

ABCD of Access Solutions Support Programme

SCIMP/SNUG Conference
20-21 September 2016

Dillon Sykes
Managing Director

Agenda

Section	Section Name
1.	<i>The struggle to meet patient demand</i>
2.	<i>ABCD of Access Solutions Programme for assisting GP practices with Demand Management</i>
3.	Doctor First Demand Management System

Meet Dillon...and PPC Ltd

- Co Founder of PPC Ltd
- 26 years NHS experience
- Worked for and with FPC, FHSA, PCG, PCT, NPDT, GPs, Patient Groups, secondary care, social services
- Change management experience
- Large and small scale organizational development
- Established 2009 with Dr Stephen Clay
- Work with GP practices and CCGs/Health Boards across UK
- PPC Staff work in General Practice
- Address demand management and redesign of systems in over 250 GP Practices
- Implemented Doctor First in over 70 practices

What's currently happening in General Practice?

- We need to do more for less money and in same time
- General Practice facing shortage of clinicians
- Drs declining Partnerships in favour of locum and salaried jobs

Access Tips Tried in GP Practices

- Variations of duty doctor systems
- Increasing access- Walk in clinics, increased same day appointments or pre bookables, extended hours
- Nurse led triage
- GP led triage- reactive vs proactive models
- Increasing sessional commitments
- Covering sessions with fulltime locums.

Bradford doctors' receptionists get 'charm' lessons- BBC News









"We are trying to get people working on reception to try and look at the problems of accessing GP appointments from the patient's perspective," he said.

Lorraine Goody, who manages a GPs' practice, described working on reception as a "lot of pressure".

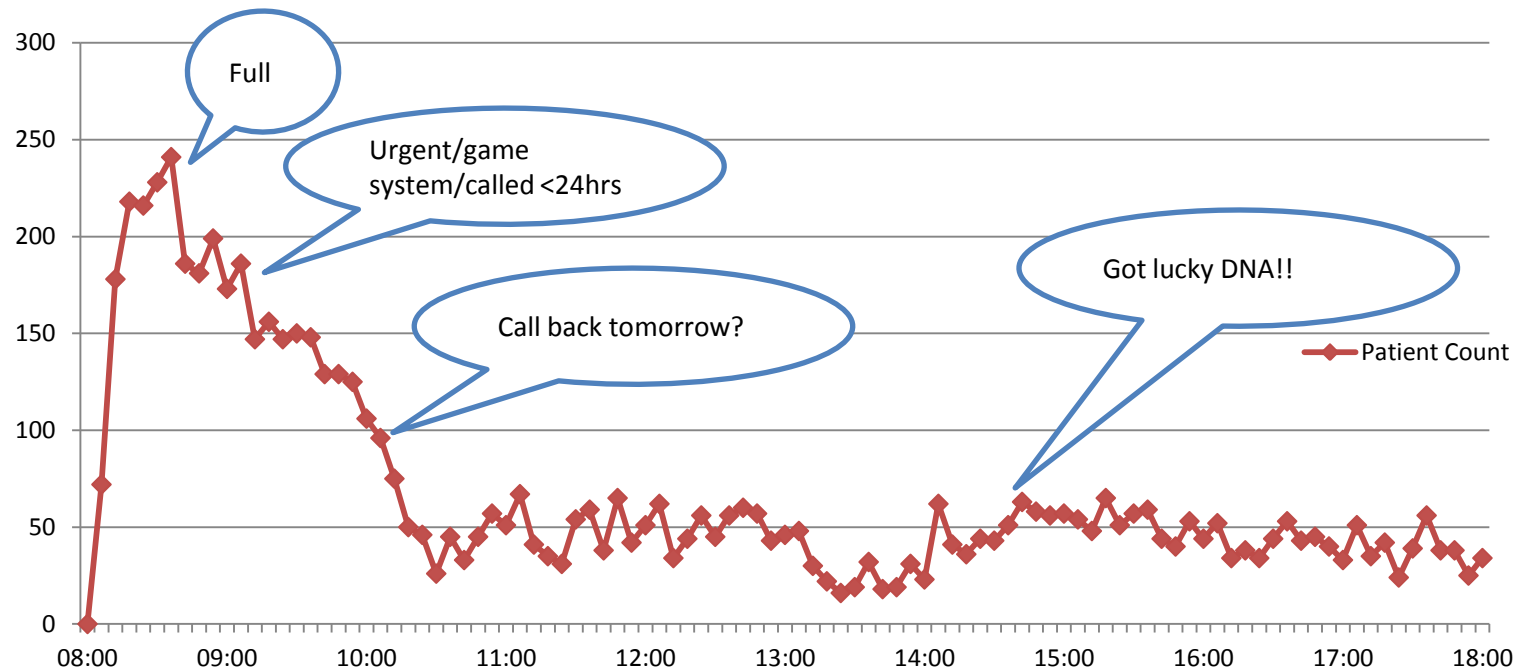
"The phones start ringing straight at eight o'clock," she said.

"They're constantly there, the girls, answering the phones and hoping the training would improve patients access to primary care. We are there to do a job."

Booking an appointment in standard system

Time	Patient	Reception	Appointment Book
8:00am			
8:15am			
8:30am			FULL

Typical Patient Flow of Call Times



How do the majority of practice manage demand?



- Yes- They employ receptionists to 'man' the front-line.
- Reception staff seen as barrier between patient and access to clinician
- Causes all out war fare at times along with confusion





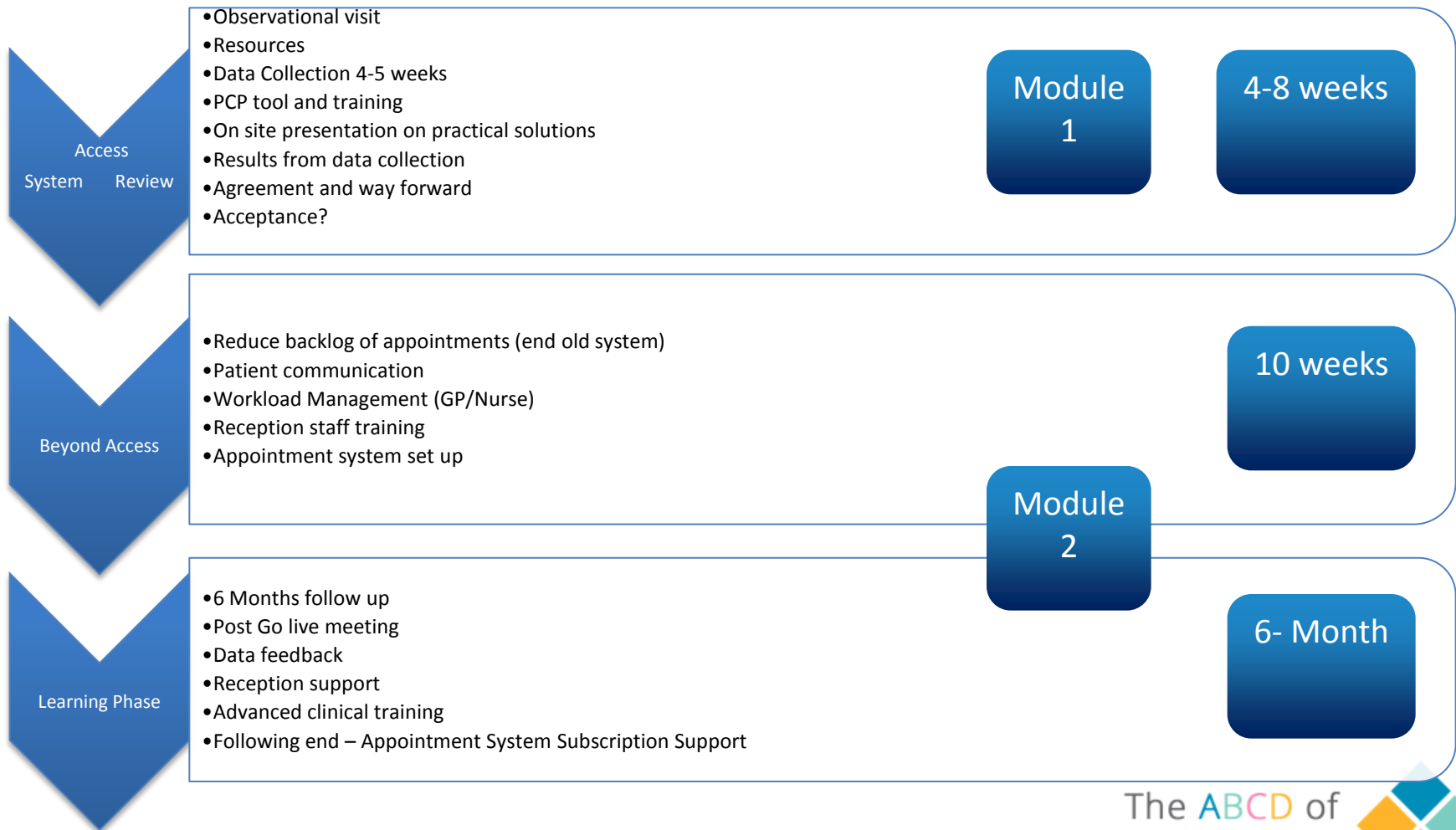
Reception team takes the responsibility of making the most important decision- that of when a patient can get help

