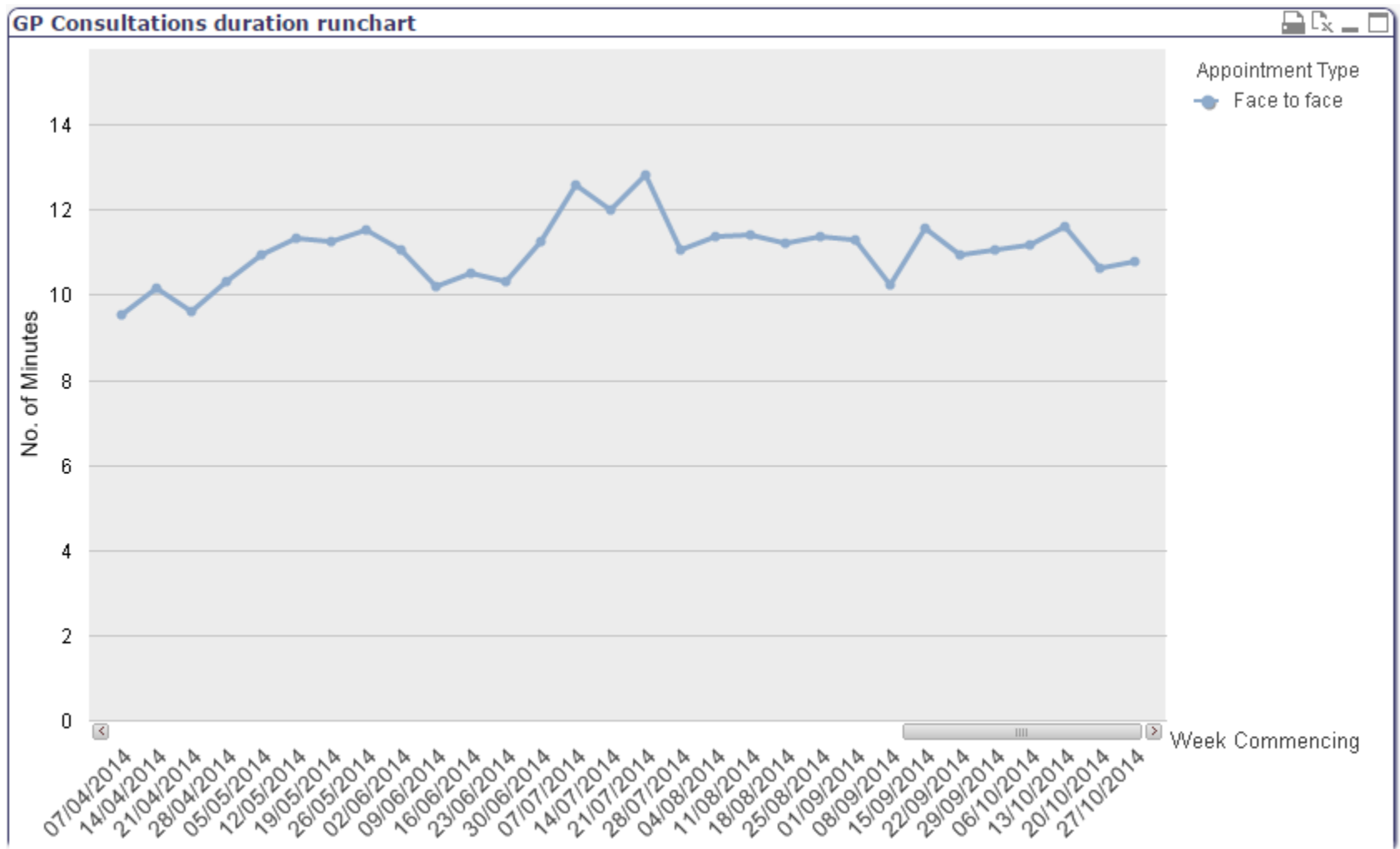
## Lengthening trend reversed.



