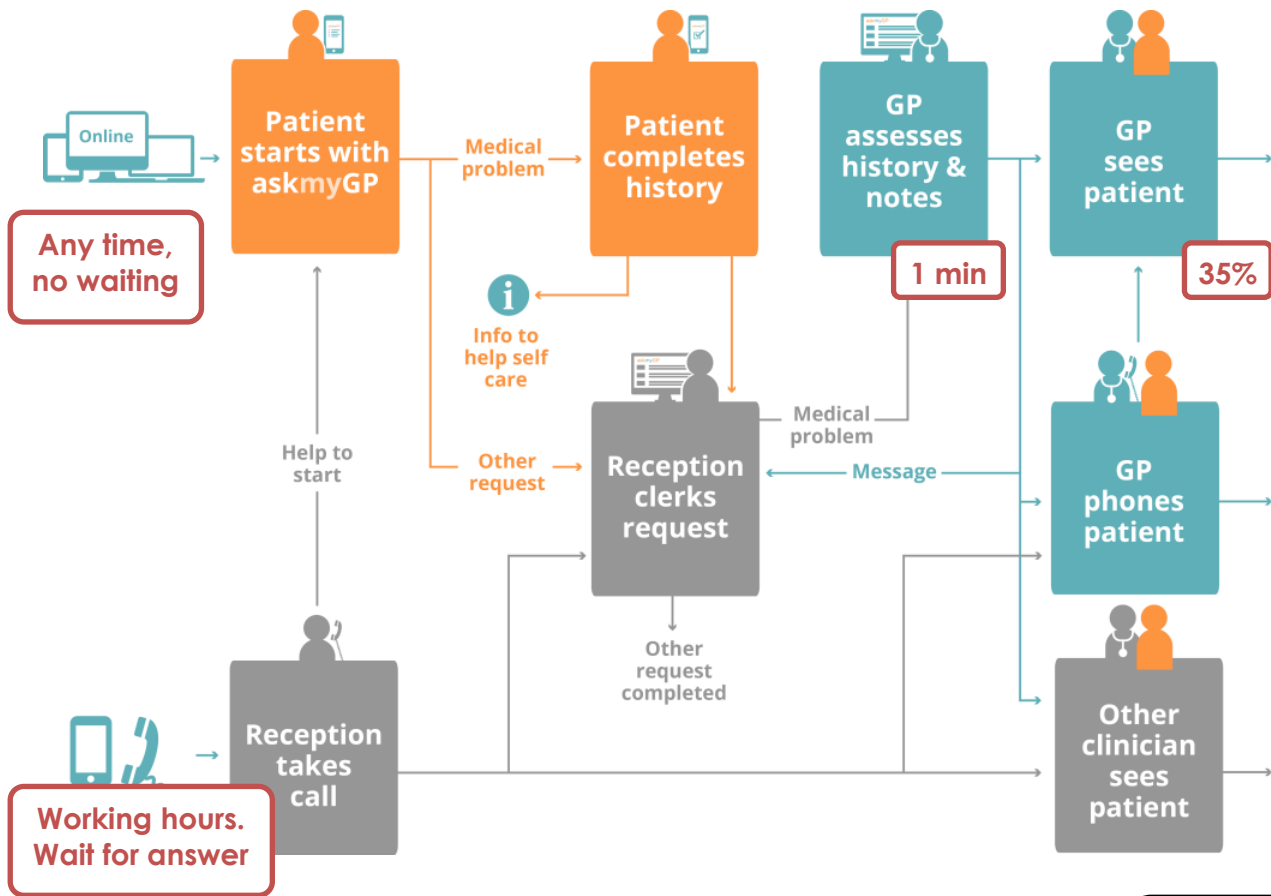


Smarter access systems inform and improve clinical care

Dr Peter Cairns, GP, Wester Hailes Medical Practice, 7,000 pts Edinburgh

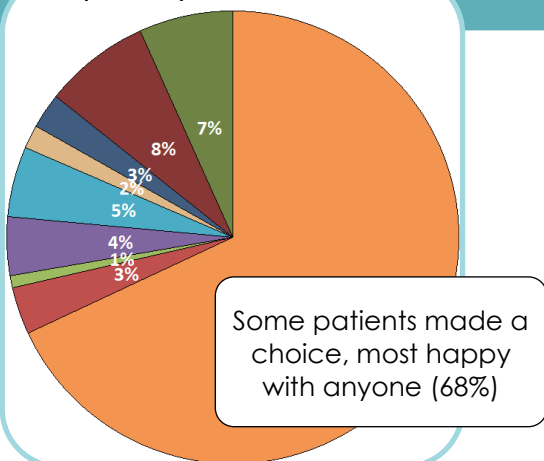
Harry Longman, GP Access Ltd, harry@gpaccess.uk



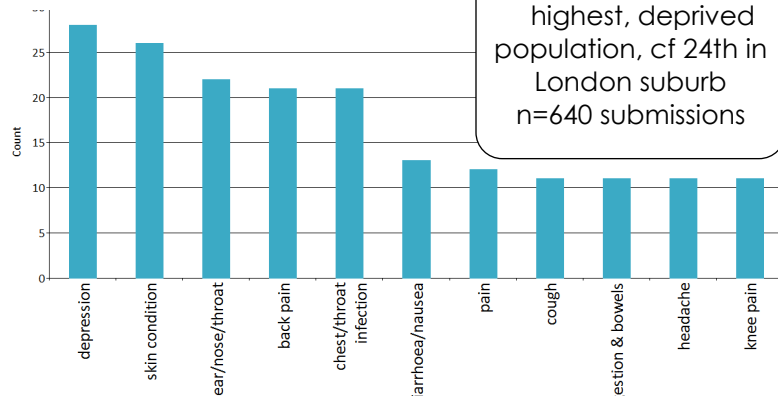
Online access June - Sept 2015, main findings:

- Setup straightforward, support accessible
- Flexible in use of output, link to systems
- Asynchronous mode works, therapeutic?
- Clinical governance supported by positive and negative answers
- Most useful for straightforward problems
- To improve: shape patient expectations and where appropriate, point to self care

Help from anyone or named clinician



Most common symptoms



Note depression highest, deprived population, cf 24th in London suburb n=640 submissions

Patient feedback

I absolutely love this new system as I work full time and it's not convenient waiting hours on the phone to speak with reception to then wait again for a call back.

excellent service, gives receptionists time for other tasks instead of constantly answering calls, lets the gps see for themselves who requires to be seen in the first instance.

I find it quicker and easier to use than trying to get through on the phone, and you can speak to the gp you want to speak to.

Used it three times so far, I think its fantastic. Used it twice on my smart phone. No issues.

I sometimes find describing symptoms difficult. This made it easy.

Very easy to use, don't have to provide personal problems to the receptionist, felt more comfortable more private.

Excellent service and time saving, while money saving for the NHS. Very pleased.