Understanding patient behaviour...

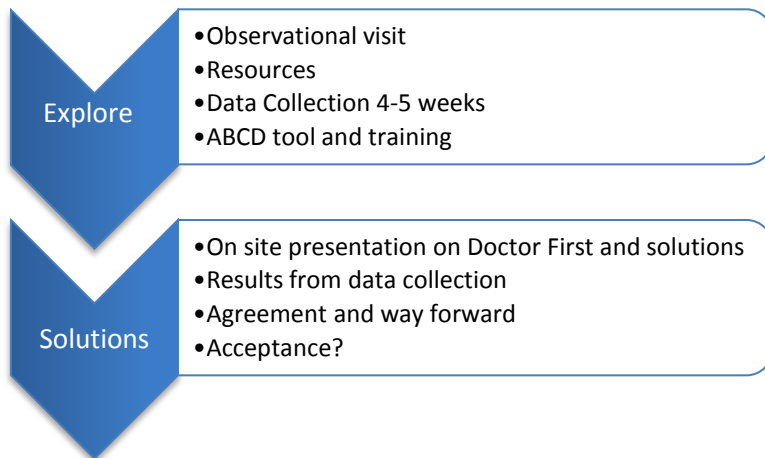
- Patients are like electricity; they will choose the path of least resistance.
- When they meet resistance they will get hot (*under the collar*) and so will the resistor.
- They will then find an alternative, less resistive route such as:



ABCD of Access Solutions – 2 Modules



• Module 1 - Access System Review



Access System Review

The ABCD of
Access Solutions

We take a simple approach to help you look at your appointment system.



Using our intelligence engine we can make sense of your patient demand. We then present to your team on whether you already have a system capable of meeting your patient demand and if so why it isn't currently working and what other options are available.

Key stages of an Access System Review (4-8 weeks in total)



An invaluable process for practices to become 'future proof' and be in a position to provide improved services for patients and staff.



The analysis will result in a detailed comprehensive written report that will show the current situation of your access system providing estimated demands for your patient population. Alongside this analysis will be a range of solutions for meeting demand based on practice capacity. The access systems will include, but not exclusive, our innovative and recommended approaches such as Doctor First.

Contact Us

 www.productiveprimarycare.co.uk
 0800 6990184
 admin@productiveprimarycare.co.uk

Weekly Demand

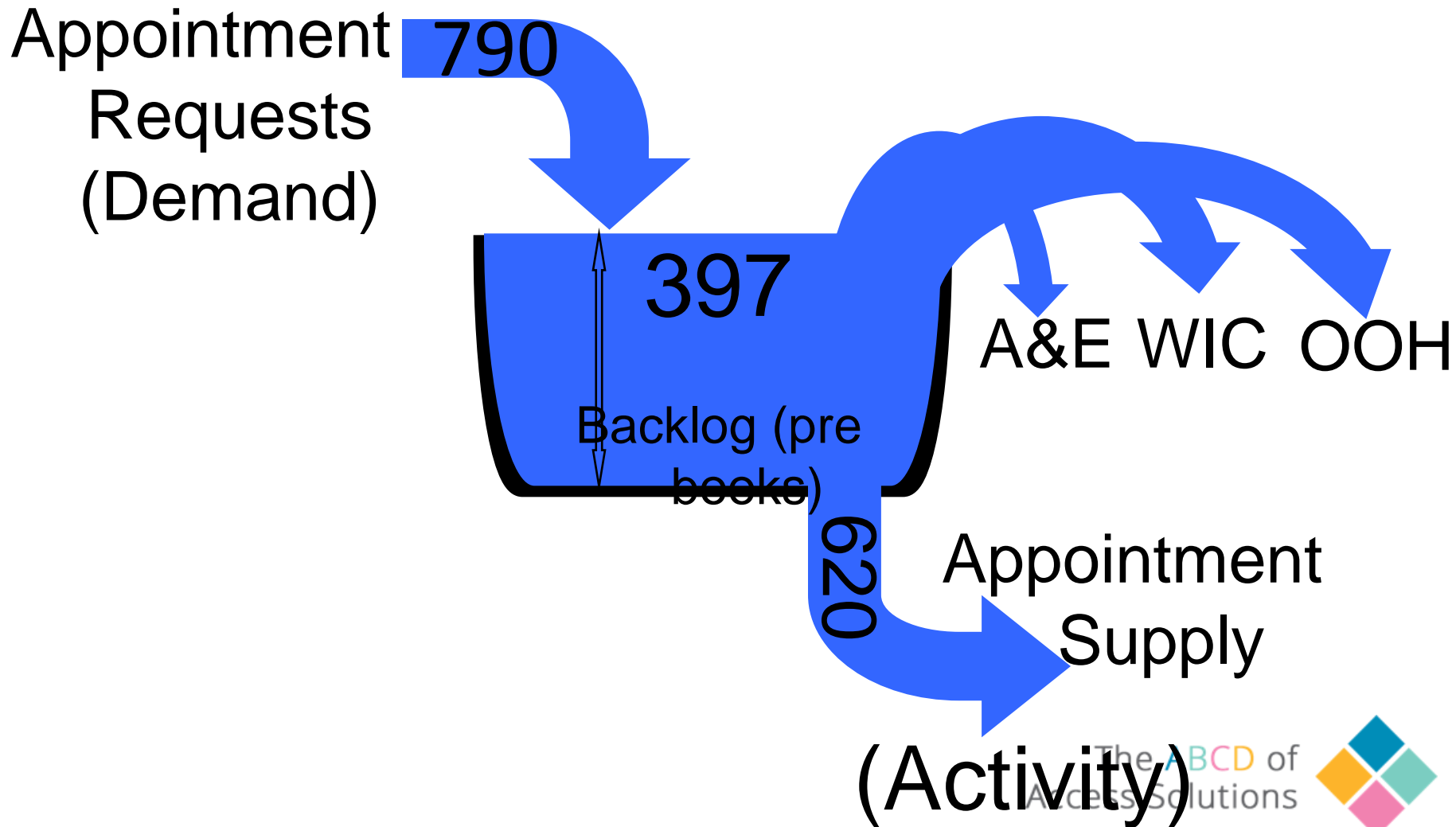
	M	T	W	T	F
On the day Request	30	15	21	22	13
No specific day	16	15	5	26	23

Advanced Appointments

Requested Appointments

	for Monday	for Tuesday	for Wednesday	for Thursday	for Friday
on Monday	18	18	5	10	10
on Tuesday	10	8	9	7	7
on Wednesday	5	3	3	8	2
on Thursday	10	7	3	7	10
on Friday	4	3	1	4	4
50	50	50	55	43	43
50	50	43	43	50	55
50	50	50	55	36	36
50	50	43	43	50	470
GP	3	1	2	1	0
Nurse Practitioner	0	0	0	0	0

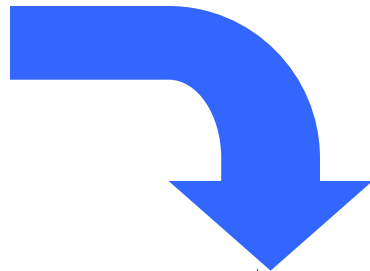
Imagine patient demand as a bathtub!



