

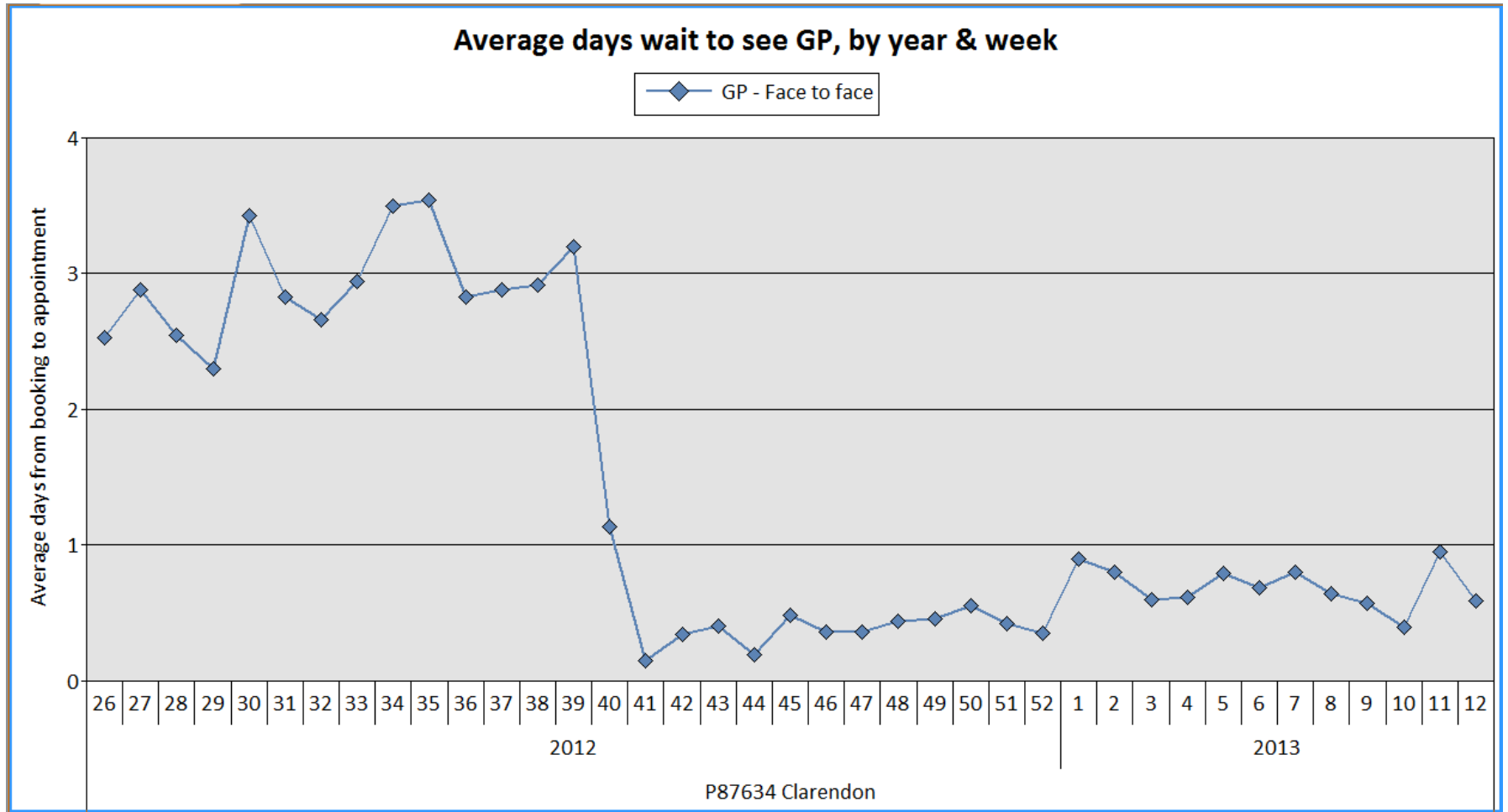


Clarendon Practice Salford turns round

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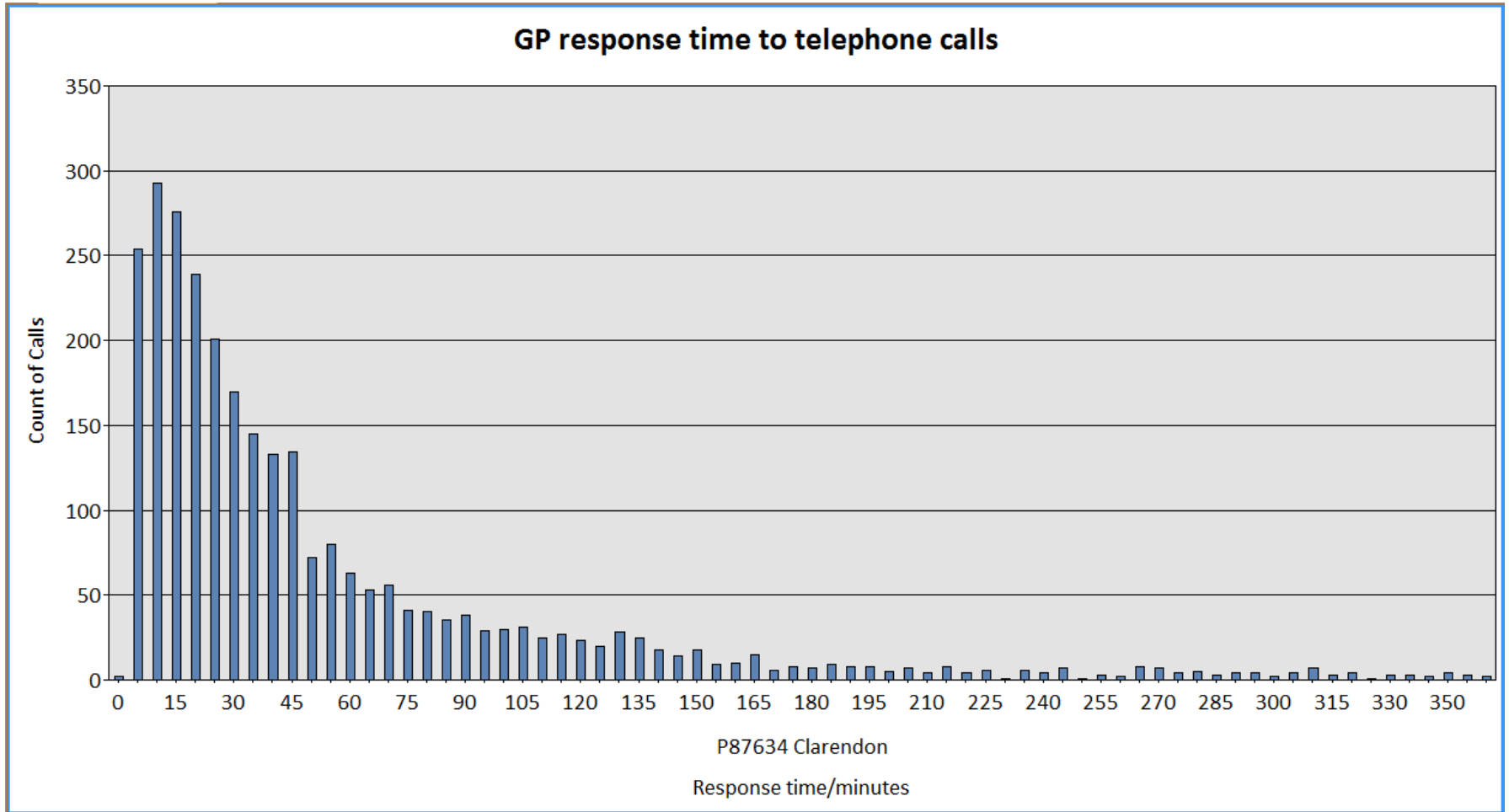
Average days wait to see a GP falls off a cliff.



