Patient Access

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Why is there a need for change?

Key challenges facing primary care

Ageing Population

Increasingly complex patient diagnosis

Increase in Population Growth

Changing user expectations

Slower than required growth of healthcare professionals

- **Increase in GP consultations** from 260,000,000 to 360,000,000 per year in last 10 years

- **Increase in** clinical workload in general practice of over 40% since 2008

2018/19 commitments

NHS Mandate, GMS Contract and National Information Board

30% of your patient population signed up for GP online services Practices <10% must work with NHSE/CCGs to ensure they reach at least 10%

'A contractor must **promote and offer to its registered patients**, in circumstances where the medical records of its registered patients are held on the contractor's computerised clinical systems, **the facility for any such patient to access online all information from the patient's medical record which is held in coded form.**'

Three key online services offered to patients

Book appointments

Order repeat prescriptions

View your GP health record

Nursing appointments
Scenarios – releasing time

**Long Term Condition patient has a
future nursing appointment for 4 weeks time**

The appointment is not enabled to book online, therefore reception staff made the booking

20 minute appointment made up of 2 consecutive 10 minutes

Patient wishes to book GP appointment for that week – he is unable to do so if configuration is set to 1 or 2 appointments bookable regardless or not if the nursing appointment not being available for online booking

Amend configuration within the clinical system this will allow patients to book more appointments

Nursing appointments

Scenarios reducing DNA's COST

- 21 year old – Asthma review appointment on Friday

- Realised 9pm on Thursday she could not attend because of additional work commitments

Without online access

- Rings at 8am on Friday, in long queue/constantly engaged
- Patient gives up

= DNA

With online access

- Appointment was made by reception staff as not made available for online access
- Cancels the appointment via her online app

= NO DNA

Savings ALERT
*based upon POMI utilisation appts/repeat meds only – 2 mins per transaction

NHS
England

Did you know, these practices would need to recruit more staff without their current online services?

Woolton House Medical Centre extra resource required -
at least 495 hours annually

Brownlow Group Practice
extra resource required -
at least 330 hours annually

Grassendale
extra resource required –
at least 300 hours annually

Microsoft Excel Worksheet

What to ask patients

Do you use the internet?

Do you have a smart phone?

Would you like to book your appointment online?

Did you know you can get test results online?

Would you like to do your repeat prescriptions online?

Do you have someone that can help you get online?

Did you know you can find out what immunisations you've had online?

Do you know anyone using GP online services?

Would you benefit from using online services?

Increasing online registrations case study
JUBILEE MEDICAL CENTRE |NHS LIVERPOOL CCG

NHS England

Key success factors

- Persevere! We've been promoting online registration for many years. Receptionists are key; we have been lucky enough to have a team that understand the benefits to patients of online access and take opportunity to promote online access during every patient encounter.

- Incorporated issuing new patients with a pin for online access in to our new patient registration protocol

- Text patients to remind them to activate their online account.

- Target patients with chronic diseases 48 before they have booked appointments - invite them to join by text, and have their pin set up when they book in to reception.

- **Reduction in phone calls and visits to the** Target patients with chronic diseases 48 before they have booked appointments - invite them to join by text, and have their pin set up when they book in to reception.

- Make appointments available online before they become available to be booked in person (our embargoed appointments release at 6:30 evening before for online booking, patients ringing won't be able to book those appointments until 08:00 the following morning

- Target patients on repeat medications, who can request prescriptions online instead of coming in to the surgery

Practice number
N82083

April 2018 = 66.3 %

No. patients = 8,674
Deprivation Level 2

Region = North

Increasing Online Registrations case study
Newgate Medical Group | Bassetlaw CCG

NHS England

Key success factors

- **All PPG Members and Staff registered for online services - used app for mobiles/tablets as well as computers**
- **Involved PPG Group**
  - PPG Group promoted in reception during clinic times
    - Promotion of app as well as website
    - Awareness of the content of the patient online leaflets
    - Distribution of patient online leaflets
    - Dependency
      - one member of staff dedicated to support registrations if required
      - Ensure promotional material is replenished

April 2016

- 3.8% (1197) Patients Registered for one or more online services
- leaving a short fall of 1,819 Patients