The Solution:

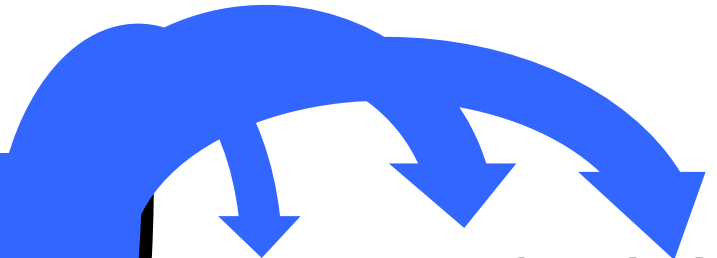
Remove the backlog,

Appointment
Requests
(Demand)



Backlog

A&E WIC OOH



Today's Work



Increase
Capacity



Appointment
Supply



(Short term)

(Activity = Capacity)

The ABC of
Health Systems



Example of ABCD of Access Solutions Tool

ABCD Dashboard Practice Setup Data Input Data Output Charts

Sign in to the tool online. Then start with Practice Set up.

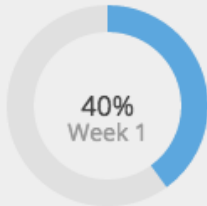
Welcome Dillon,

Dashboard

Data input is date-sensitive based on the snapshot selected in the top right of the screen. Please make sure you have

The tool will guide you through set up.

Project manager will show you where to enter data



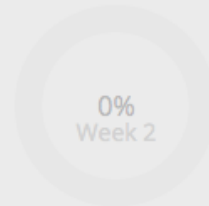
Week Commencing: 29/06/2015

Step 1: Practice Setup

- ☒ Practice Configuration
- ☒ Practice Capacity
- ☐ Backlog

Step 2: Data Input

- ☐ Activity
- ☐ Demand



Week Commencing: 06/07/2015

Step 1: Practice Setup

- ☐ Practice Configuration
- ☐ Practice Capacity

Step 2: Data Input

- ☐ Activity
- ☐ Demand

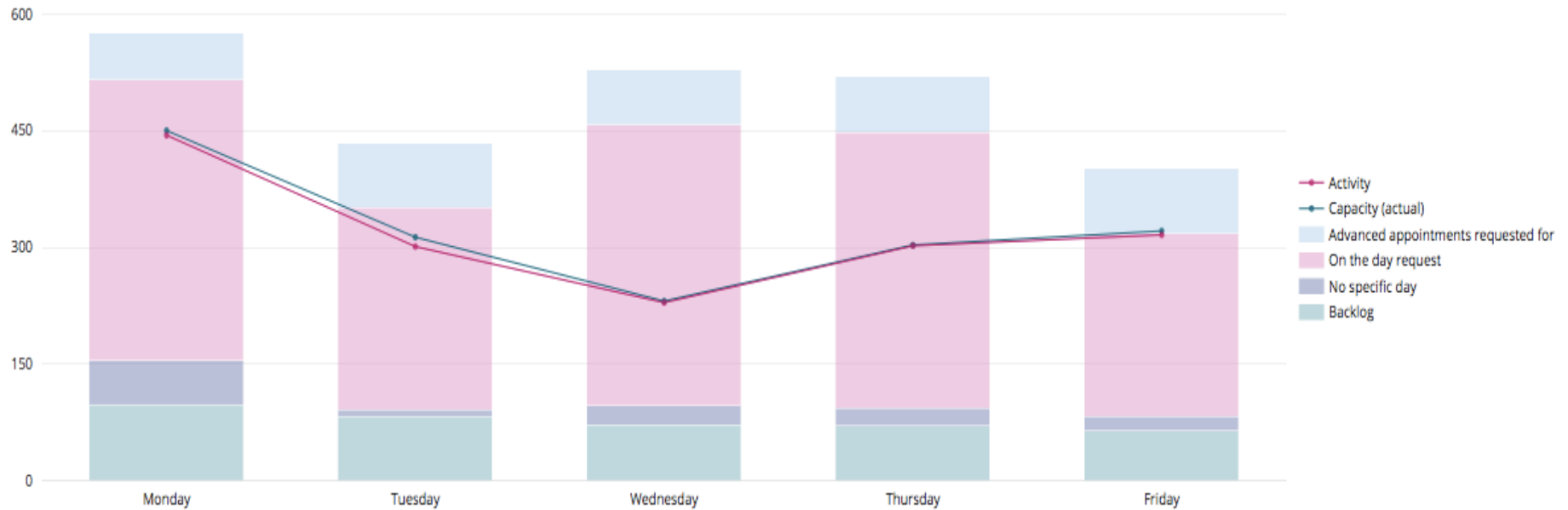


Example of Charts

Practice 4: Capacity and Demand

Select the Week you would like to view from the list below:

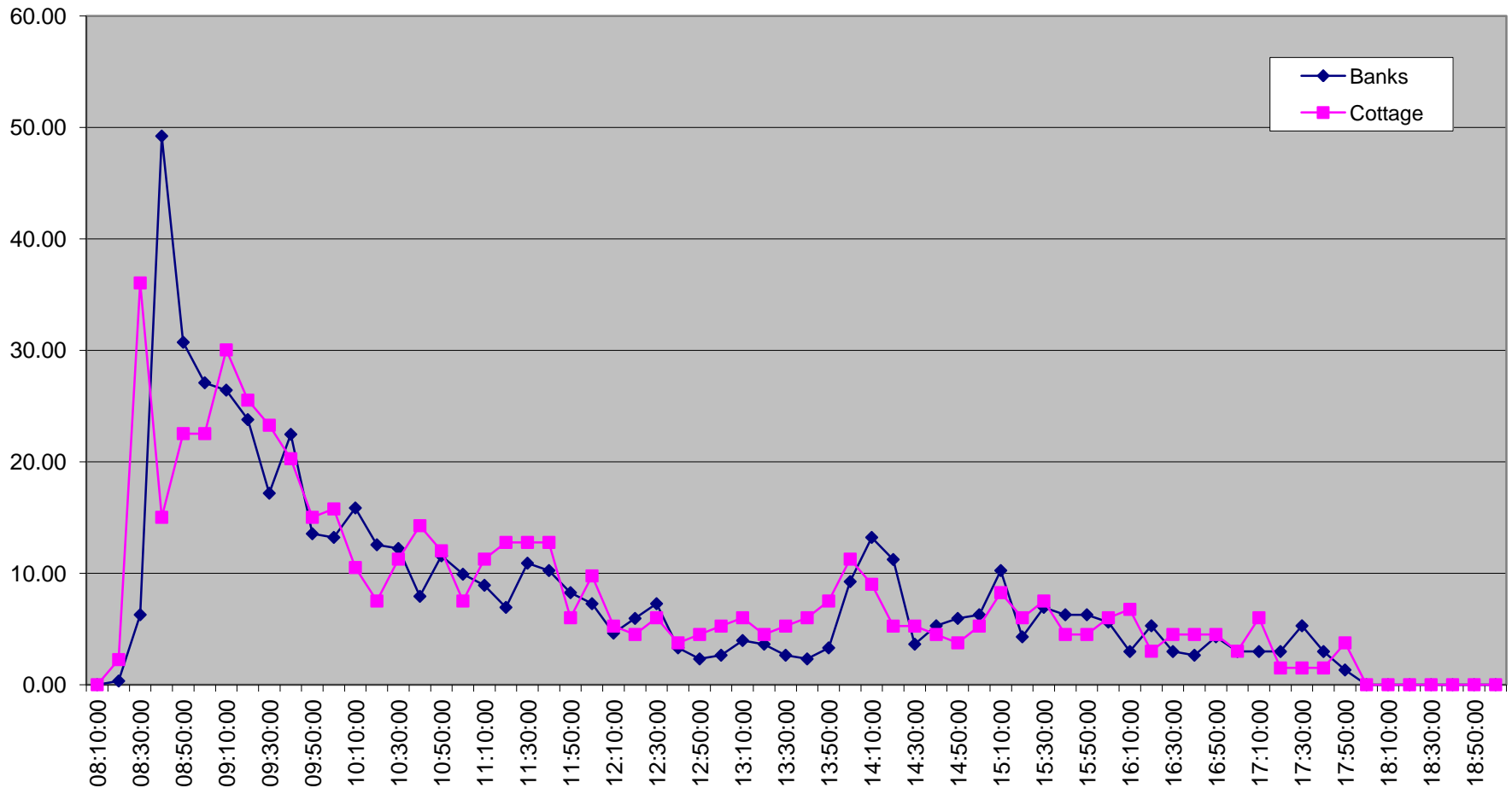
Week 1	Week 2	Week 3	Week 4
02/03/2015	09/03/2015	16/03/2015	23/03/2015



The trick is to know when PATIENTS want your help

- And we do....