All data from Clarendon, charts by GP Access Navigator



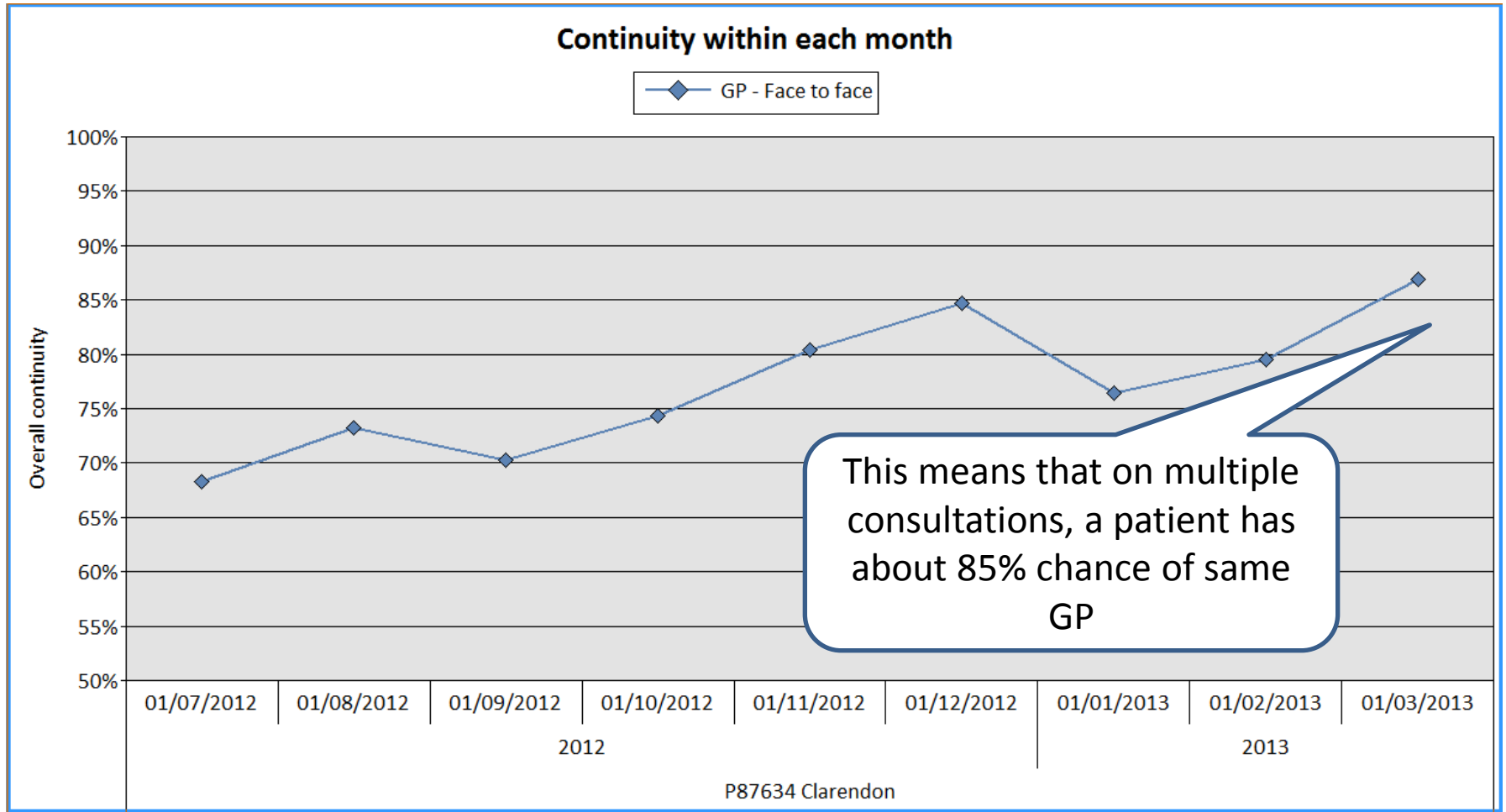
They now measure the wait in minutes. Median is about 30.



All data from Clarendon, charts by GP Access Navigator



Patients are more likely to see the same doctor.
Continuity, so precious to both, is up 15%



Clarendon, a deprived population of 10,000, 3 partners, 3 sal GPs

Why change and for what?

