



BSW Admin Fellows Digital Consultation Tools Evaluation

11/09/2024



The Team



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BSW



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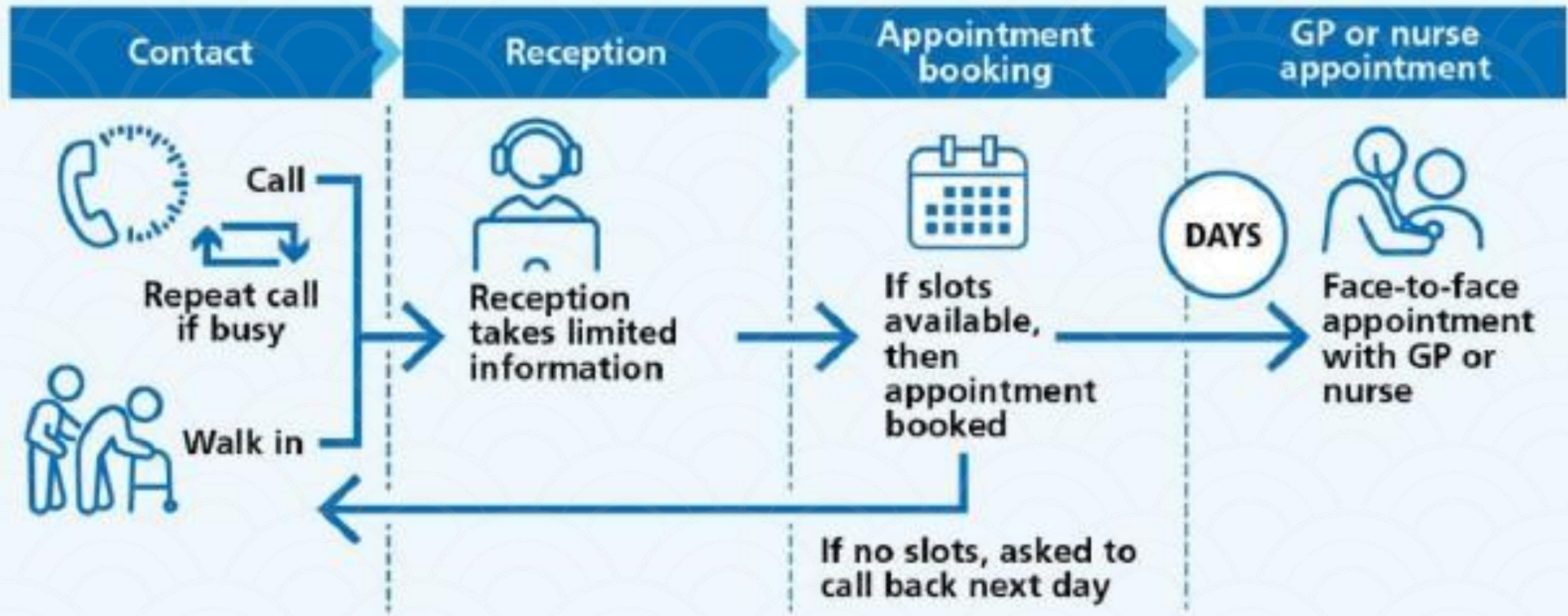
Admin Fellow
Swindon