Every Day

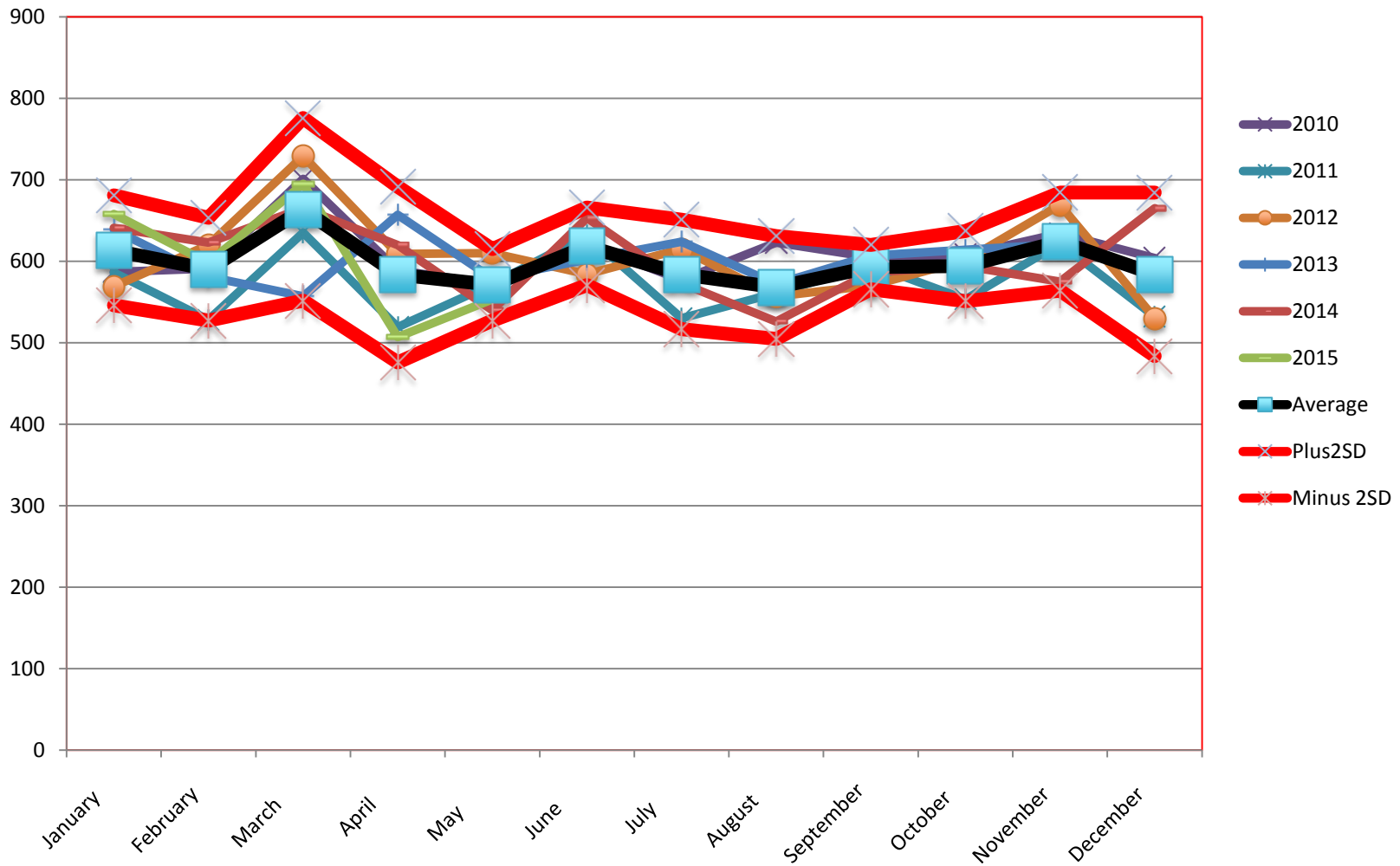


Calls per 1,800 patients

The ABCD of
Access Solutions



Every month, every year



Outcomes from Module 1

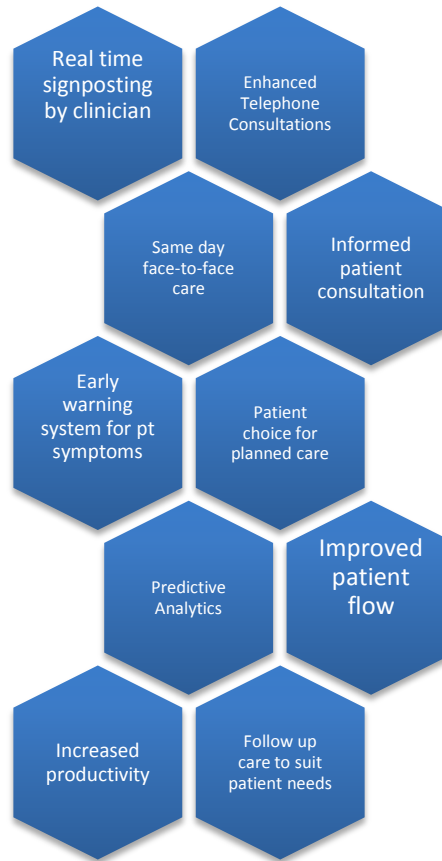
- Understand access by ABCD numbers
- Impartial and expert view of current system, including hotspots for capacity planning.
- Range of solutions provided.
- Comprehensive written report with recommendations for improving access tailored on individual practice circumstances.

The Doctor First[®] Model

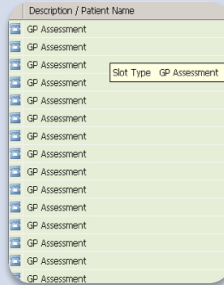
Doctor First[®] is a demand led system that allows Practices to effectively manage patient demand by clinicians talking to all patients on the telephone. Patients will be assessed on a clinical priority basis.

If either the doctor or patient needs or wants to see the other then an appointment is booked without question.

Doctor First[®] System Provides...



How Doctor First works for Patients



Patient
phones
surgery and
requests to
speak to GP

Receptionist
says 'yes'
and confirms
name,
number and
reason for
call.