Before

- Rising demand – falling morale
- Waiting room stress
- Grumbling patients
- All pre-books gone
- Mad rush on phones at 8am

After

- Demand high but stable
- A “no-waiting” room
- Free slots in most sessions
- Patients love it
- No need for 8am rush



A training and teaching practice, with a new NP.
Previously drowning in demand, now feeling on top of workload

Before

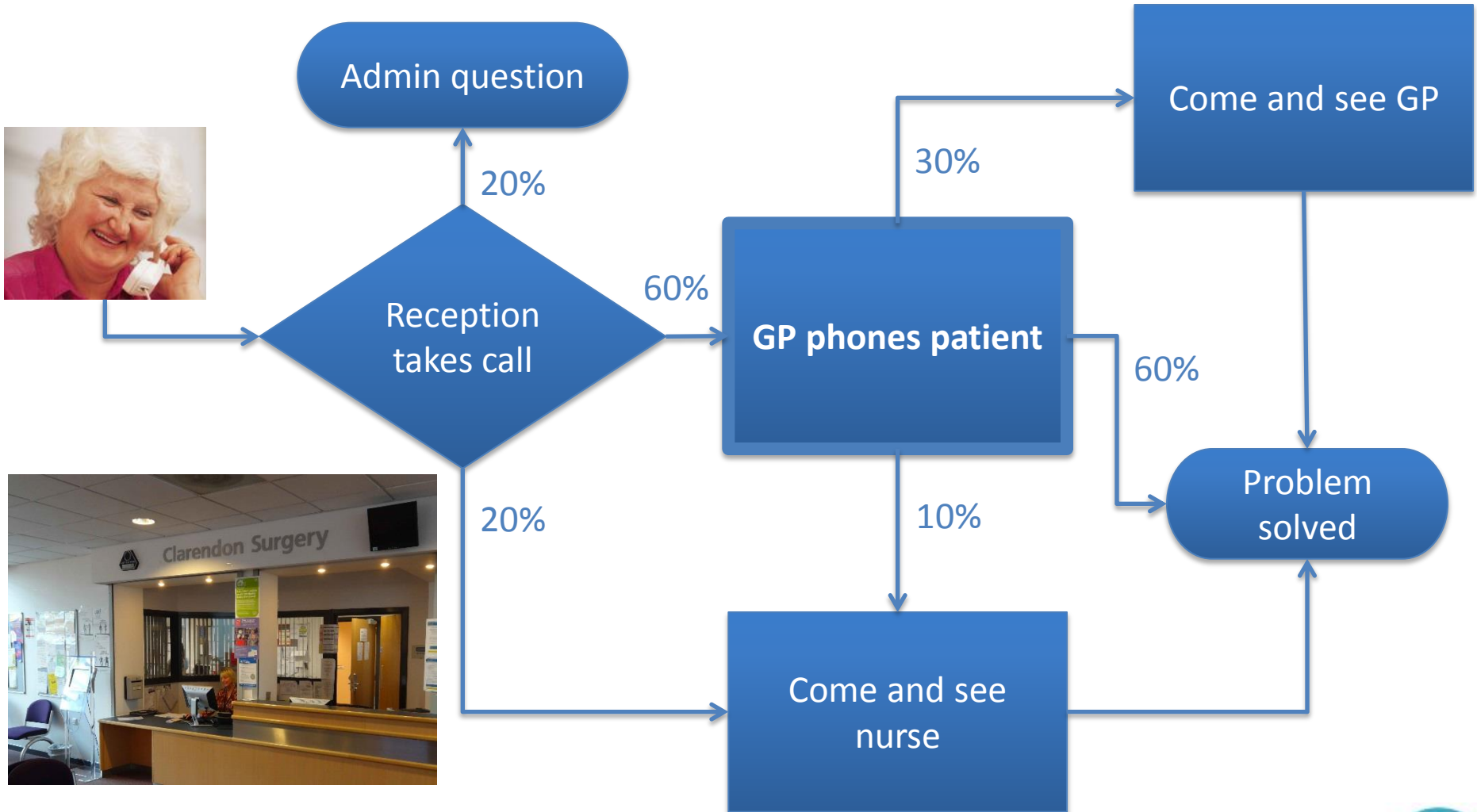
- Frustrated, stressed doctors
- Miserable reception staff
- Unhappy patients
- Reputational issues
- List size effect

After

- Reduced stress!
- Abuse of reception staff gone
- All pts who need it are seen
- Saving one clinical session



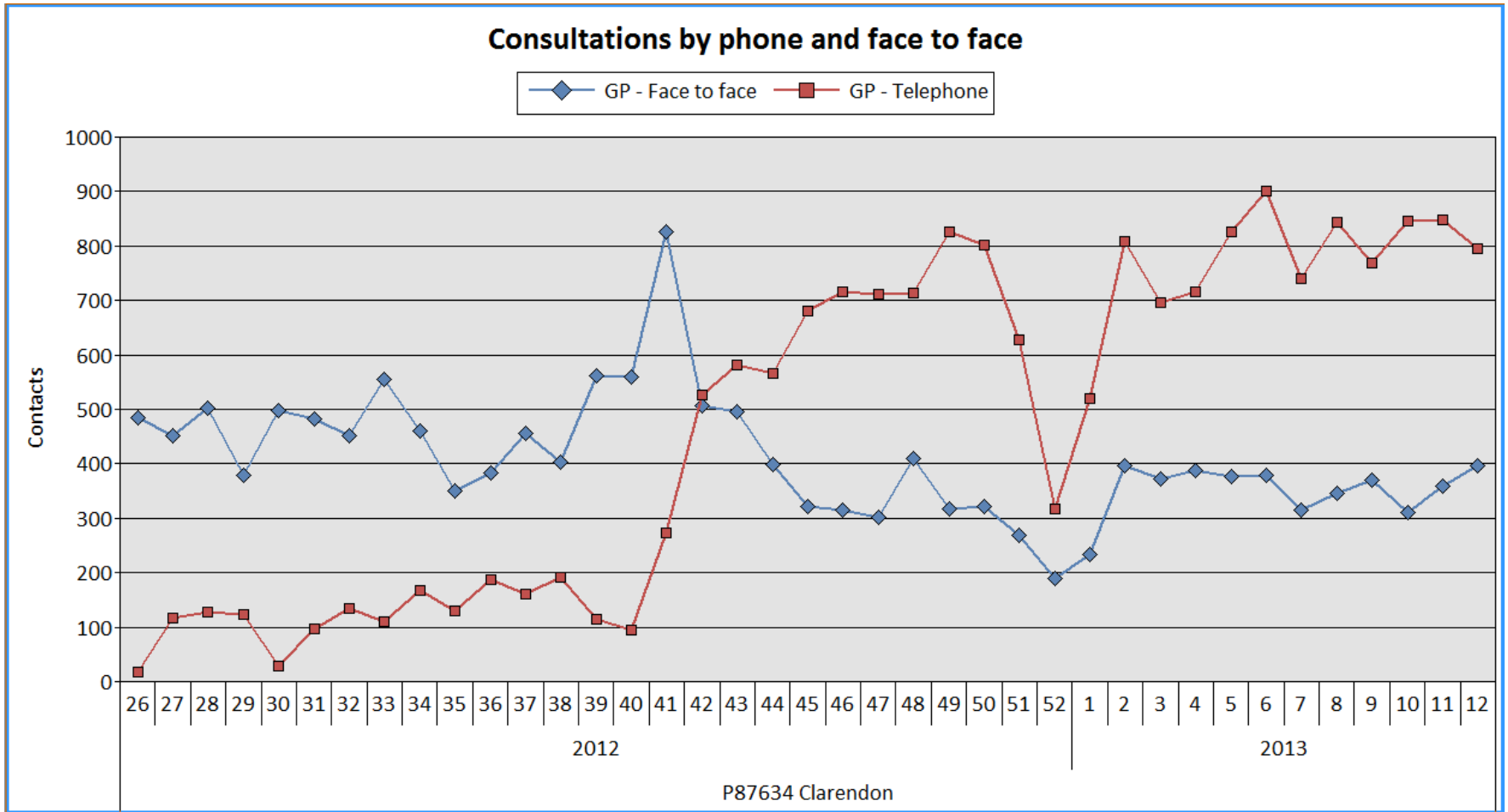
How? A new system. Simple, but different