Feb 2018

- 20% - over 6,000 Patients Registered

April 2016 = 3.8%

April 2017 = 14.0%

Feb 2018 = 20%

No. Patients = 30,282

Deprivation scale = 2

No. Patients >75 years = 11.0 %

Increasing Utilisation

Over 150 high level case studies across the country have been carried out, including over 80 in the North, hints to increase utilisation include:

- Release appointments equally to all access channels – some practices release a few earlier for online patients to include the channel shift – a patient telephoning or visiting a practice should have the same appointments available to them as an online patient and vica-versa

- Cease taking repeat prescription requests over the telephone as per MDU's guidance; it maybe some Practices will find their Indemnities do not cover them for taking repeat medication requests over telephone/answer phone

- Encourage LTC patients to use online services for monitoring their condition by accessing their test results – target patients who regularly need this information

- Release Flu Clinic appointments/specific clinic appointments online

- Patients can cancel any appointment online regardless if it is enabled for online – inform patients in DNA letters that this is an option

Key success factors

Appointed an apprentice as "POL Champion"

→ Spends 1 hour per day in the waiting room

→ Targets patients with smart/mobile phones

→ Front desk staff –– "spot the mobile phone user"!

→ Show patients how to access system on phone and signs up at same time where possible

→ Opportunistic – make most of engagement events/flu clinics etc

Making the most of FREE promotional materials

Less time in waiting rooms
Less time on hold

Patient Access
In partnership with NHS

CCGs and practices all over the country are making use of the free to order promotional materials.

Others ways of reminding patients about GP online services:

- Text reminder (include on appt text)
- Email reminder
- Prompts on the website
- Prompts on new patient registration forms
- Messages on the waiting room screen
- On letter headers/footers
- In a newsletter

Practice Online Data in the Public Domain – Power BI

NHS England

Patient online management information (POMI)
Online services by practice

NHS Digital

1) Select reporting period

31 May 2017

2) Search for your GP practice

All

Your practice's clinical system is supplied by: EMIS

Which online services are offered by my practice?

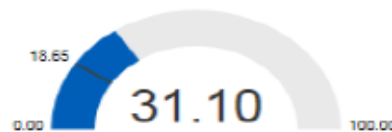| Appointment booking/cancellation:	Repeat prescription ordering:	View detailed coded record:
Yes	Yes	Yes

What percentage of patients are registered to use these services at my practice?

Black lines represent overall England figures

Appointment booking/cancellation:

18.93 | 0.00 — 100.00 | **32.34**

Repeat prescription ordering:

18.65 | 0.00 — 100.00 | **31.10**

View detailed coded record:

1.00 0.00 — 100.00 | **0.03**

How many times were the services used this month?

● Number of times online appointment booking/cancellation used_ ● Number of times online repeat prescription ordering used_ ● Number of times online detailed coded record view used_

1K

0K

0.0K   1.1K   0.0K

May 31

Patient Access

NHS

New and Improved Patient Access Launching May 2018

Patient registration supported by

- In-Practice promotion (poster, flyers, content for GP practice tv screens)

- Patient emails and SMS

- National and Regional PR and promotions

4,500 +
Practices and growing

4.8M patients per month using Patient Access

Overview
Features & Benefits

Free to all GP practices using EMIS Web.

Control what you share with feature-rich care record sharing

Easy configuration ensures you're in line with GMS contract requirements

Saves time for busy clinicians and reception staff

Empower patients to become a partner in their own care with Apple HealthKit integration

Easily keep up to date with secure two-way messaging between clinicians and patients.

Efficiency you can see

Patient Access allows clinicians to be more efficient in providing care, while patients are quickly able to receive the help they need without having to travel to the practice.

Reduce long reception Telephone queues

Appointments can also Be cancelled online

Availability 24-hours a day

Patient Empowerment

With Patient Access, you can change how your patients approach their care. Patients can view their medical record and keep track of their conditions, allowing them to gain a deeper understanding of their wellbeing.

New & Improved Features and Benefits for patients

- Book face-to-face or remote appointments with their GP, nurse or clinician at the click of a button

- Request repeat medication with automated delivery of prescription to preferred pharmacy

- Message their GP Practice from within Patient Access

- Keep track of their medical records, including problems, test results, immunisations and allergies

- Securely share their information with healthcare professionals outside your practice

- Act as a proxy for their dependent(s)

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