Calls are
added to
each GP's list
on computer
system

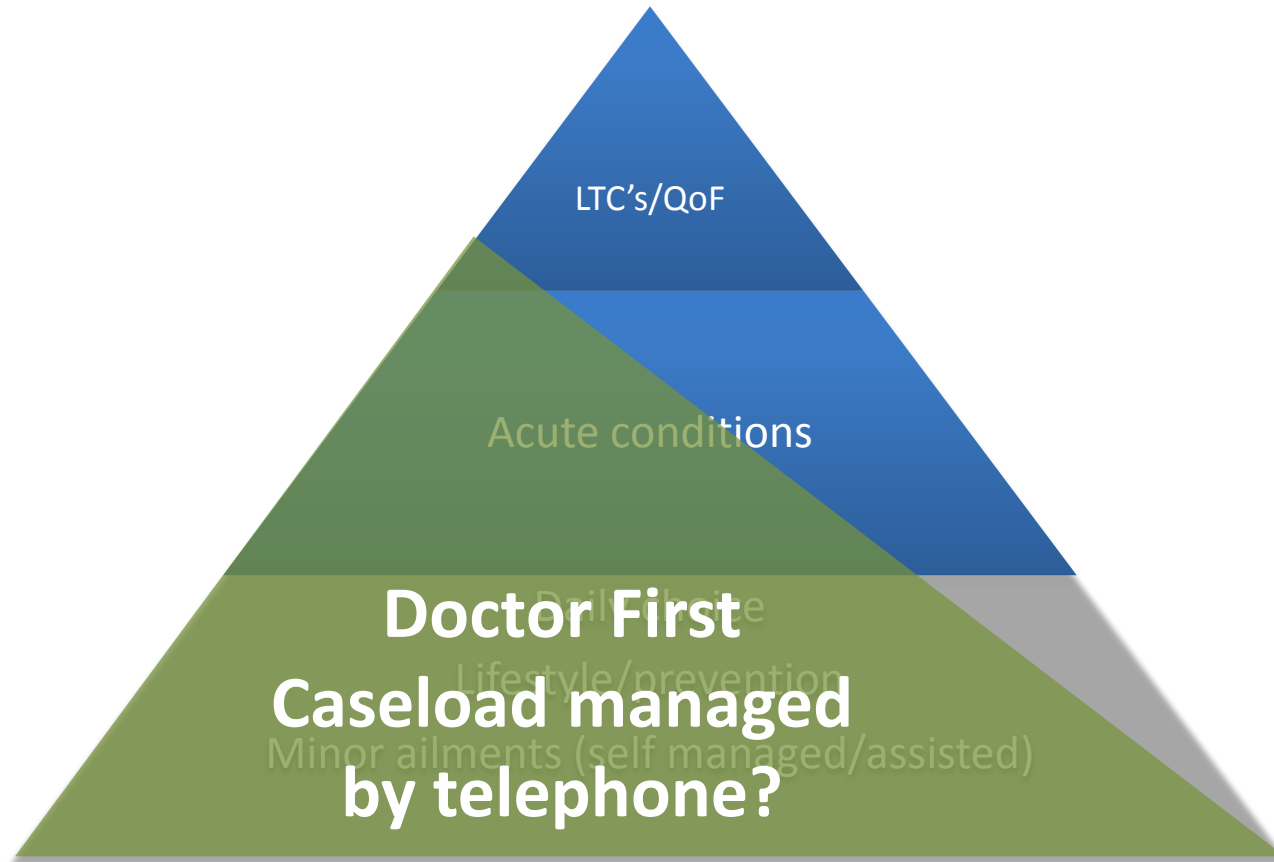
Patients are
prioritised
based on
clinical need
and called by
GP

If patient
needs
seeing, GP
will book
appropriate
appointment

How Doctor First works for Practices

- Backlog removed- end your old system
- Receptionists evenly distribute days calls between doctors / nurse practitioners
- All clinicians telephone consult – virtually exclusively in first half of morning, later in day telephone consult between face-to-face patient bookings
- Clinicians responsible for how they manage their own daily workload

Doctor First Impact on Face-to-Face Consultation Types



Doctor First

The Essentials

Doctor First:

- **Matches** daily appointment **supply to** daily **demand**.
- **Increases** practice **capacity** to help patients in a given period of time whilst **reducing stress** on doctors, staff and patients.
- **Removes barriers** between doctors and their patients giving them **direct access** to doctors' knowledge without doctors being swamped by demand.
- Is **safe**. It is **not** telephone triage. The default position is that the patient will be seen by a doctor unless both the doctor **and** the patient are happy that the problem has been resolved by the telephone consultation.
- Allows **accurate recording** of **all** GP workload.

Increasing Appointment Capacity

Standard system

- 18 patients x 10 min = 3 hours

Doctor First system

- 3 people can be consulted by p
- $18/3 \times 10 \text{ min} = 1 \text{ hour}$
- $1/3$ will want to see Dr = 6
- 6 patients x 10 min = 1 hour

The time saving bit...

The increased efficiency bit...

Outcome

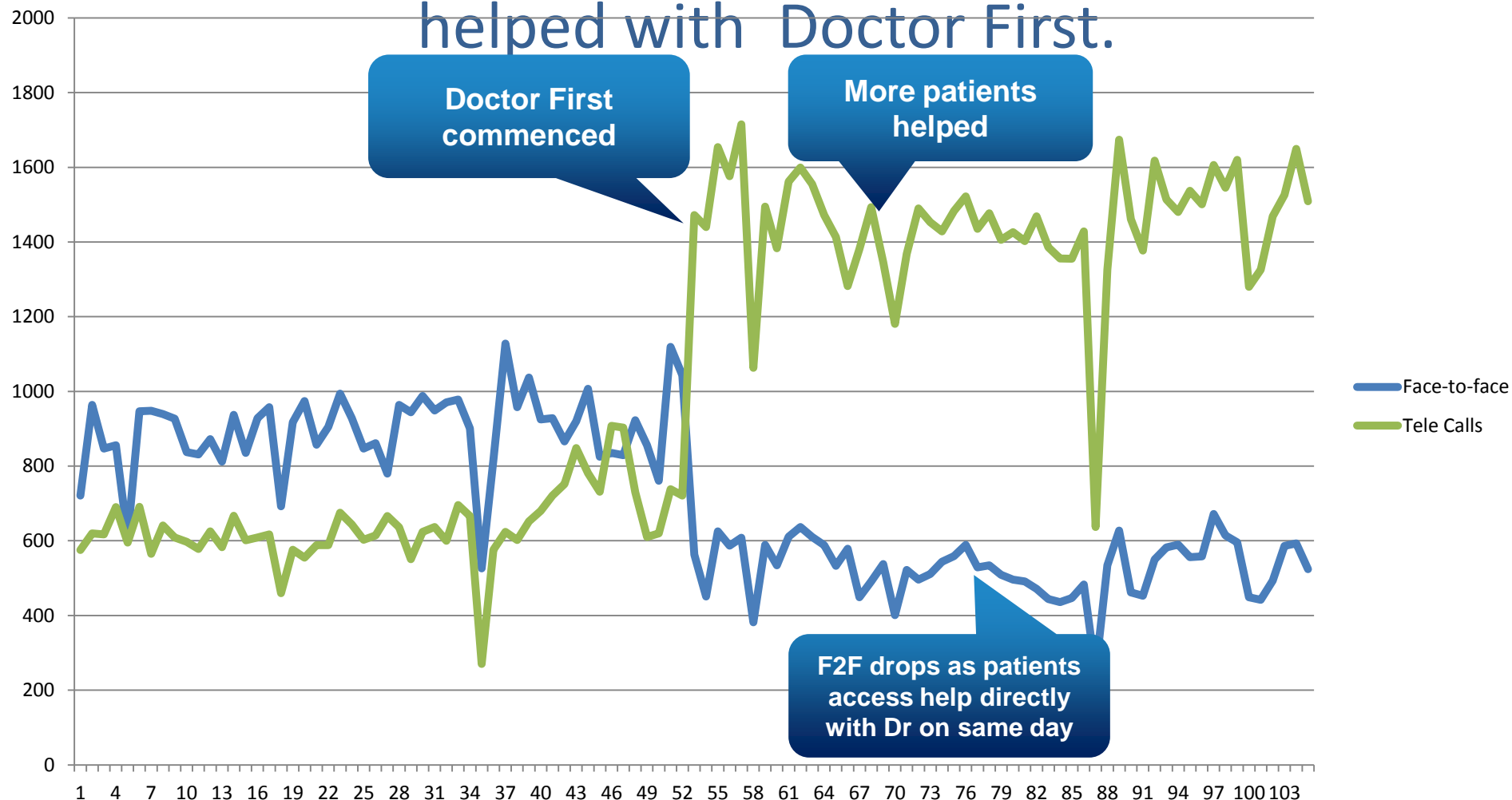
- What took 3 hours now takes 2, or;
- In 3 hours 27 people can be helped rather than 18 (a 50% increase in productivity)



