Managing Demand in General Practice
West Esk Medical Group

Wednesday 9th December 2009

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Dr Fiona O’Connell, GP Partner
How it was 10 years ago

- Fully booked surgeries
- > DNAs
- Additional surgeries
- Stressed doctors ++
- Unhappy patients
Scottish Primary Care Collaborative (2003)

- Measure capacity & demand
- Shape demand to cover shortfall
- Increase “on the day” access
- Utilise telephone consultations / follow up
- Delegate appropriate workload to practice nurses
- Scrutinise review appointments – ? Clinically necessary – ? refer to other clinician
Why did advanced access not work for us?

• Issues regarding continuity of care - RCGP
• Under utilised practice nurses
• Over worked doctors > minor illness consultations
• Patient dissatisfaction – lack of routine appointments
GP Led Triage

Duty doctor – not pre-booked

- Triages all “on the day” patient demands / queries
- Refers patient to appropriate clinician
- Fully utilised nurses / healthcare technicians
- ‘Doctor only’ bookable reserved appointments > CofC
- Clinical need – not patient want
- Increased patient satisfaction
- Less stressed doctors!
Telephone Triage Audit
undertaken over a 5 day period
Total number of telephone contacts made was 259

<table>
<thead>
<tr>
<th>Outcome of call</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed via telephone triage and complete</td>
<td>102</td>
</tr>
<tr>
<td>Resulted in face-to-face same day</td>
<td>86</td>
</tr>
<tr>
<td>Resulted in face-to-face another day</td>
<td>26</td>
</tr>
<tr>
<td>Rx left for pick up</td>
<td>45</td>
</tr>
<tr>
<td>Referred onto A&amp;E / minor injuries</td>
<td>3</td>
</tr>
<tr>
<td>Referred onto secondary care</td>
<td>9</td>
</tr>
</tbody>
</table>
West Esk Medical Group, Musselburgh
GP Telephone Triage

- Managed via tele triage and complete: 110
- Resulted in face-to-face same day: 90
- Resulted in face-to-face another day: 70
- Rx left for pick up: 50
- Referredonto A&E / minor injuries: 30
- Referred onto secondary care: 10
Dr Fiona O’Connell

Triage advantages

- Improved Accessibility (Ref 1,2,3)
- Reduced consultation rate (1,2,3,4)
- Improved satisfaction rates (1+GPAQ)
- Education & information
- Preventative care
- Decreased DNA rates
- Appropriate clinician use (4)
- Accessing result information
- Increased continuity
- Reduced onwards referral (1)
Dr Fiona O’Connell

• Disadvantages
  
  • Cost – financial
  
  • Cost - doctor time
  
  • Safety
  
  • Medicolegal
  
  • Training
Research

1. BMJ 2003;326:966-9 Telephone consultations, Josip Car, Aziz Sheikh


4. BCGP- 2004 Vol 54, 207-210-Nurse triage systems may increase number of problems patients present when they see GP- Richards et al
Thank you
- Over to Questions!