

# Change to demand led askmyGP system reduces GP stress

Dr Philip Lusty, Partner, Riverside Group Practice, Portadown, 13,800pts  
 Harry Longman, harry@gpaccess.uk, GP Access Ltd, FMLM Belfast conference 9 March 2017

## Before

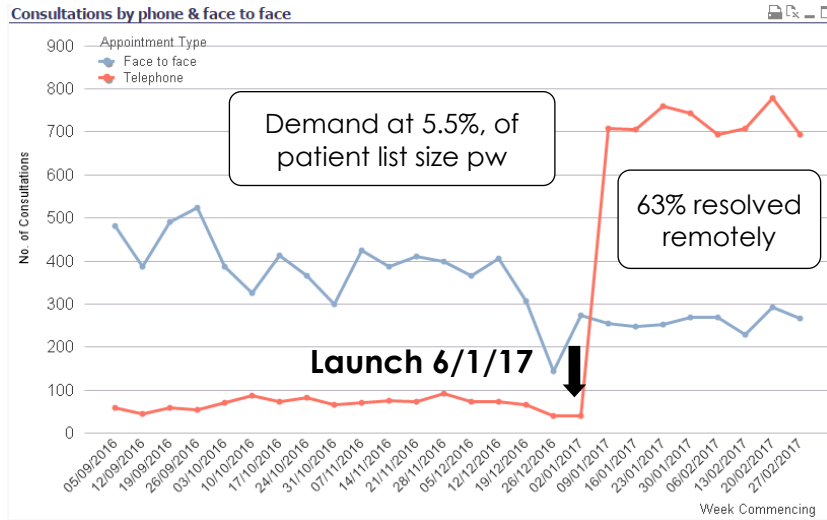
(Patients) frustrated at having to ring each morning for appt & often unable to see GP of their choice....say they have trouble getting through on the phone

this practice is a joke you need to be dying to get an appointment in there.

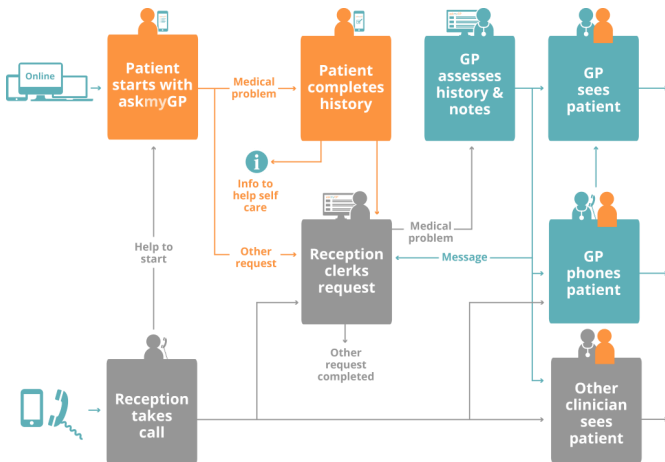
Patients can be very difficult, rude and annoyed when they can't see a doctor when it suits them. Very stressful for staff.

Appointment system jammed by people who could be managed in other ways.

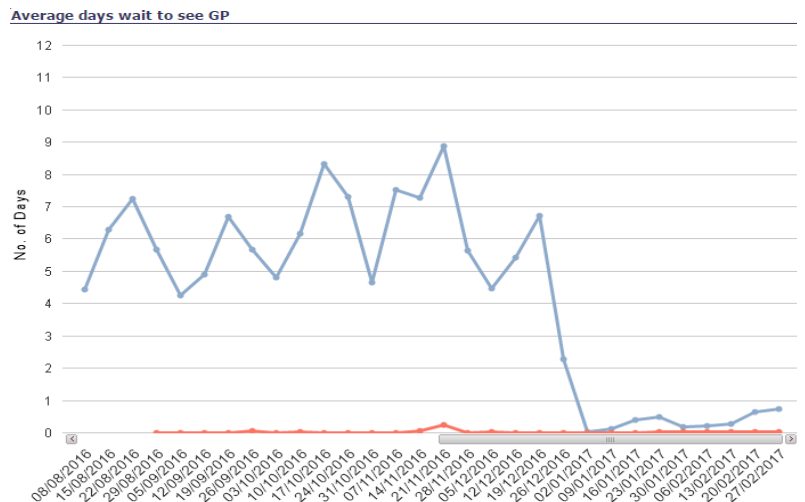
## Consultations by channel, face to face & phone



## New demand led system design



## Avg days wait to see GP, interrupted time series



## After

Right patients getting access at more appropriate time.

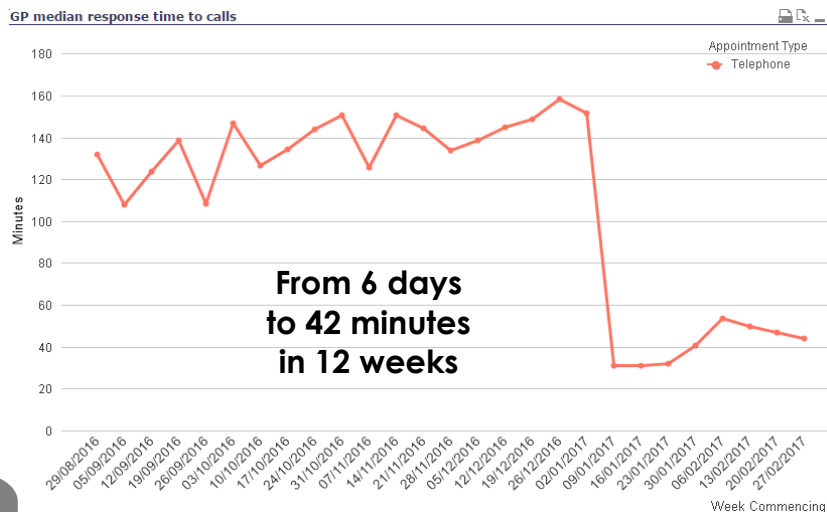
There is less stress and confrontation on the phone and at reception. we are less about saying sorry no appts to saying yes, you have access to a GP each day.

More patients seem to be happy/satisfied if they make contact with their GP either face to face or over the phone.... same day and usually get a time that suits them.

Markedly reduced delays in GP access and, I think an improved service. Day to day seems to run a lot more smoothly.

74% of patients say the new system is better, survey n = 171

## Median response time from GP, minutes



From 6 days to 42 minutes in 12 weeks