

System change in a Liverpool GP practice transforms access

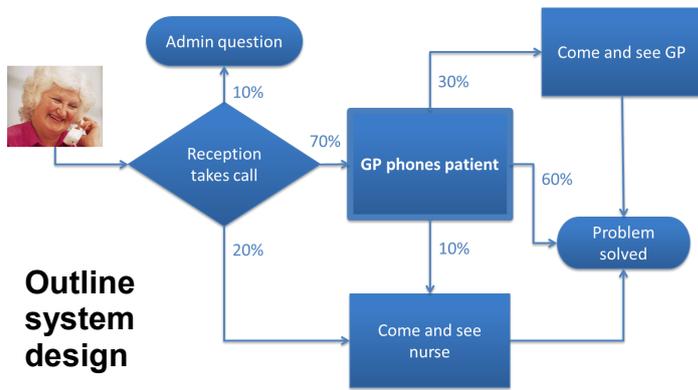
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Context: 8,500 list, training practice, 5 partners, 2 salaried GPs, deprived population

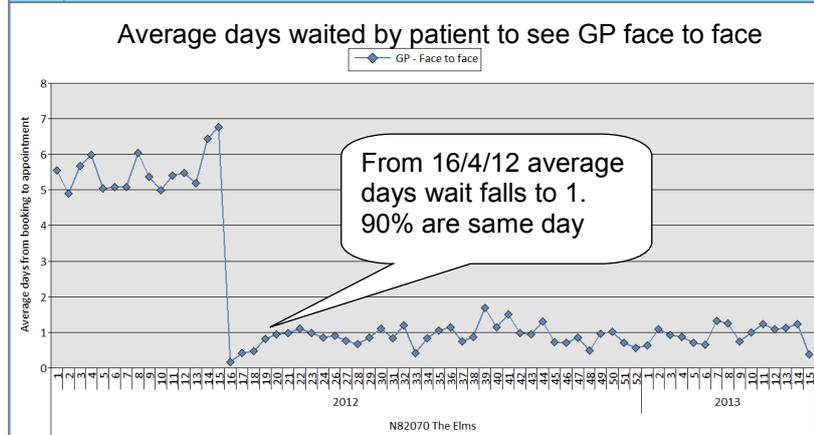
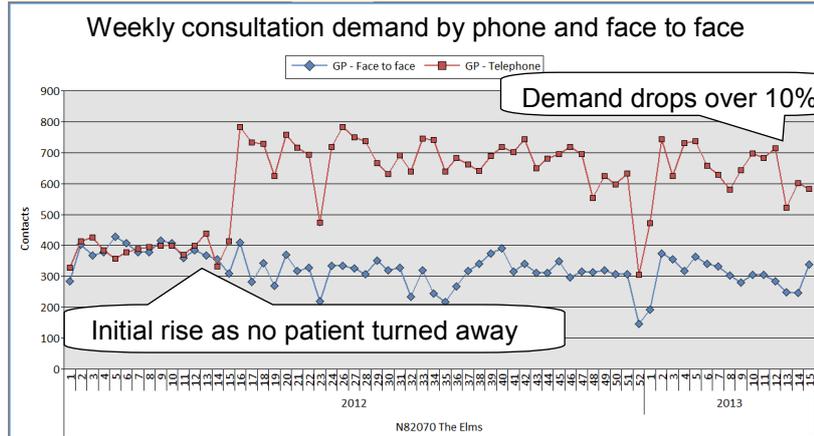
Situation in early 2012

- Grumbling patients, as appointments all taken in early morning rush, but high DNAs
- 2 week wait for partner, 4 days for any GP.
- Miserable reception staff, having to fend off patients
- Frustrated doctors, nightmare on-call days

Something had to change. It was the whole system. The key idea is that the GP phones all patients first.