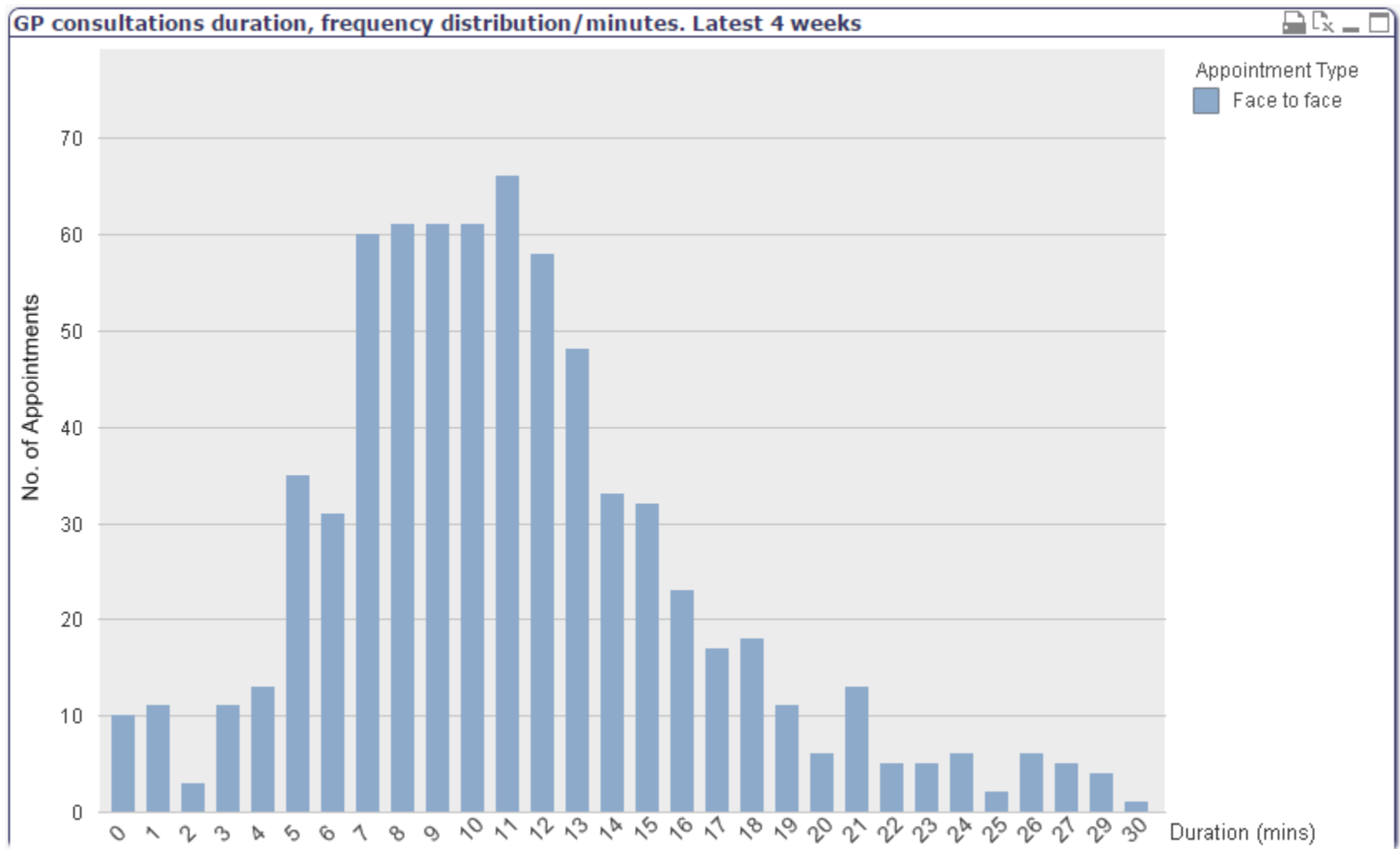
Proportion of patients seen same day rises from 42% to 91%



Avg duration of f2f consultations is unaffected.

