



Thurmaston Health Centre, Leicester

Simply transformed

25 July 2011

www.patient-access.org.uk

Harry Longman, Dr Kam Singh,
Group Manager Amarjit Rai, Sherrie Bailey and all staff

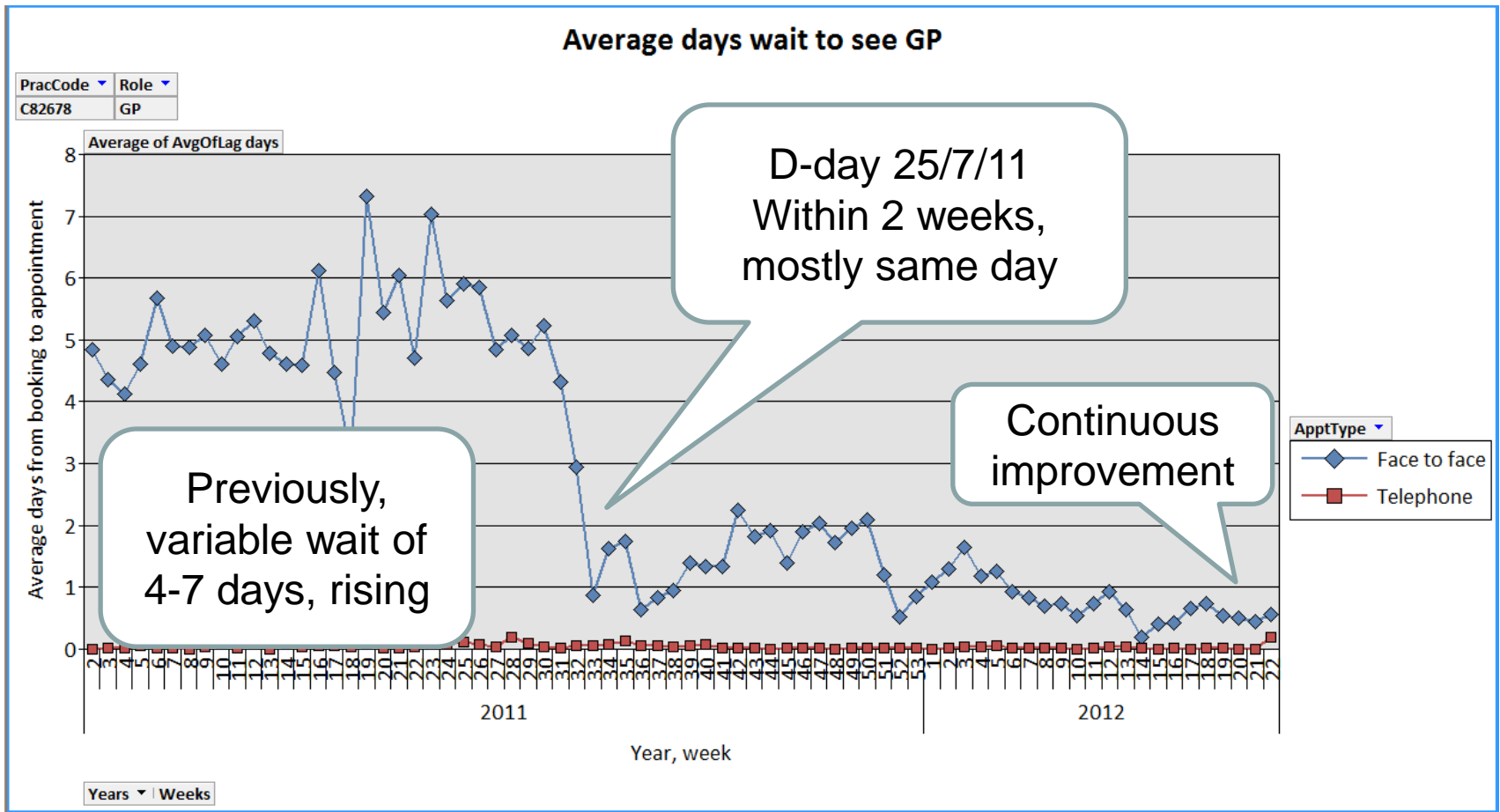
A simple change

- Traditionally
 - The patient wants the doctor
 - Receptionist negotiates on urgency
 - Maybe an appointment is available, or maybe not
- New system
 - The patient wants the doctor
 - The doctor phones the patient
 - They address the problem together, now
- The whole practice system changes