GP Access Navigator measures the flows, which vary by GP & practice.



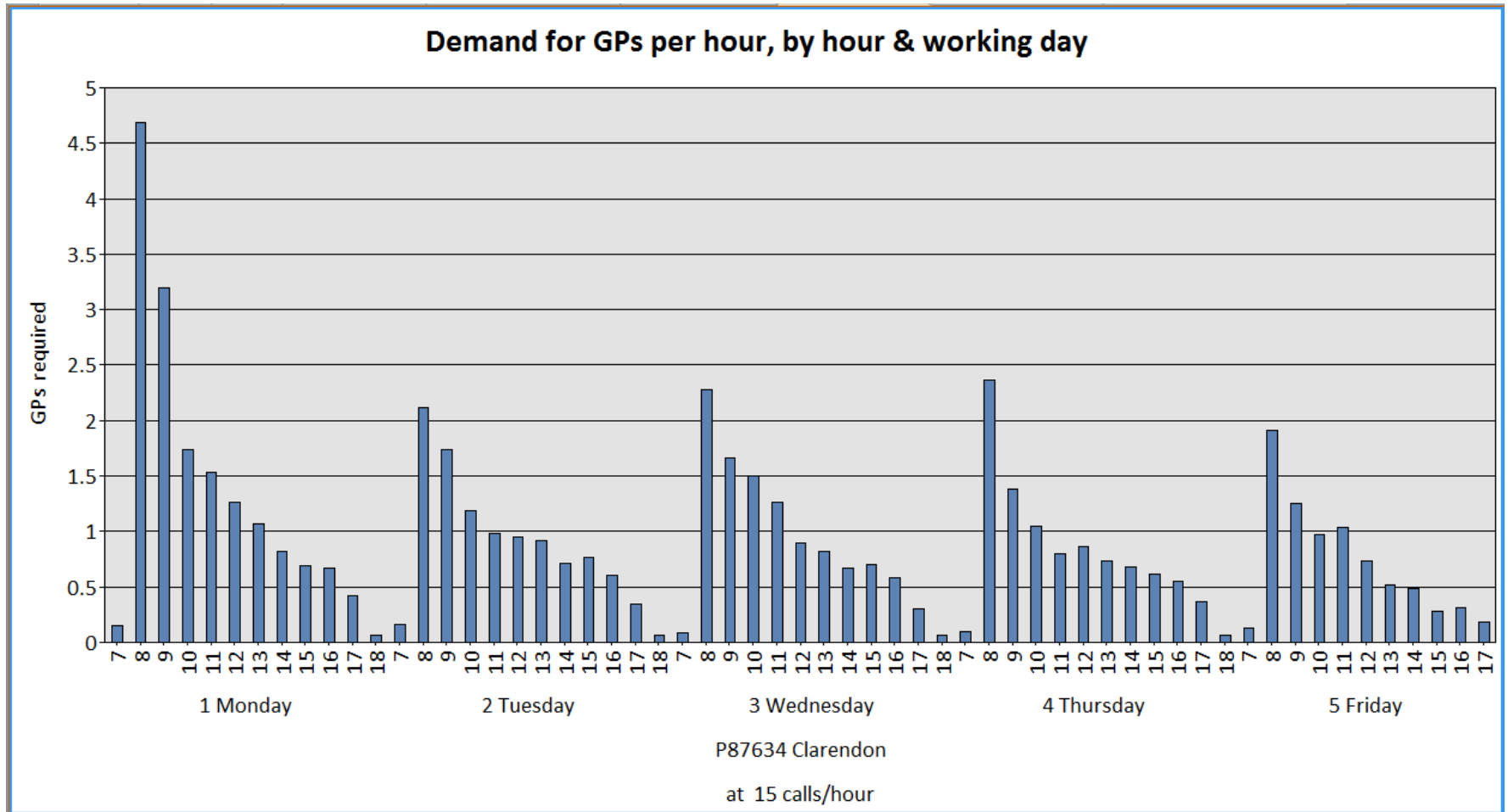
The GPs phone all the patients, but then need to see only 44%.