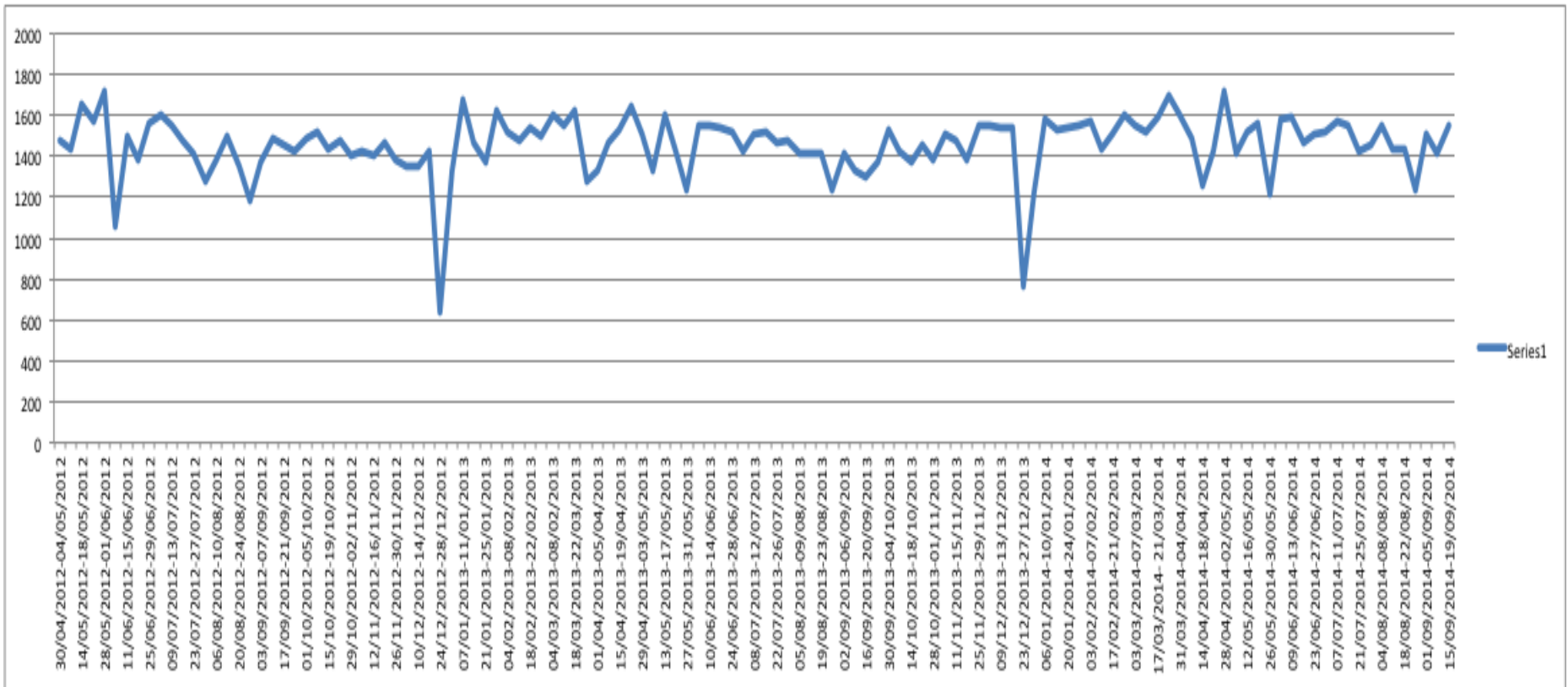
Improving Safety

- The most qualified people make the most important decision
- The default position is that the patient is seen unless both they and the doctor agree that they do not want or need to be
- Reduced complaints
 - Saves stress
 - Saves time

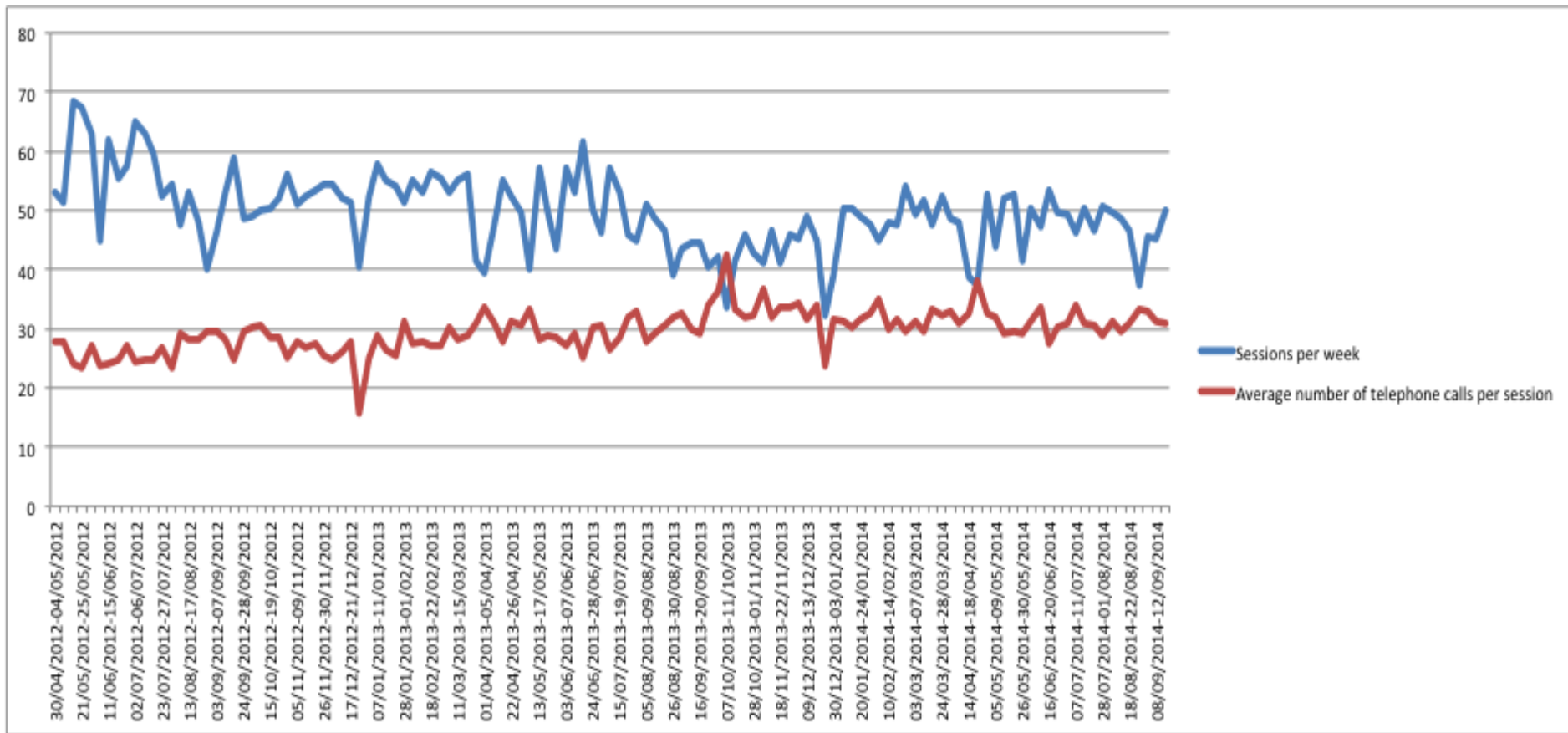
Typical Change in increase of number of patients helped with Doctor First.