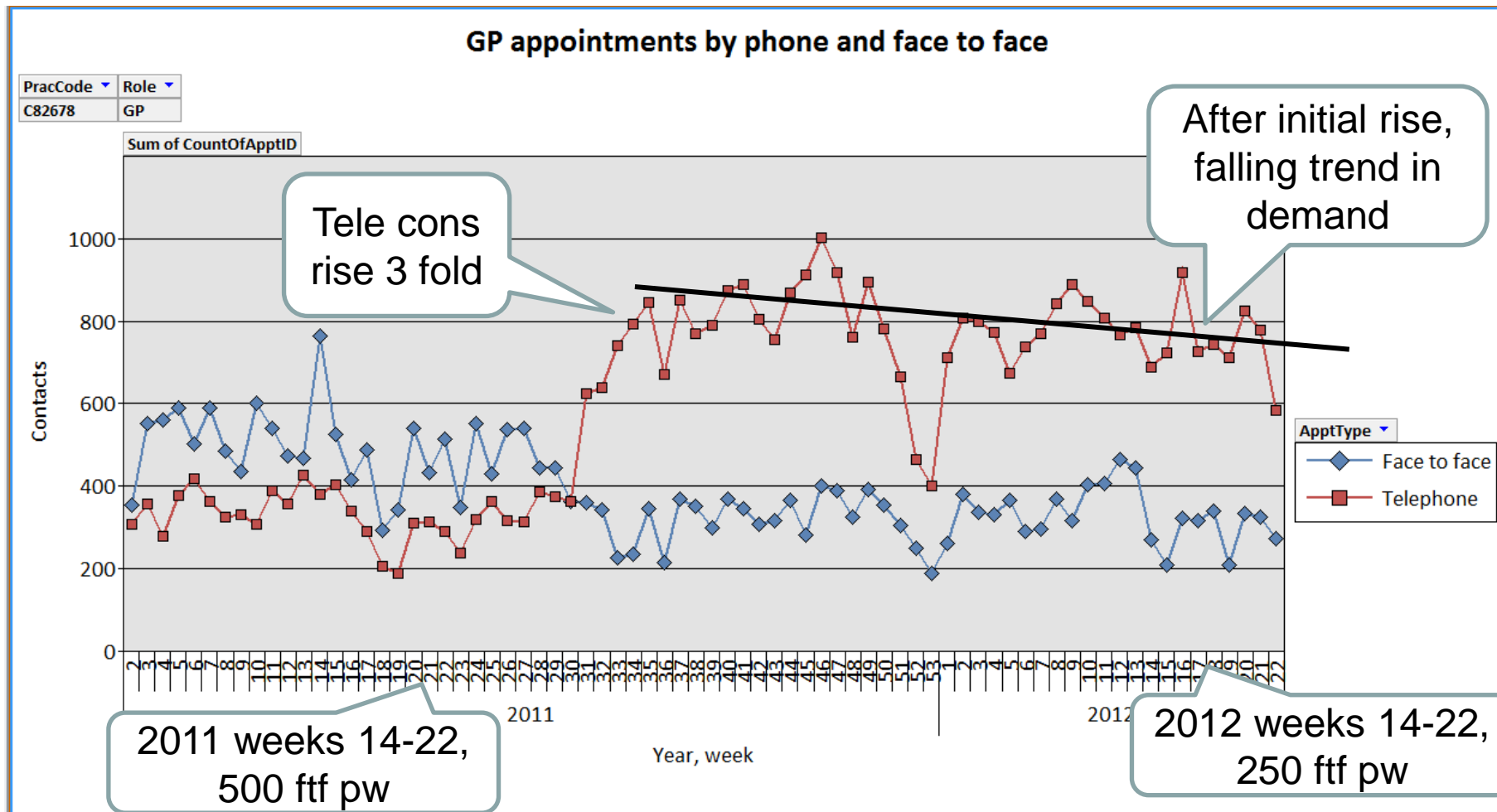
Key points from the evidence

- Thurmaston Health Centre has 6300 patients and lies just to the north of Leicester in a suburban and industrial area.
- Data is collected directly from SystmOne practice clinical system over the period 1/1/11 to 1/6/12, covering the date of changeover on 25th July 2011.
- The average time waited by a patient seeing a GP fell at the changeover from 5.5 days to one day.
- Patient contacts increased instantly by 30%, and spread more evenly by hour through the day.
- Previously, phoning after 8.30 often meant no appointments were available. Now, a telephone call back is arranged as soon as possible (unless the patient asks for a later one), and median response time is around 30 minutes.