All data from Clarendon, charts by GP Access Navigator



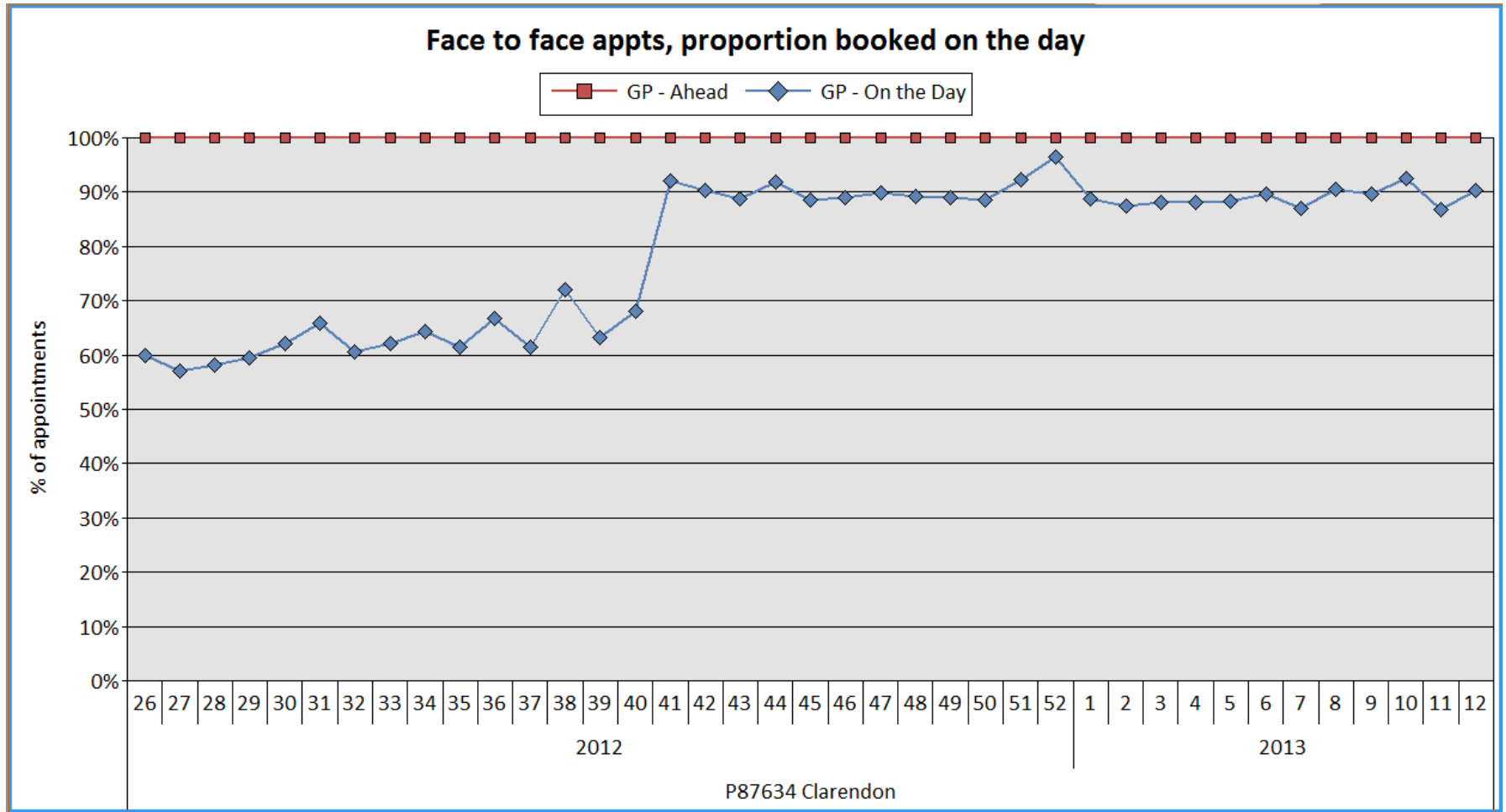
They know when the patients are going to call, by day, by hour, and the GPs are ready



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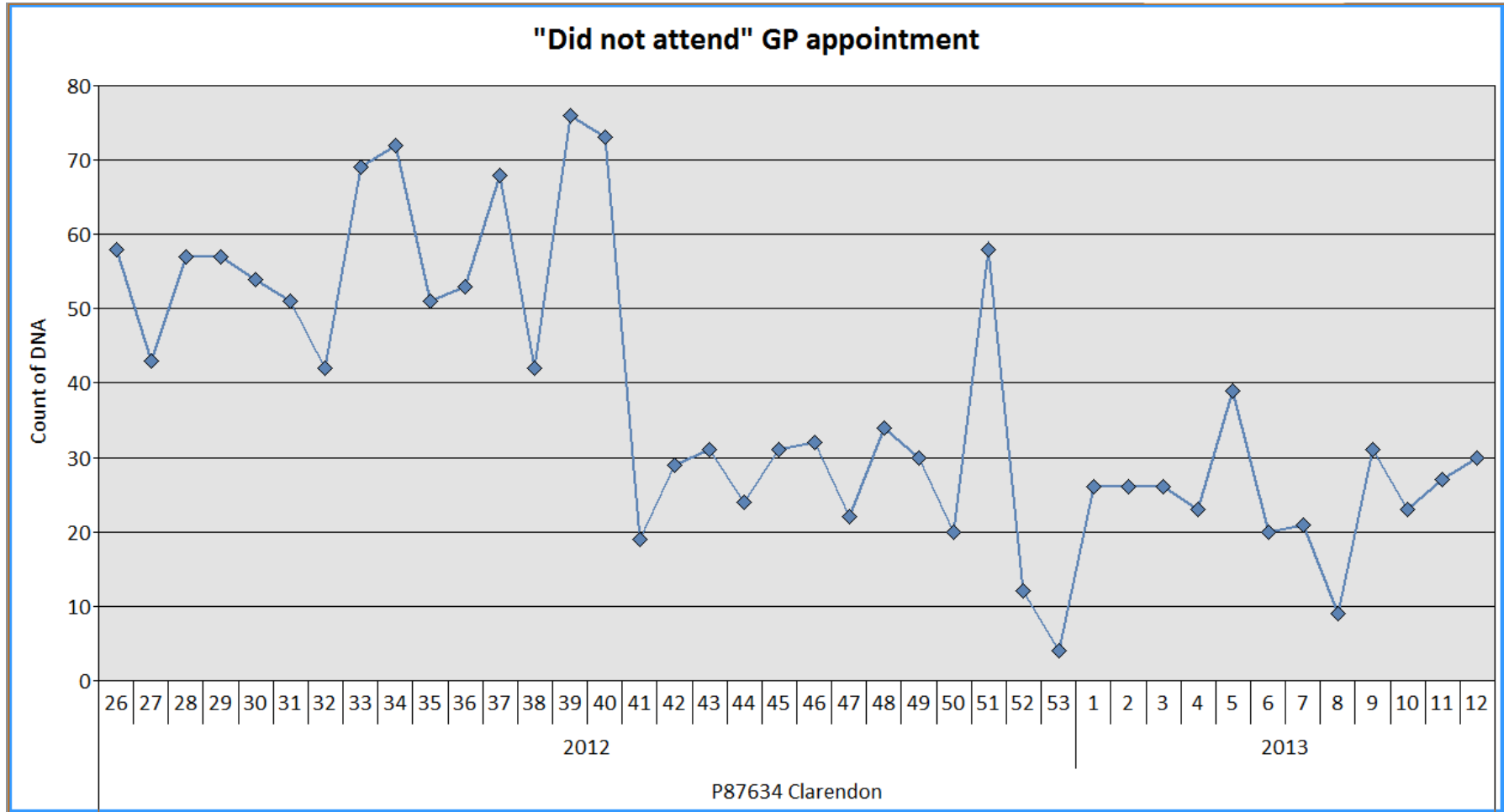
Rock steady 90% of patients are seen the same day – the other 10% chose to wait for their own convenience.



