

PORTLAND MEDICAL PRACTICE



PRACTICE ACCESS

ACUTE/SAMEDAY CLINICIAN ACCESS PILOT

- ❖ The Practice offer both Routine and Acute/Sameday appointments to patients
- ❖ The Practice are always striving to provide good appropriate access to patients who have an acute illness and need a Sameday appointment
- ❖ The availability of Routine Appointments is monitored by the Practice Manager on a regular basis
- ❖ Access to routine GP appointments via online booking is regularly monitored

WHAT IS AN ACUTE/ SAMEDAY APPOINTMENT?



- AN ACUTE ILLNESS OR PROBLEM THAT IS NOT AN ONGOING MATTER
- IT MAY NEED TO BE DEALT WITH THAT DAY
- IT HAS PREVENTED THE PATIENT FROM GOING TO SCHOOL OR WORK ETC
- A SIGNIFICANT EXACERBATION OF A CHRONIC PROBLEM



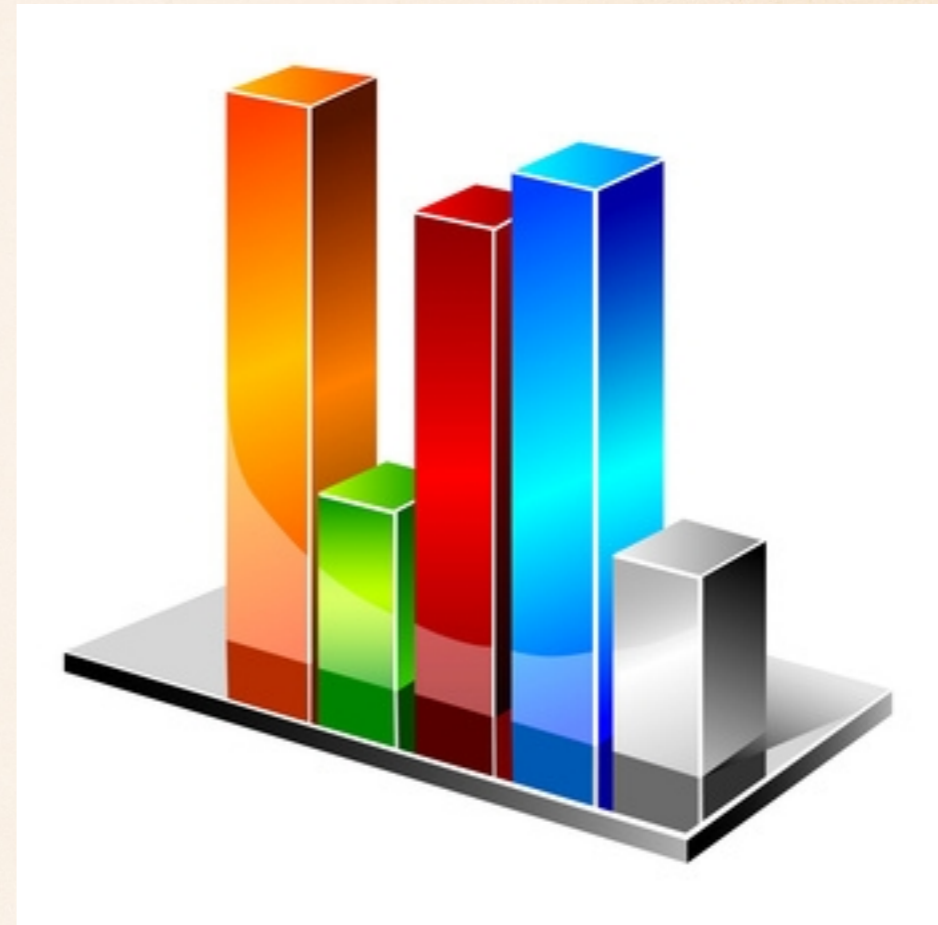
OPTIONS FOR DEALING WITH ACUTE/SAMEDAY ILLNESSES

- ❖ Ring III
- ❖ Use Pharmacy First
- ❖ Over the Counter Remedies
- ❖ Clinical Triage
- ❖ Acute/Sameday Clinical Appointment

OVER LAST 2 MONTHS

AVERAGE OF 42 ACUTE/
SAMEDAY CONTACTS EACH
MORNING

(ADDITIONALLY APPROX 15-20
PER EVENING)



ACUTE/SAMEDAY PILOT

- ❖ Staff trained in simple triage by Dr Flenley e.g. To recognise acute cardiac symptoms etc.
- ❖ One central list for acute/Sameday cases
- ❖ One GP and one Nurse Prescriber/Practitioner run the clinic each morning from 8.30am until 12 midday
- ❖ Clinicians will telephone triage patients where appropriate
- ❖ Staff who book appointments instructed to tell patients that they will see 'a clinician' within a specified time-slot e.g. *Patient asked to come at 10.00am with the aim that they will be seen within the next 30-45 mins*

**GP and Nurses have
instructed receptionists
to ask patients for a
reason why they need to
see/speak to a Clinician**



PLEASE ENCOURAGE PATIENTS TO
CO-OPERATE.... IT'S NOT THE
RECEPTIONIST BEING NOSEY!



GP AND NURSE
CHOOSE
APPROPRIATE
PATIENT'S OFF LIST
TO SEE.

**THIS ENSURES THE BEST USE OF
THE RESOURCES AVAILABLE!**



ONE ACUTE/SAMEDAY
APPOINTMENT = ONE
PROBLEM!

(THE CLINICIAN HAS A MAXIMUM OF 7.5 MINUTES
TO SEE EACH PATIENT IN THIS CLINIC)

BENEFITS OF THIS PILOT

- ❖ Better use of GP and Nurse Prescriber/Practitioner time
- ❖ Patients no longer asked to call back in the afternoon
- ❖ More patients seen quicker and by an appropriate clinician
- ❖ Increased number of Routine appointments for other GPs each morning

PORTLAND AVERAGE WAIT TIME FOR A ROUTINE APPOINTMENT

OVER THE LAST 6 WEEKS...

GPs 2.2 DAYS

NURSES 2.4 DAYS

(NATIONALLY 58.9 MILLION PATIENT
APPOINTMENTS WERE WAITED FOR ONE
WEEK OR MORE IN 2014)



PRACTICE
TELEPHONE
ACCESS- MUCH
IMPROVED!



AVERAGE ACCESS TIME (MEASURED ON
23 OCCASIONS) OVER LAST 6 WEEKS =
1 MINUTE 8 SECONDS

WE MAY ALSO BE INSTALLING A NEW
TELEPHONE SYSTEM SOON!