Before, a patient seeing the GP had waited an average of 5.5 days. Now under 1. But they can choose what day to come, book ahead if they wish. Advised to ring on the day!



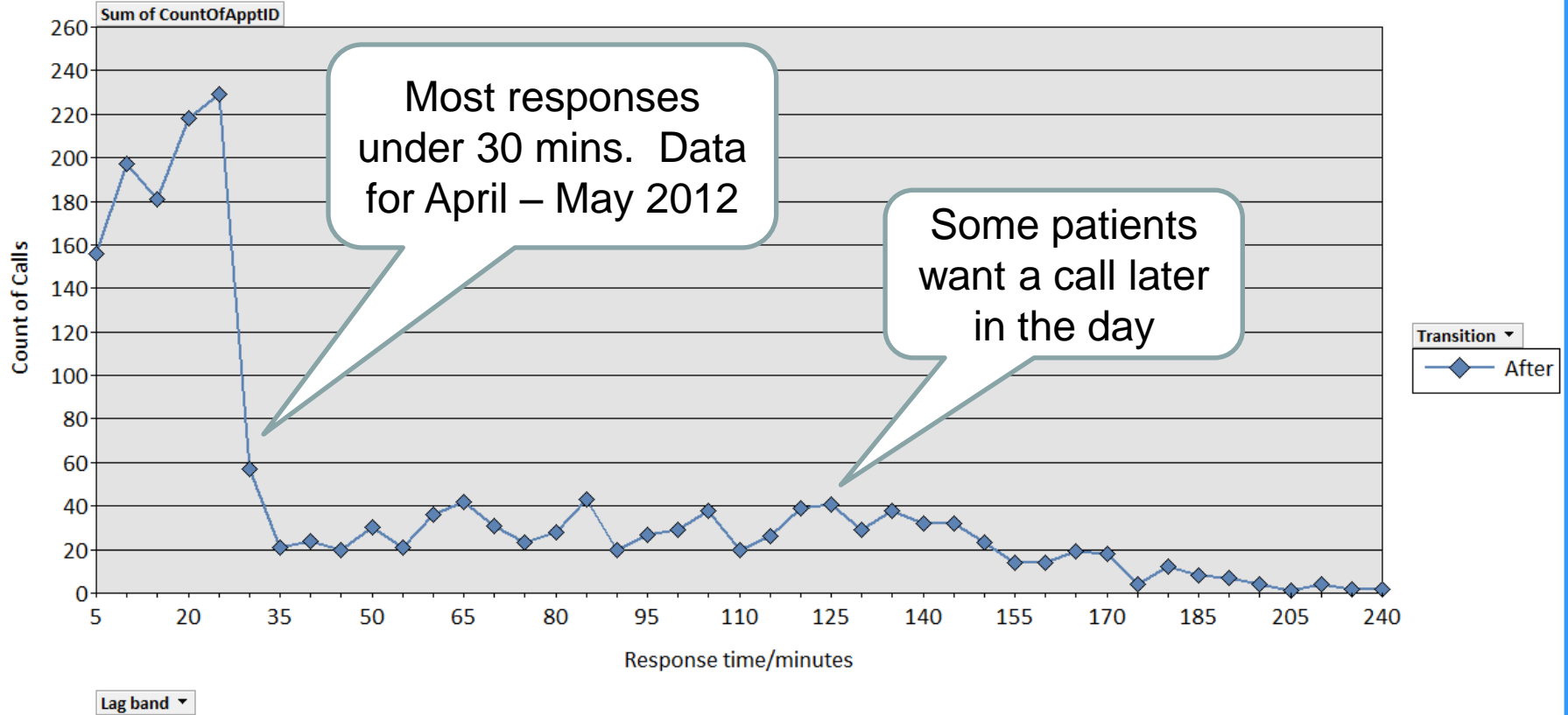
30% more patient contacts are made, and while telephone calls rise three times, face to face appts fall up to 50%



Fine tuning the system over several months means that GPs are able to return almost all calls within 30 minutes