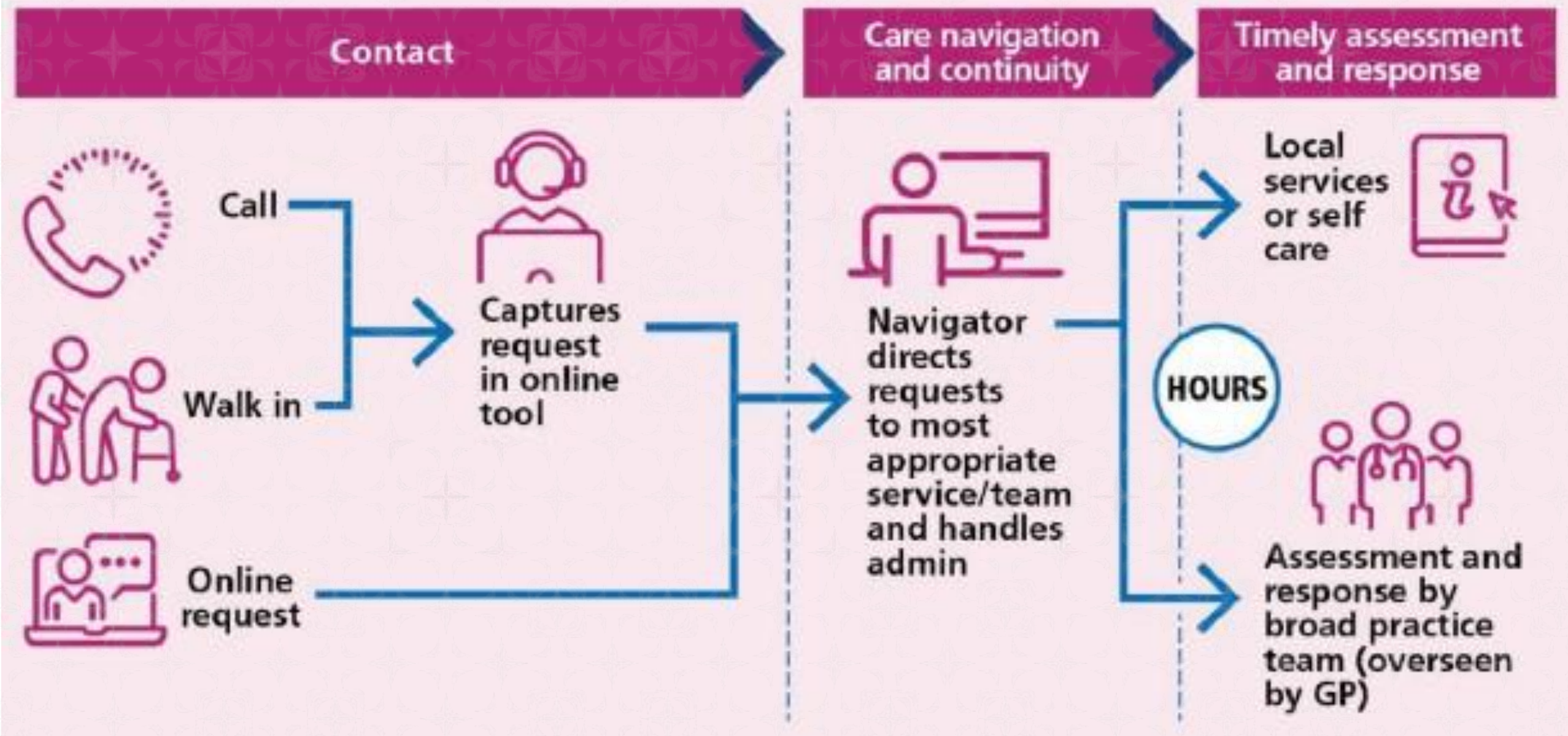
Michelle Trenwith

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Traditional model



Modern General Practice Access model



Project Overview

Objectives

- Empower Practices to look at IT innovative solutions to streamline/triage patients to the correct appointment
- Improve and Streamline patient experience and Primary care staff well-being and productivity in a timely responsive fashion
- Improve efficiency of process to ensure staff and patients have a positive and appropriate response in Primary Care.
- Decrease utilisation of telephone system by utilising Innovative IT solutions in Practice, easily accessible and completed by patients, their carers and Primary Care Staff.

Workstreams

- 1.) Identification and Communication to Practices
- 2.) Meetings and Purpose
- 3.) Analysis and Audit of current model
- 4.) Training/Implementation/Pilot
- 5.) Analysis and Evaluation/Audit
- 6.) Spreading wider and sharing the learning

Predicted Outcomes

Upon completion we hope to have demonstrated...

Improved Patient Experience

through effective triage and communication allowing better prioritisation ensuring those who need to be seen quicker do not have to wait as long.

Improved Staff Morale

by streamlining workflows and reducing the demand on the phones as well as making every contact count to reduce risk of burnout with clinical and admin staff.

Better Workflow Management

as utilisation of triage tools allow for better oversight, management and reporting to support more effective workforce planning

Decreased Phone Use

thus freeing up more time for admin staff as well as allowing patients who require extra support to get through easier on the phones.

What we did

01

Attending Meetings

We have attended a variety of different meetings; Practice, PCN Managers, Clinical Directors as well as attending and speaking at forums.

02

Visiting Practices

We have visited a number of Practices who to look at how they utilise different consultation tools and to help share learning and experiences.

03

Conducting Surveys

We have engaged with Practices asking them to respond to surveys where they can share their honest opinions about the benefits and challenges of using different tools.

04

Sharing Information

Sharing resources and making information available to Practices and PCNs. Sharing the different ways Practices have engaged with triage tools and learning from their positive and negative experiences.