Number of Patient Contacts per Week



Sessions provided v Average Contacts per Session



Denburn Medical Centre - Benefits Achieved

- Increased clinical contacts for each GP from 110 per week → 220 per week
- DNA rate practically eliminated resulting in saving of £20,00 per year
- Reduced OOH contacts by ~20%
- Eliminated appointment backlog no waiting for appointments

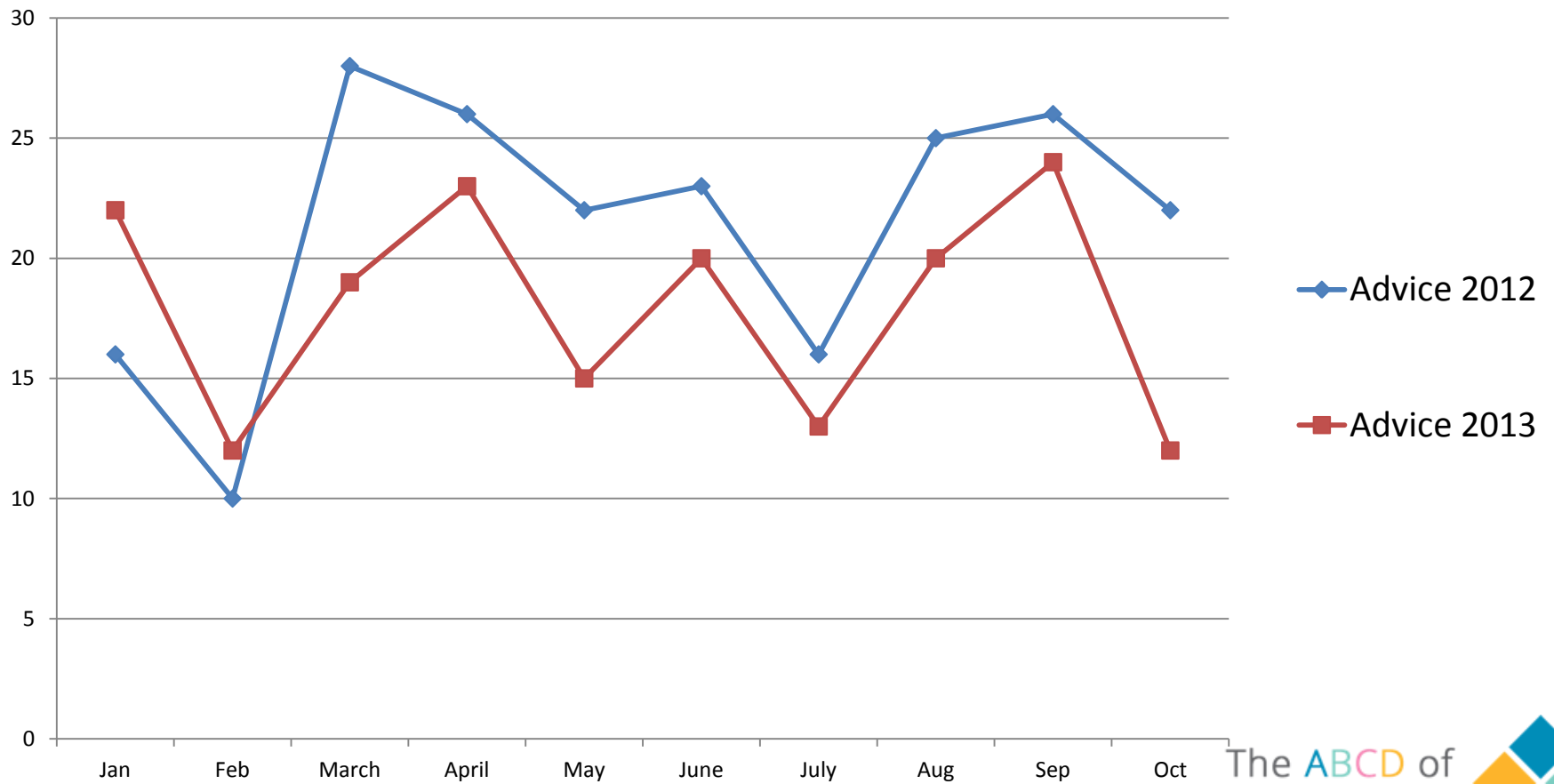
Benefits Achieved (cont...)

- Increased access of GPs to all team members leading to real time decision support
- Increased patient satisfaction
- Increased receptionist satisfaction
- Improved clinical staff recruitment

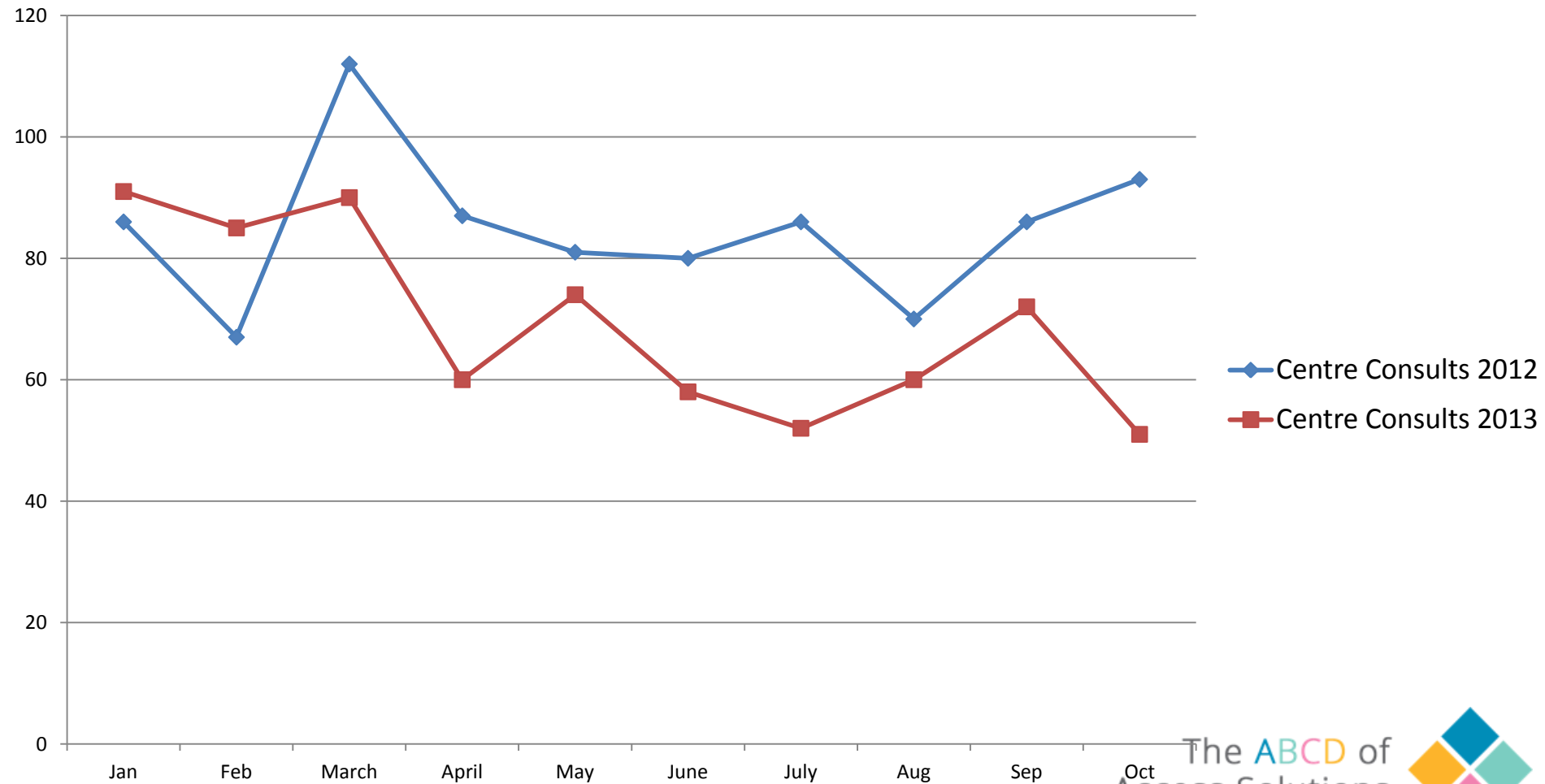
Benefits Achieved (cont)

- Partners feel we have increased job satisfaction
- Better continuity of care
- Staff morale at all time high