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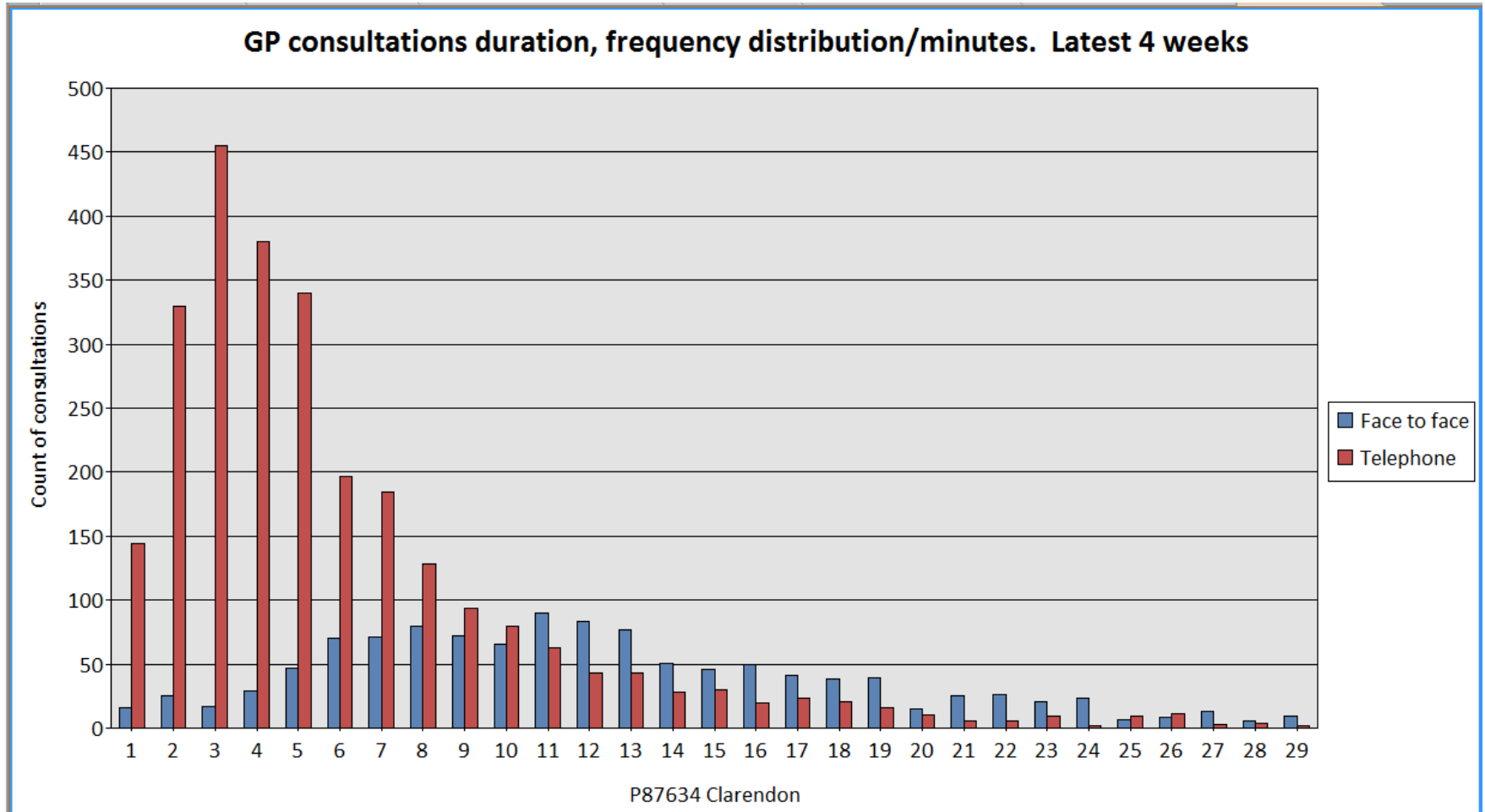
With same day service, DNA's have dropped 60%