Outline system design

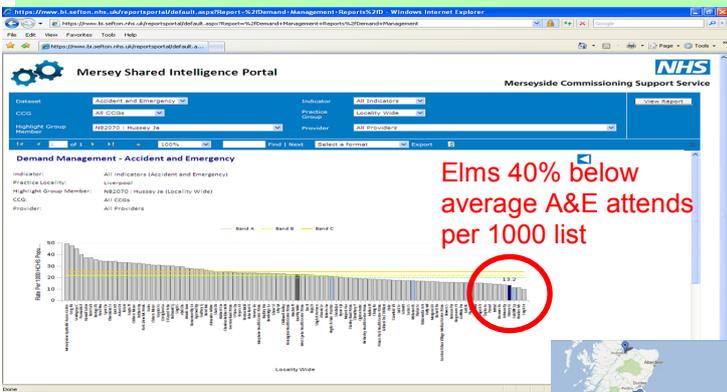
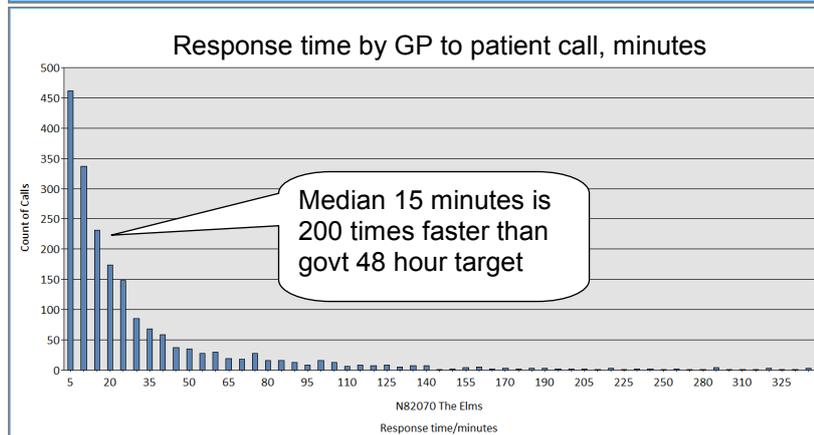
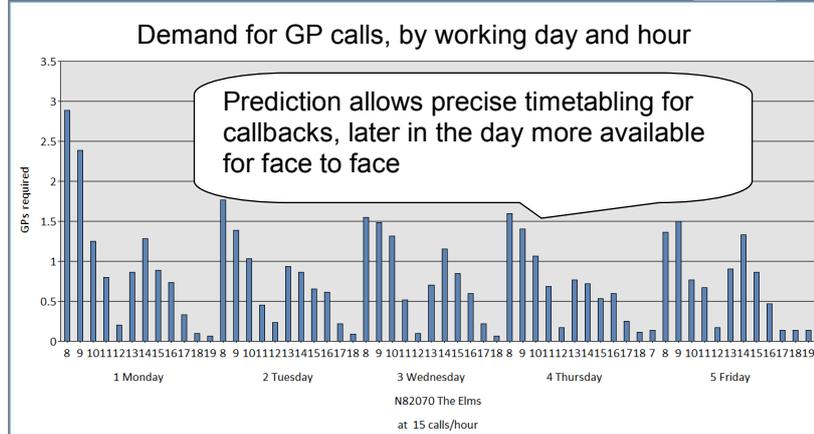


Effects sustained and improved over a year...

- 90% of patients choose to see GP same day
- Patient contacts rise 50%, since fallen over 10%
- "Did Not Attends" fall over 80%
- GP returns call in median time of 15 mins
- Morning peak is reduced, steadier flow
- GP time is saved, only 45% called in
- Half GP saved, reducing costs by £37k pa

Wider outcomes follow: A&E usage near bottom of Liverpool practices...

Achieving **fast response** relies on matching GP supply to predicted demand, by day and by hour, and means patients love the service.



Around the UK, some 80 practices have invented, adopted and adapted the method



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