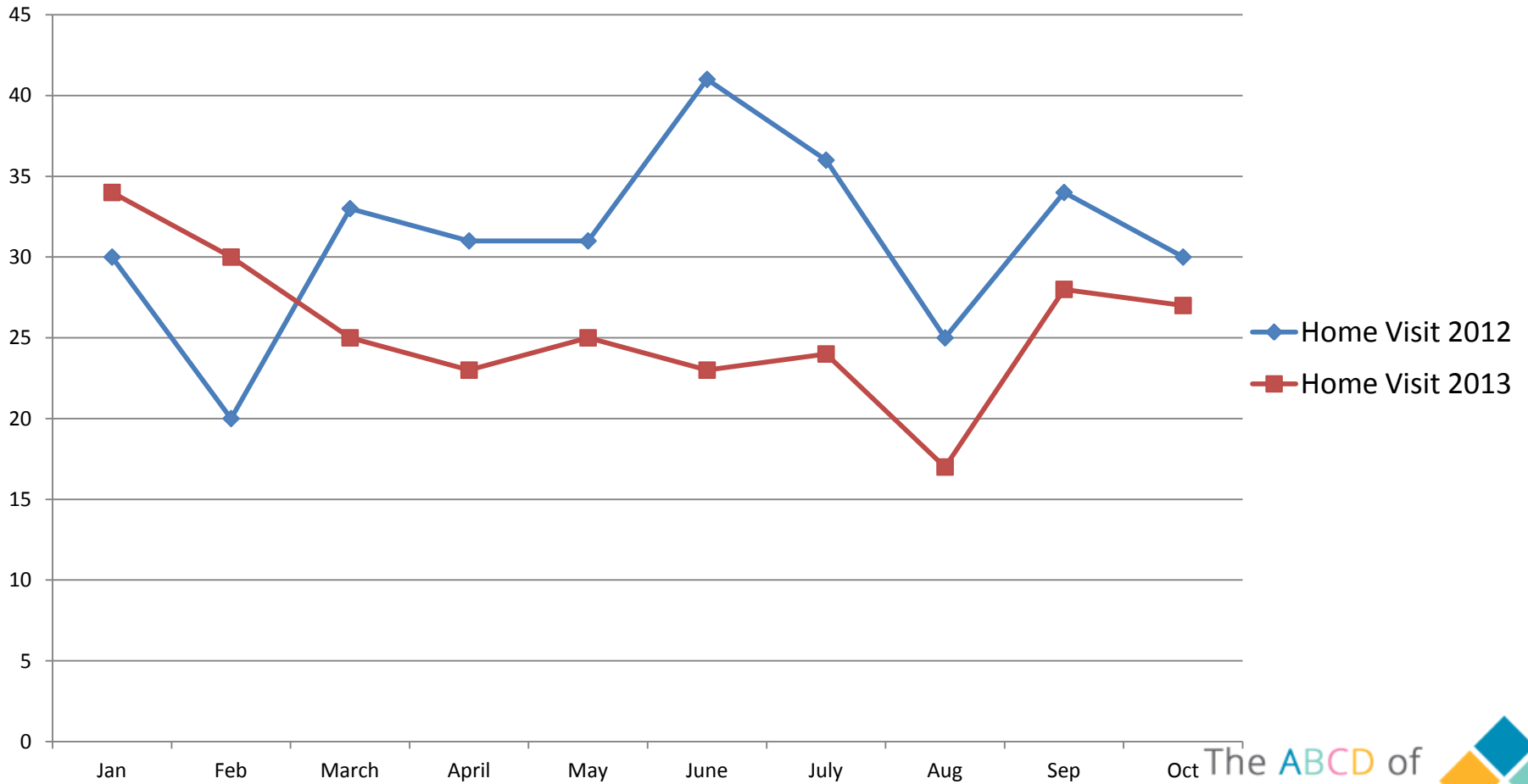
Out of Hours Data



Out of Hours Data

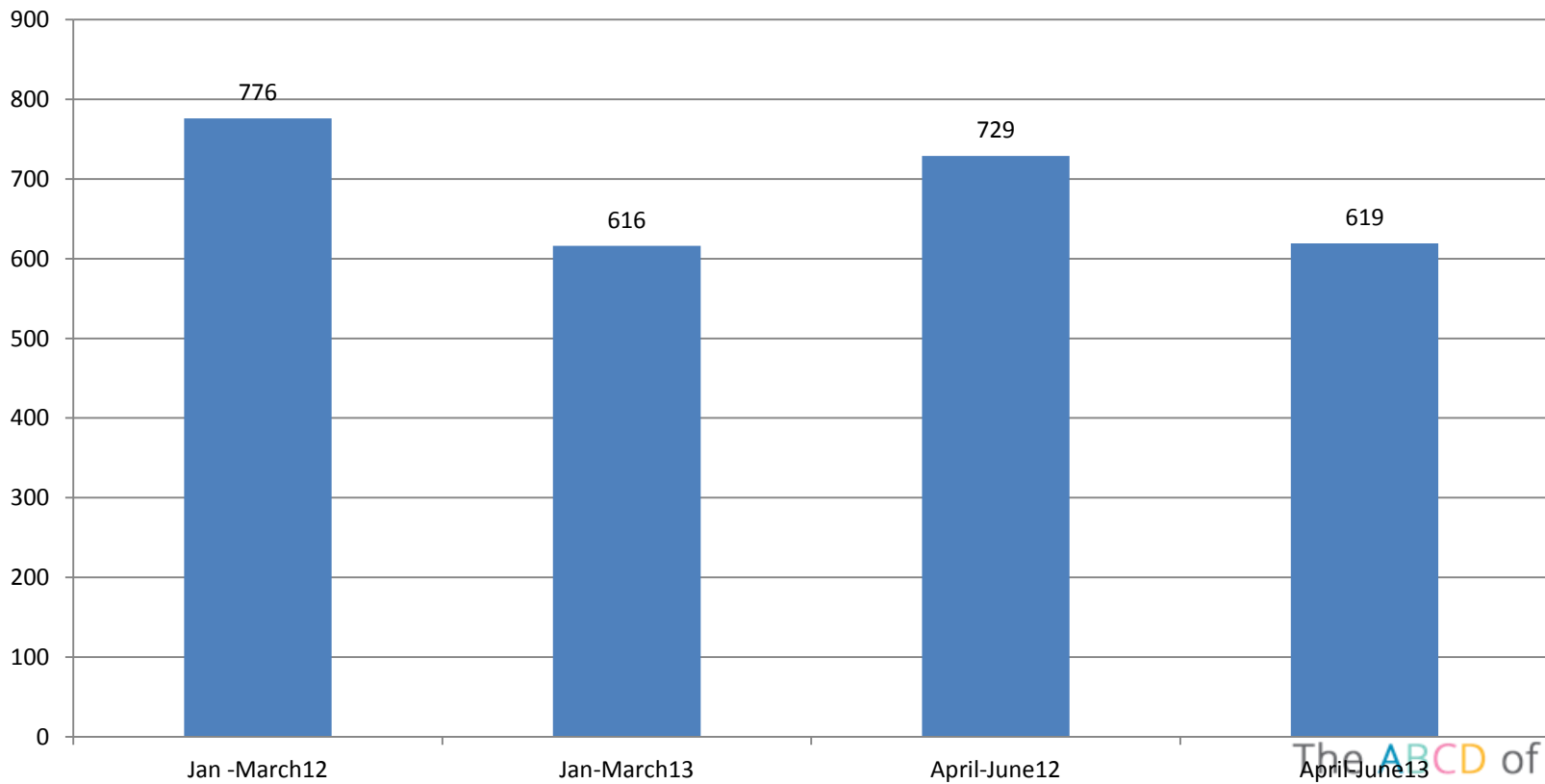


Out of Hours Data



Emergency Admissions

Emergency Admissions



Denburn - Are Our Patients Happy?

- **89%** of patients were satisfied with the outcome of their telephone consultation
- **85%** of patients felt there was enough time on the phone to discuss everything they needed to with the doctor
- **80%** of patients were reassured by having earlier contact with their GP
- **94%** of all patients who received a face to face appointment were given one either the same day or on an alternative suitable day of their choice

Are Our Patients Happy? (cont)

- **87%** of patients were satisfied with the length of time it took for the practice to return their call
- **84%** of patients said they were able to receive a call during surgery hours and that it was convenient for them to receive that call
- **90%** of patients stated the doctor understood what they were saying on the phone
- **70%** of patients were either satisfied or very satisfied
- only **45%** of patients could say the same about the previous system

Contact Details

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