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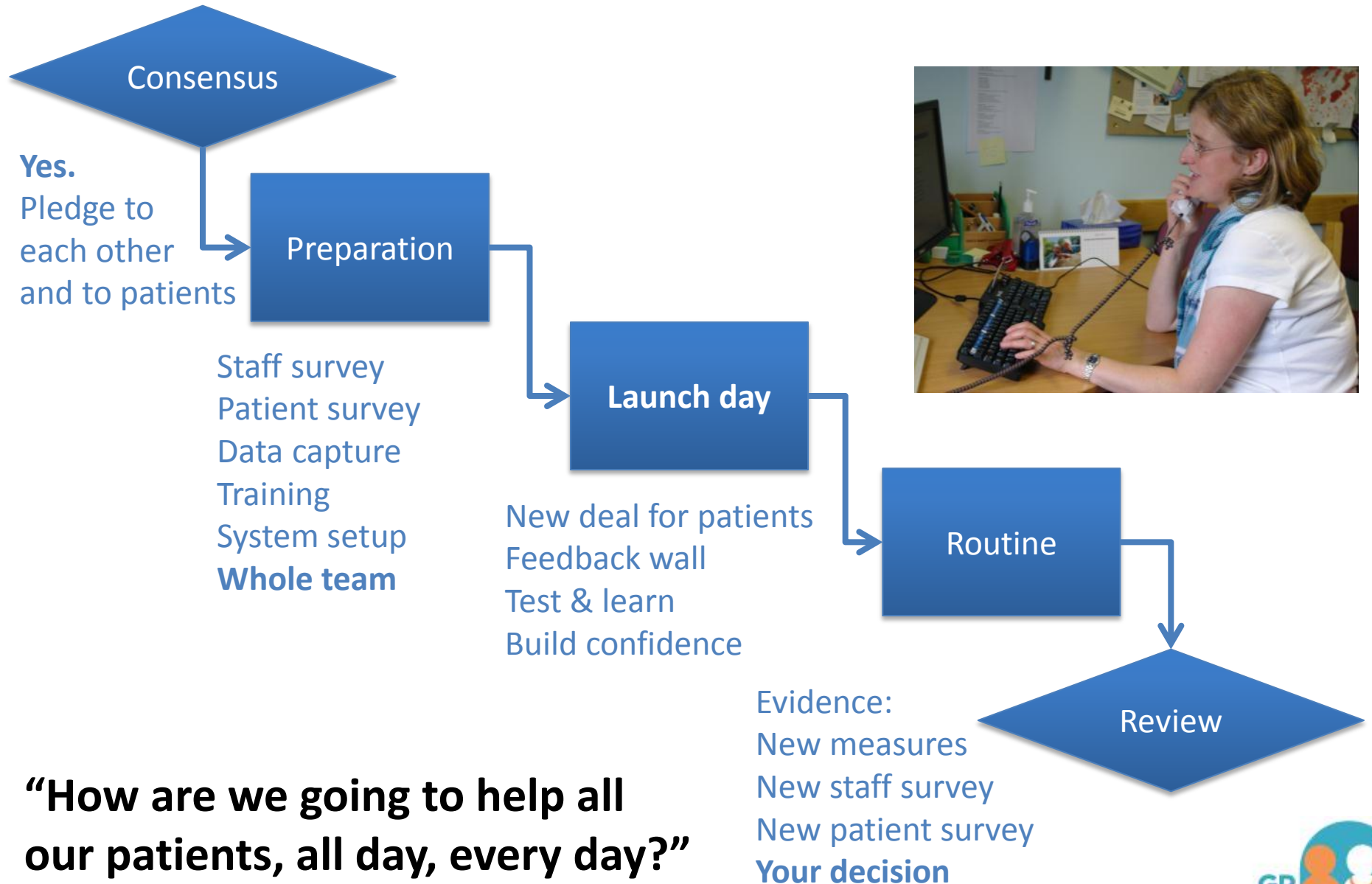


GPs are not tied to 10 minute appointments, they can spend the right time with each patient, 20 mins or more if needed.

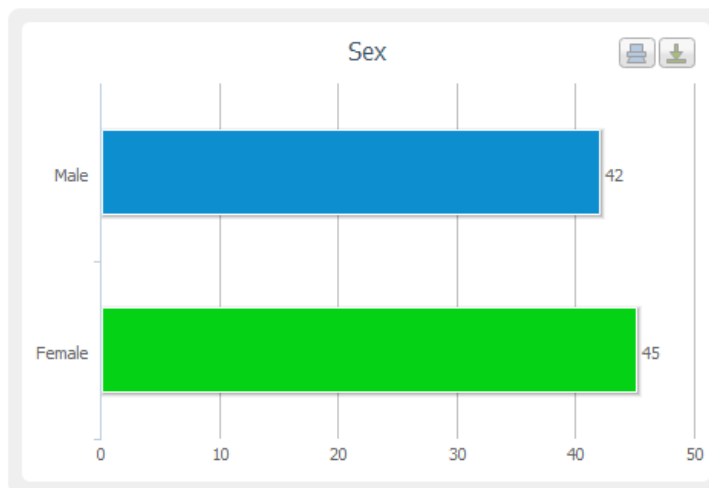
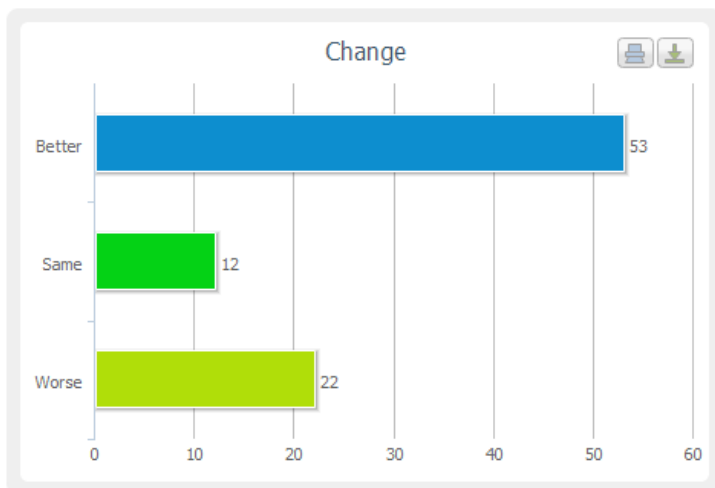
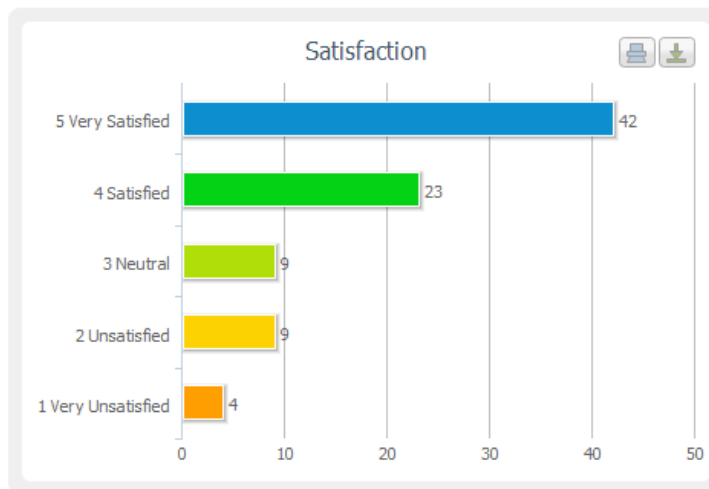
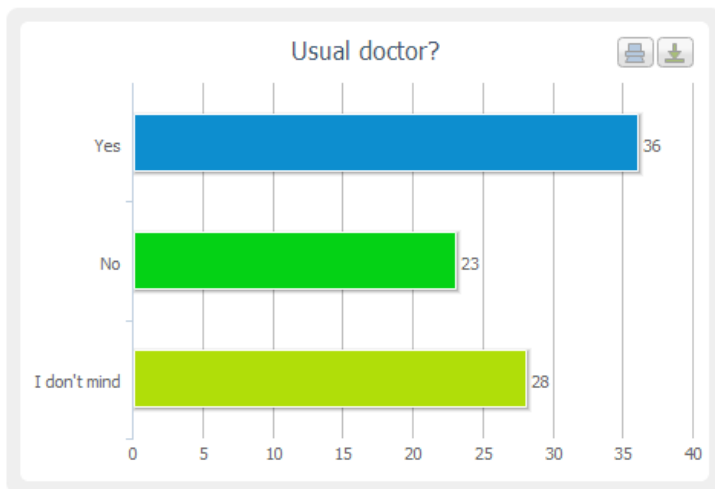