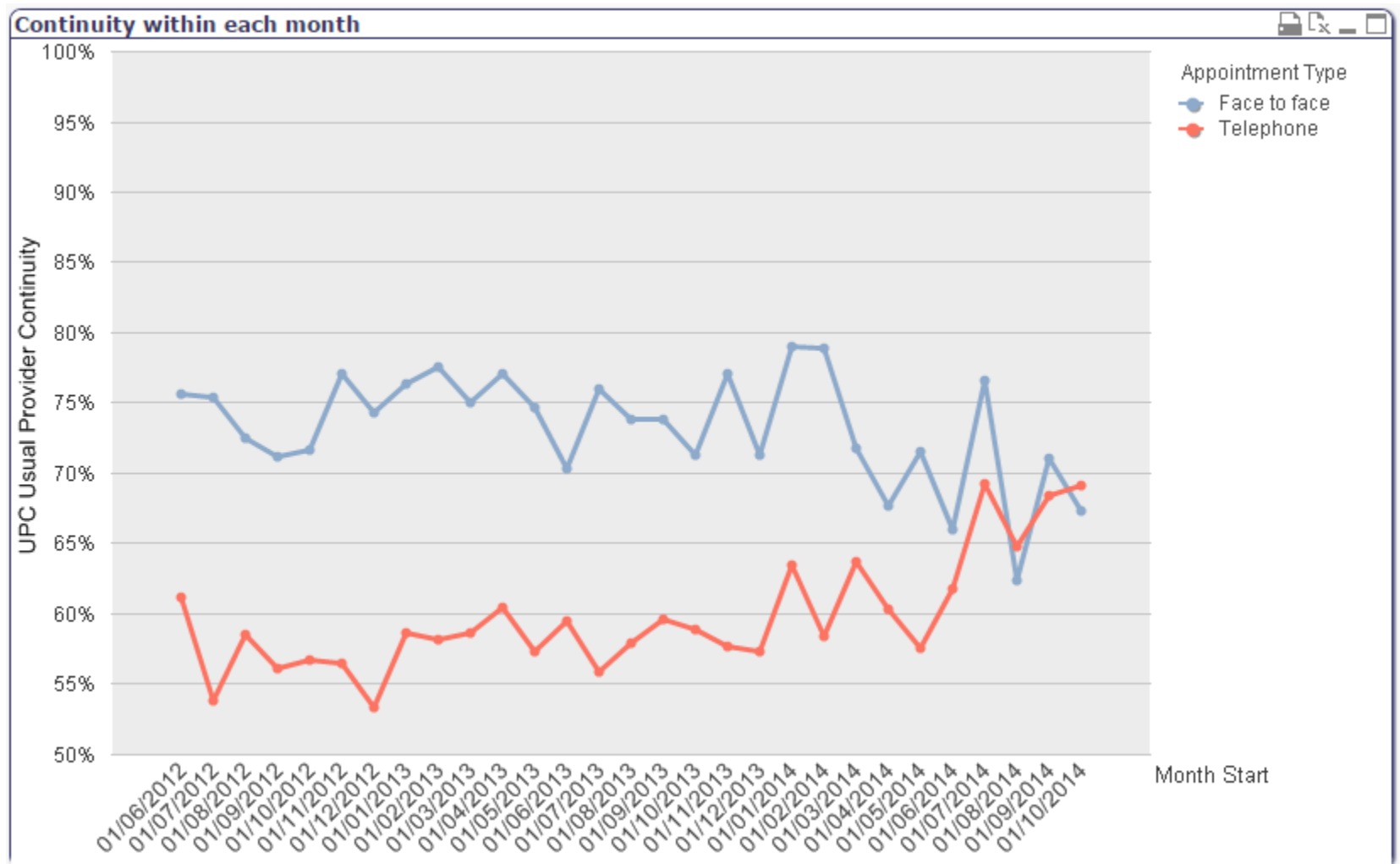


Broad spread of face to face consultation durations shows  
GPs can be flexible in time given depending on need.