GP response time to telephone calls

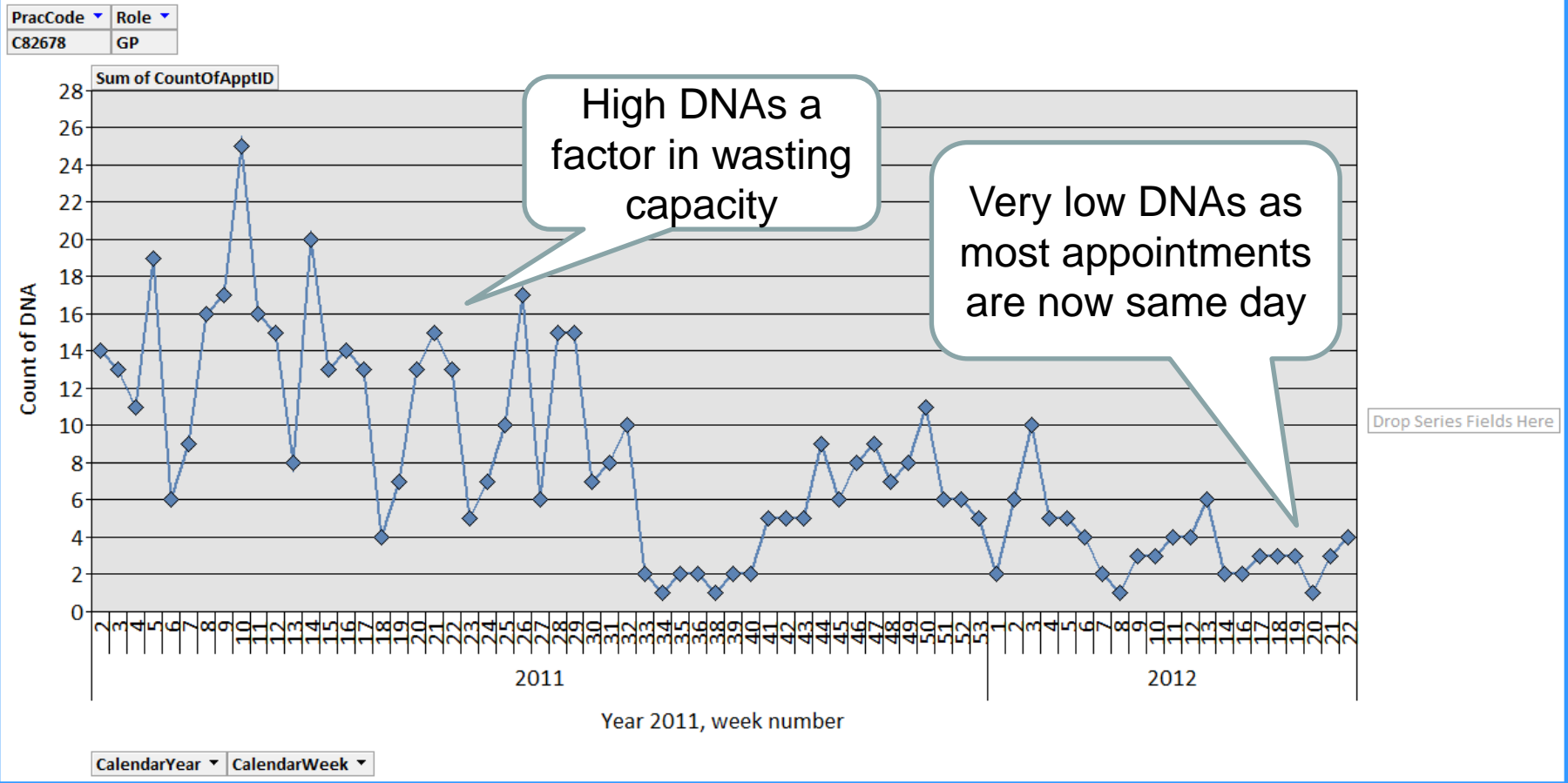
PracCode	Role	ApptType	ApptDate By Week
C82678	GP	Telephone	(Multiple Items)



