

Access and Continuity go hand in hand

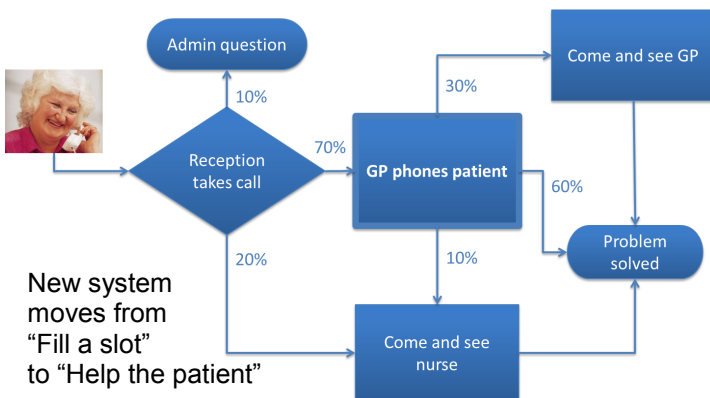
Within a whole system, an initial GP phone call improves patient access and continuity

The problem, daily patient experience :

- 200,000 patients struggle to get an appt (DH)
- Routine appts often full for 2-3 weeks
- Urgent appts booked within minutes of 8am
- Continuity of care vanishes

Patient feedback shows that while GPs are well regarded, poor access causes 1/3 of complaints.

"I can't get to see my own GP"

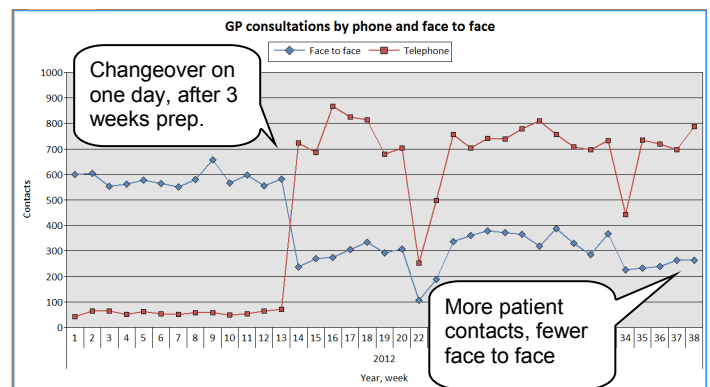


This innovation puts patient & GP back together

- The patient calls the practice, can ask for own GP
- The GP calls back for a telephone consultation
- They address the problem together, now
- If a face to face appt is needed, it is offered today

Below, a Norfolk practice, list size 13,000, launched their Patient Access system on 2 April 2012.

Continuity climbs in 6 months from 53% to 60%

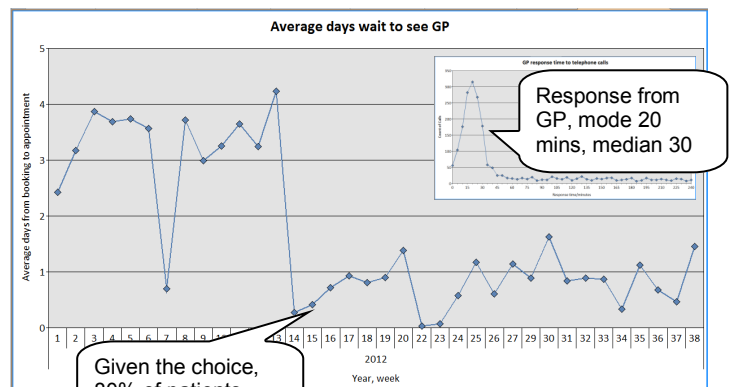


Effects in practice start in week 1:

- Waiting time to see your GP falls to 1 day
- Patient contacts rise 30%, are then stable
- Median response time as low as 30 mins
- Morning peak is reduced, steadier flow
- GP time is saved, only 1 in 3 called in

Outcomes are sustained over 11 years:

Stour Surgery now achieves 80% continuity. A&E usage is 20% lower, as are OP referrals, electives and emergency admissions for LTCs.



Given the choice, 80% of patients come the same day



Patients - rapid access to my GP. Doctors - better work. NHS - lower costs
An eight week intervention changes the system for good.