Continuity, UPC measure, monthly view over 2 years:

Face to face unaffected, telephone up 8%



“All gone,  
call back  
tomorrow”

3 week wait  
High DNAs  
Repeat booking

Reception  
takes call

70% “routine”

Patient  
pressur

30% “urgent”

GP sees  
patient  
10-min slot

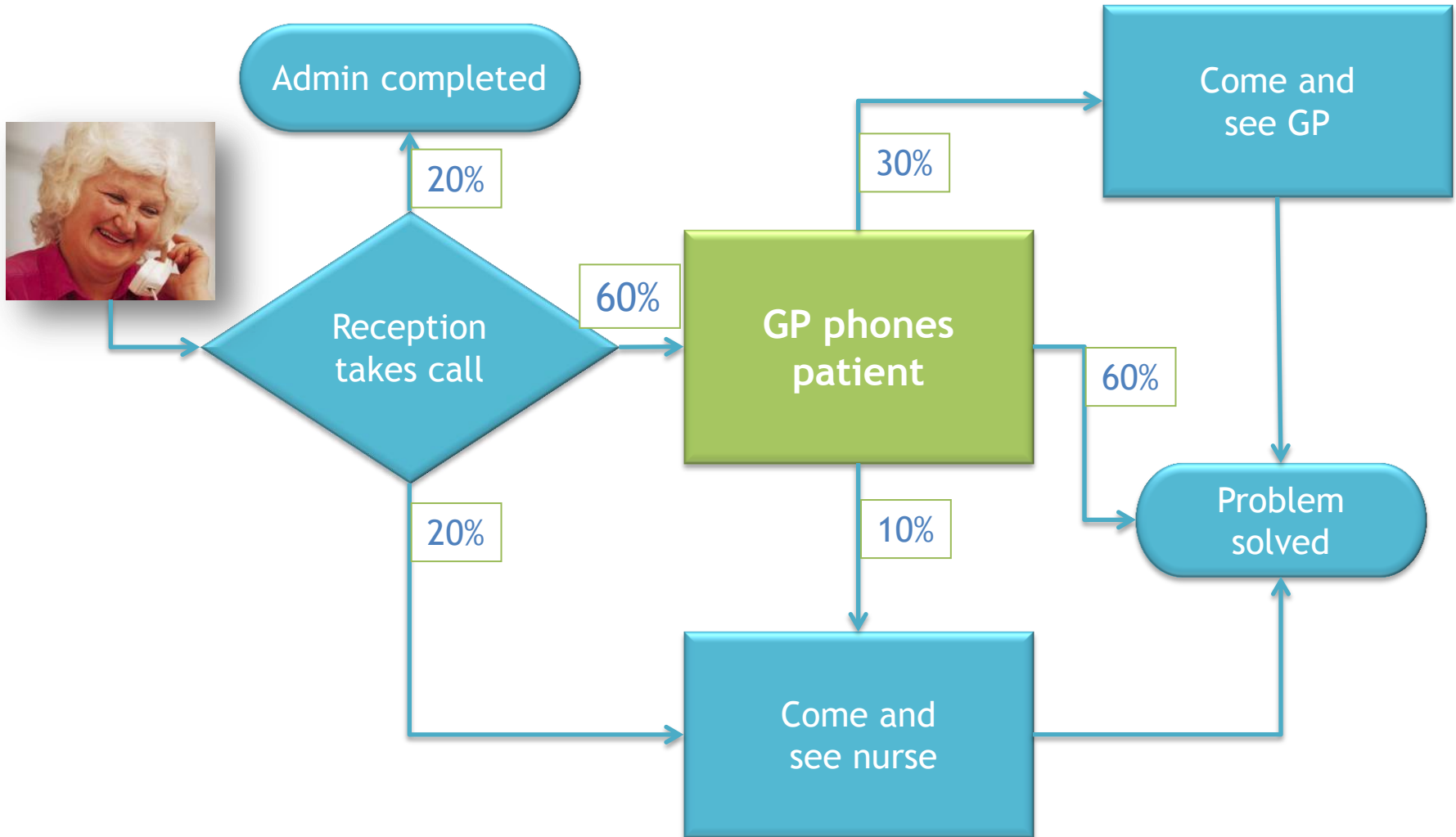
Problem  
solved

See any GP/locum  
Poor continuity  
Repeat booking

The rework routine



# How GP Access works as a system



# The Bourne Galletly system