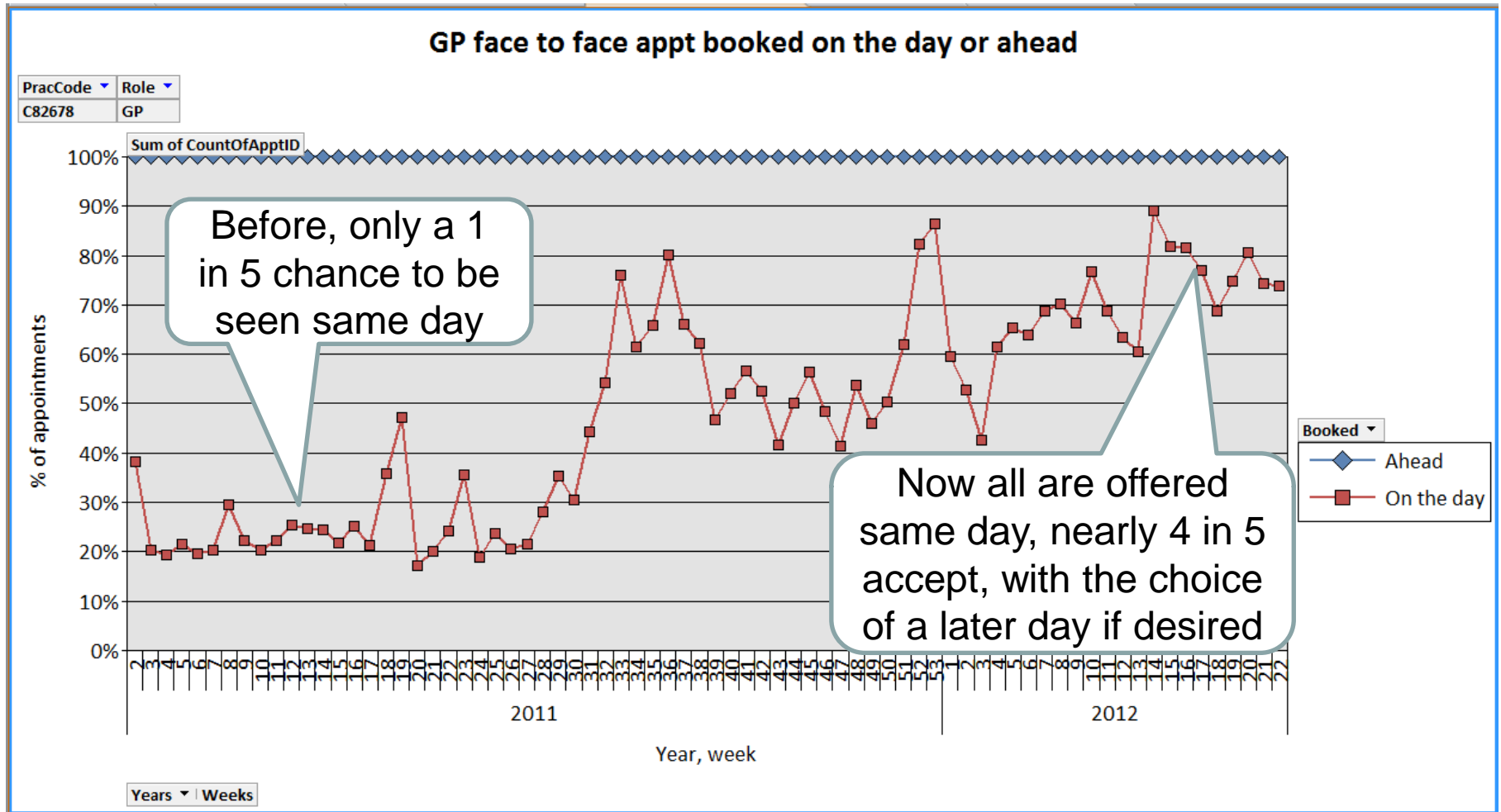
Data from Thurmaston HC

DNAs have fallen by 75% from an average of 12 per week to 3 per week

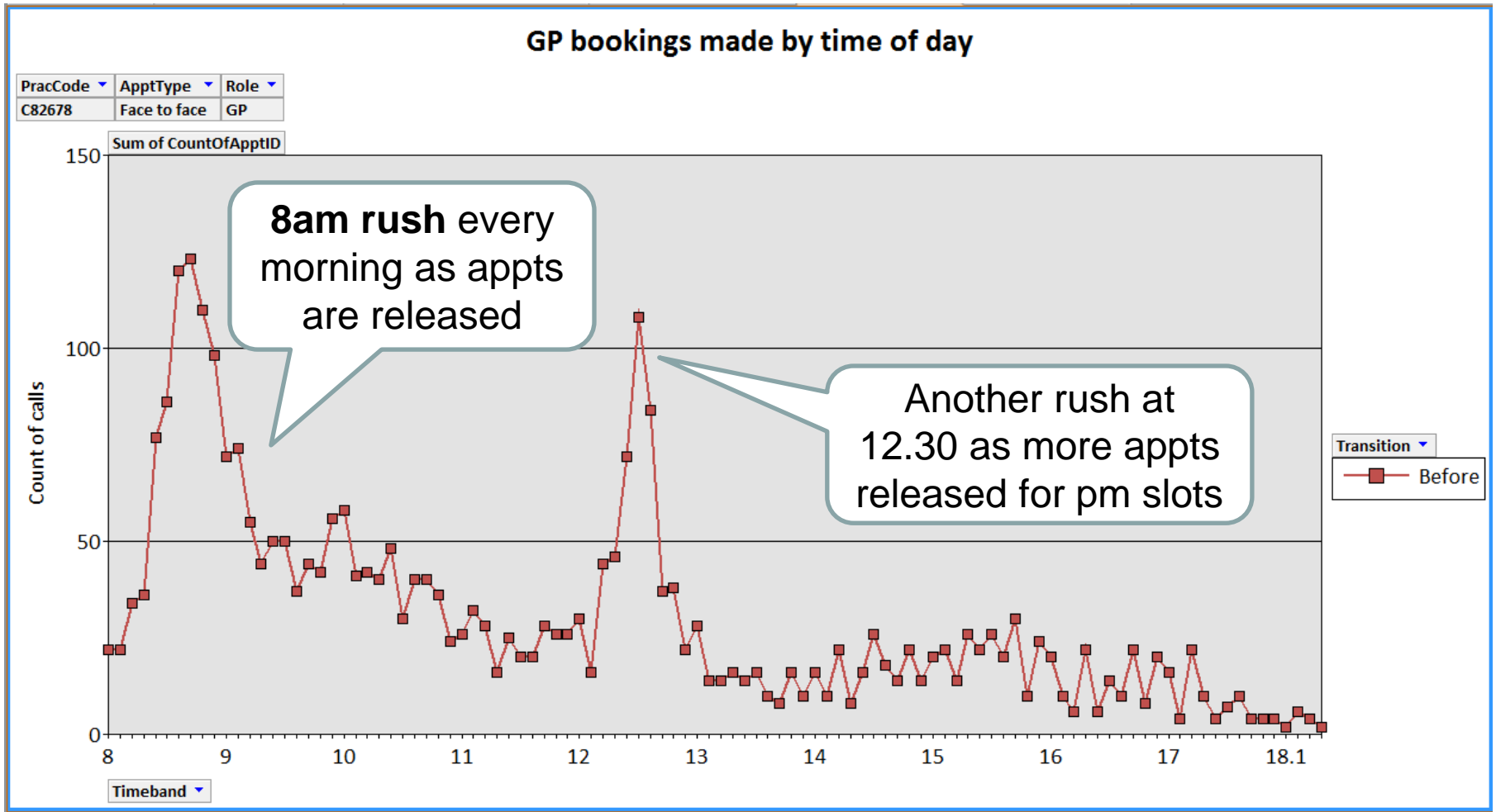
"Did not attend" GP appointment, by week



Book on the day to see the GP has risen from just over 20% to nearly 80%. Patients don't want to wait.

