

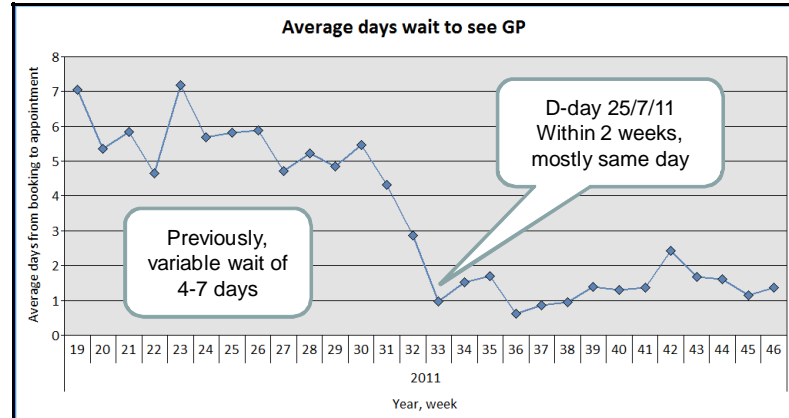
How a telephone call from a GP transforms patient access

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The problem, common patient experience :

- It is difficult to get an appointment with GP
- Routine appts are often booked for 2 weeks
- Urgent appts are all booked before 0900
- Continuity of care is poor for urgent appts

Patient feedback shows that while GP clinical skills are well regarded, poor access is the cause of one in three complaints.



A simple innovation enables a system change

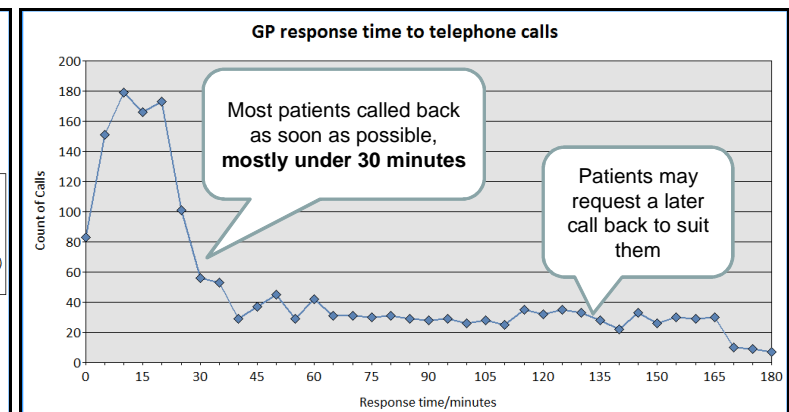
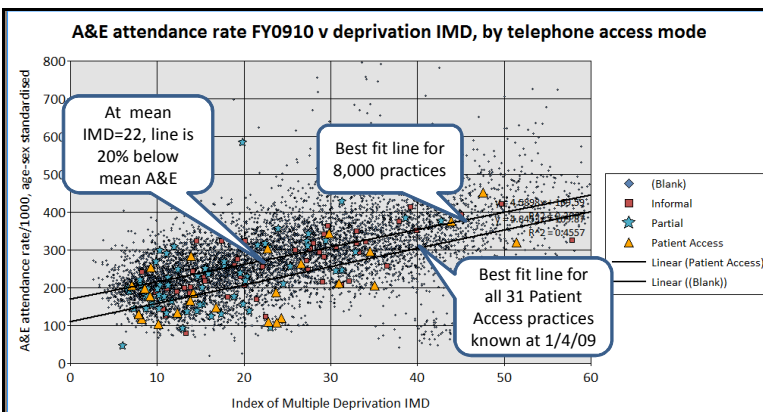
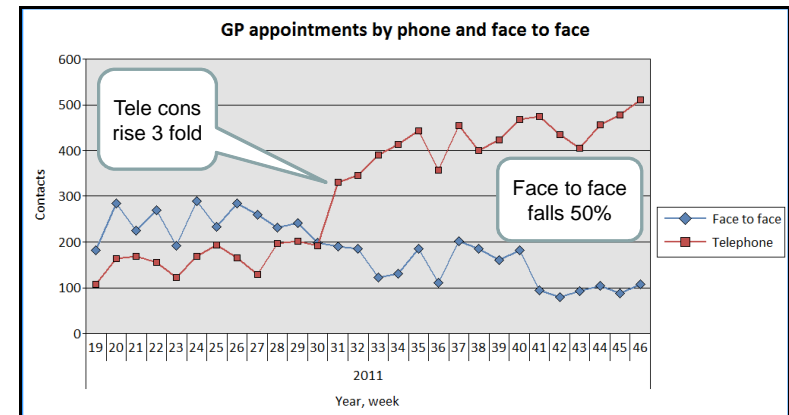
- The patient calls the practice as usual
- The GP calls back for a telephone consultation
- They solve the problem together, now
- If a face to face appt is needed, it is offered today

This has been invented by GPs at least 20 times since 2000, spreading locally to a further 23. Now a national movement has been formed, with growing numbers of practices making a change to this system of access.

Effects in practice start in week 1

- Waiting time to see your GP falls to 1 day
- Patient contacts rise 50%, are then stable
- "Did Not Attend" fall over 80%
- GP returns call in median time of 30 mins
- Morning peak is reduced, steadier flow
- GP time is saved, only 1 in 3 called in

Wider effects follow: A&E usage is 20% lower



Patients - faster access. Doctors - better work. NHS - lower A&E
Proven intervention to change system in practices