Road Blocks



Capacity
Some practice's don't have the staff to spare to implement any change projects and are struggling to keep on top of business as usual

Apprehension to Change
Reluctance to change ways of working which have worked for a long time



Funding

Delays with the national Digital Framework led to some practices reluctant to commit to IT solutions

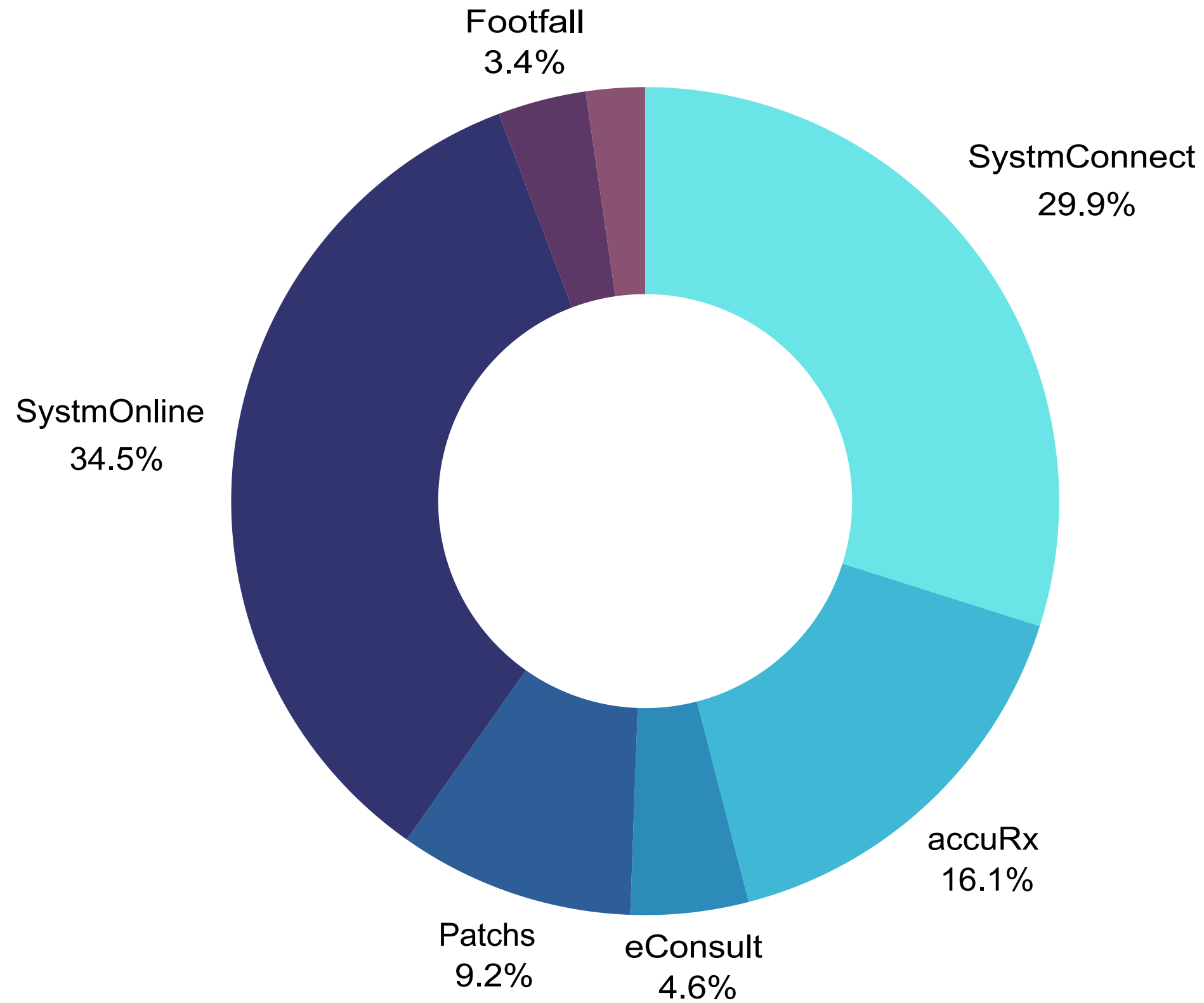


Time

Lack of time to allocate to a change project



BSW Digital Tool Breakdown



Evaluation Feedback

100%

Improved ability to communicate with patients

Has not improved individuals daily workload

75%

100%

Chosen tool is easy and simple to use

Believe there has been a positive impact on job satisfaction

41%

100%

Chosen tool has had a positive impact on the service provided for patients

Chosen tool has not improved ability to communicate with other healthcare professionals

59%

84%

Chosen tool integrates well with SystemOne

84% would recommend the tool to other healthcare professionals



Legacy



**Training Hub
Website**

**Teamnet
Pages**



**Share
Resources with
Business
Intelligence**



**BEMS Corporate
Memory**



**Share
Evaluation in
Primary Care
Newsletter**



Any Questions