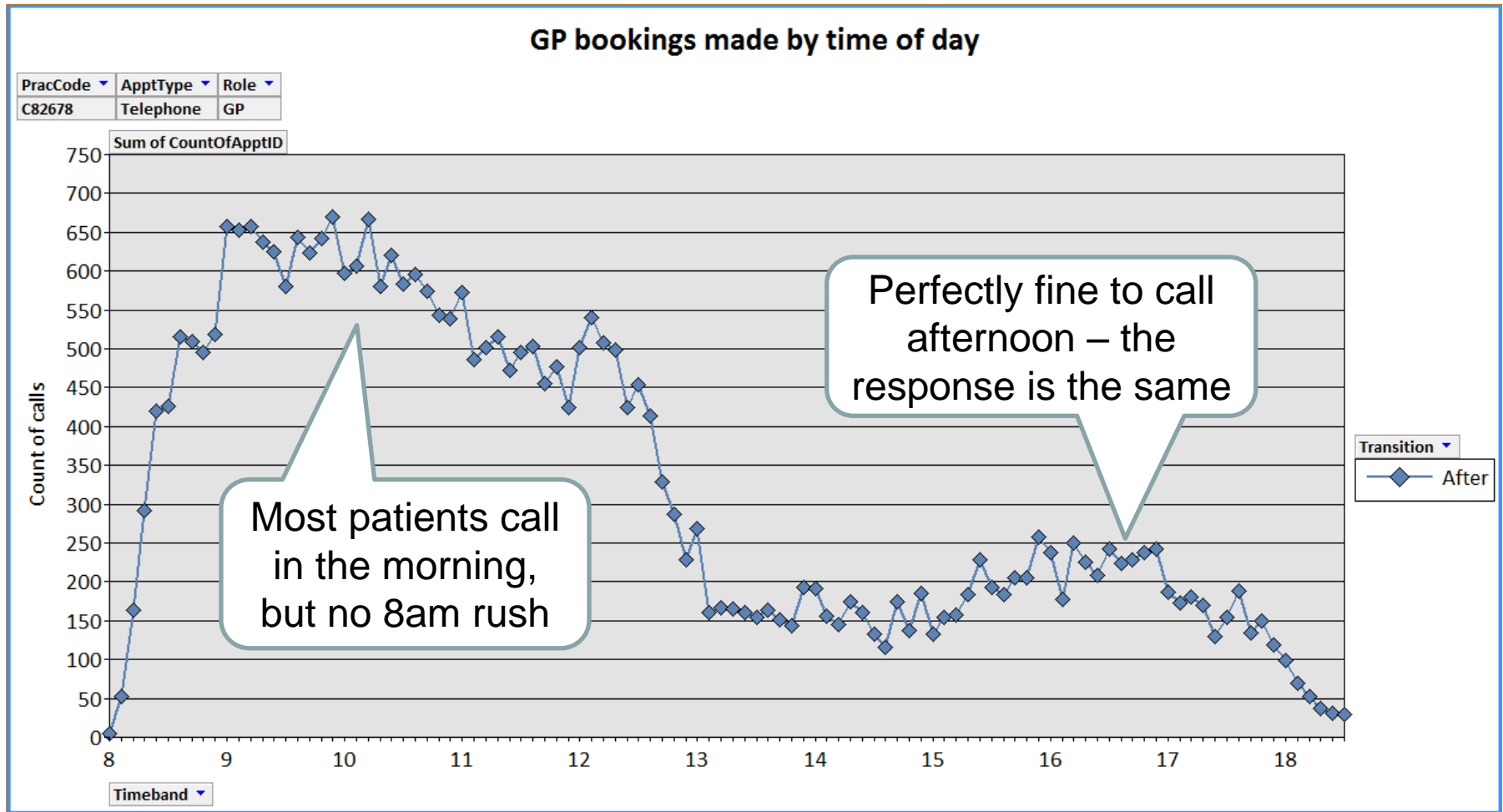


Before, demand peaked at morning and lunchtime releases of appointments, frustrating for patients and staff