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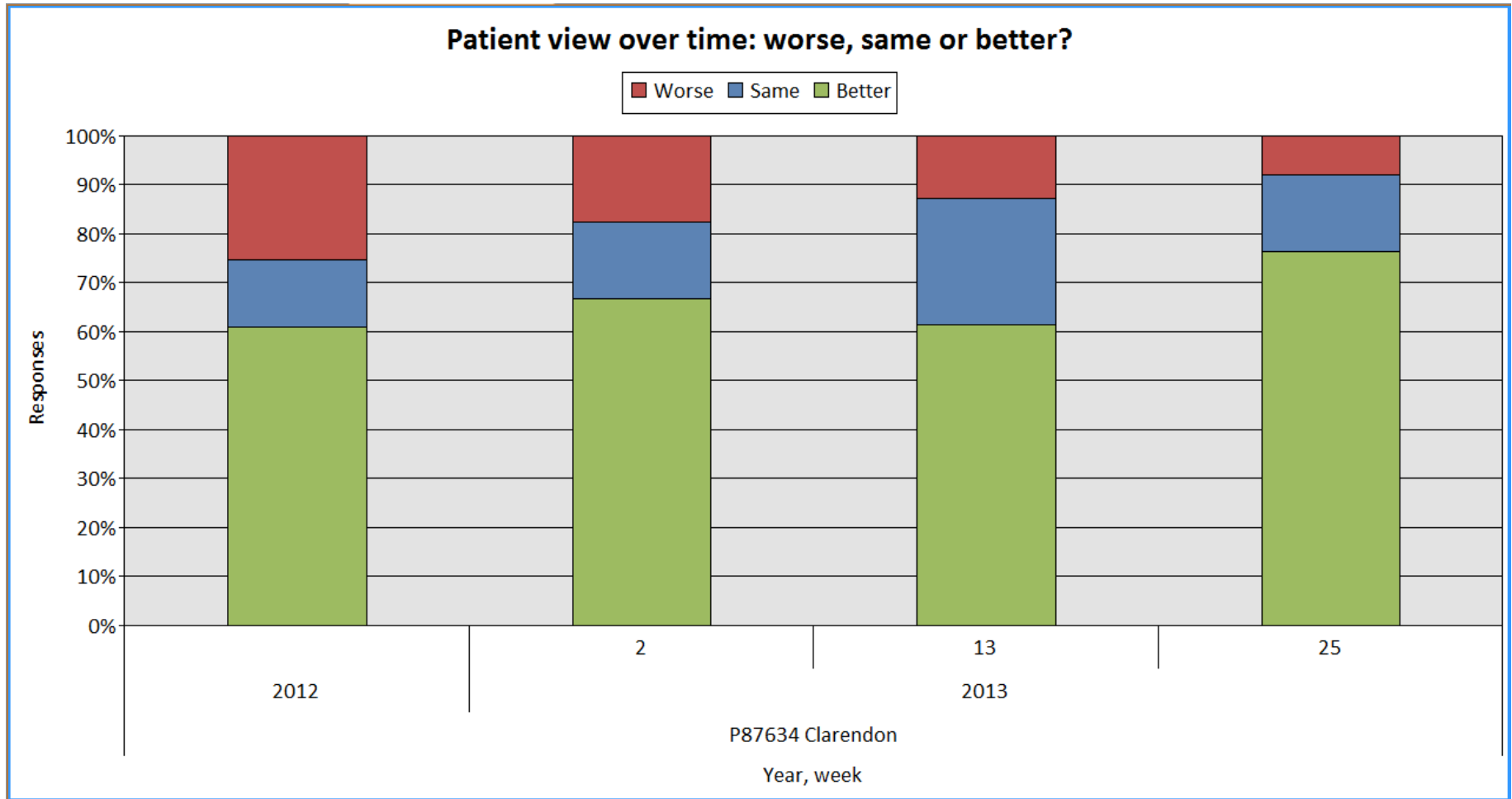
How did they change? The launch programme...



What do the patients think? 61% say the change is better, and 75% are very satisfied or satisfied with the service. n=87



As response has improved over time, the proportion of patients saying the service is “better” has risen to 76%, while those saying “worse” are now 8%.



We are helping CCGs and practices to change

- 80+ diverse practices
- 600,000 patients
- 7 million patient calls
- Ongoing research programme
- Vision: **“To transform access to medical care.”**