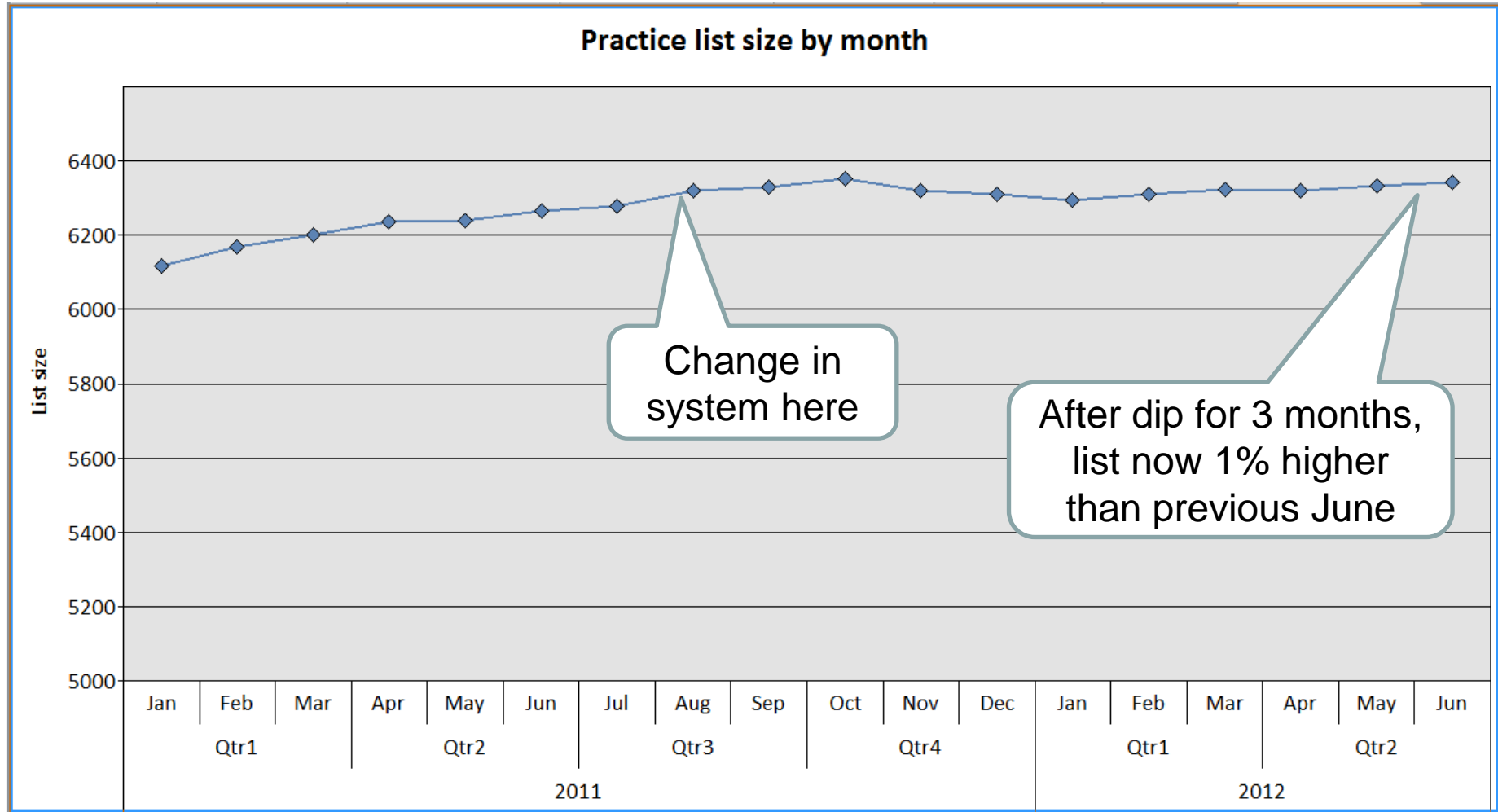
Data from Thurmaston HC

After, demand has smoothed over the day, most in the morning but without peaks. Patients don't want to rush.



Data from Thurmaston HC

The practice list size continued to grow through the change, fell slightly for 3 months, and is now rising again.



Thurmaston patient survey Feb 2012

37 patients polled by telephone, after using the service

- Satisfaction
 - 73% very satisfied
 - 16% satisfied
 - 8% neutral
 - 3% unsatisfied
 - 0% very unsatisfied
- Approval of system
 - 54% better/good
 - 24% same
 - 22% worse
- Net promoters of change = 32%
(54% minus 22%)

Simply, quickly, transformed service

- Doctors already made a significant proportion of telephone consultations, but the benefits above were not realised until they started phoning all the patients, within a new system.
- They knew a crisis was approaching, with the pressure on appointments expected to rise in the winter.
- They had to empty the pre-booked appointments before going live on 25/7/11, which they did by phoning up the week before.
- Patients quickly adapted, spreading demand through the day, enjoying fast response and lower waits at surgery
- From the first day, patients were informed that the doctor would call them, and asked for a brief description of the problem. Patients soon stopped exaggerating symptoms to get seen.
- Within a month, 80% of patients were reported as liking the new system. Within two months, the few had stopped
- The planned additional GP was not needed.

Group manager Amarjit Rai and Dr Kam Singh comment:

Stress in the
practice has just
melted away



It's given me a new lease of
life. We're seeing all the
patients and doing paperwork
in our free slots.



Patient Access, a national movement and social enterprise

- Common purpose
- Common method
- 50 practices & growing
- Diverse sizes, settings
- Evidence increasing
- Research links with York, London, Leicester
- ***Vision: “To transform access to medical care”***

