Seeking help from your GP online

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Reception takes call

"All gone, call back tomorrow"

70% "routine"

Patient pressure

30% "urgent"

GP sees patient 10-min slot

Problem solved

3 week wait
High DNAs
Repeat booking

See any GP/locum
Poor continuity
Repeat booking

The rework routine
Demand by time of day, painful.
Is it urgent?
Which mode?

Synchronous

Asynchronous
“It works, it ensures that those who really need to see a GP do so on the day.”

*Patient on NHS Choices*
Digital is for improvement not for digitising
Change of operating system to demand led
The demand led GP operating system
askmyGP explores symptoms to give a structured report, eg “chest infection”

As part of your current illness, have

Have you measured your temperature when you had a fever?

Do you have a runny nose?

Do you have a stuffy nose, head congestion, or blocked nose?

Do you have swollen glands in your neck?
The patient reviews the history & sends. GP can now make fully informed decision.

Chief Complaint
Brian Freeze is a 59 year old male. The "chest infection", and "chest infection" screening questionnaires were administered. The following are his responses.

History of Present Illness

#1. "chest infection", "chest infection"
Associated Signs and Symptoms
He reported: Recent respiratory symptoms improved then worsened.

Review of Systems

Constitutional
He reported: Feeling feverish. Did not measure temperature when feverish.

Ear, Nose, and Throat
He reported: Swollen glands in neck. Runny nose 5 to 6 days. Thin discharge from nose.

Musculoskeletal
He reported: Muscle pain.

Risk Factors, Prevention, and Patient Issues

Patient Issues
He reported: Needing excuse from work.

Skipped Questions
Do you have excessive mucus dripping down the back of your throat or do you find yourself continually clearing the back of your throat?
Do you have a sore throat?
Do you have a cough?
Given good service, patients love digital
Patients are submitting in working hours, well spread compared with telephone rush.
73% of users want help from anyone, 27% ask for a named GP, 10% most popular.
24,018 demands, 5,621 symptoms entered resolve into 329 different groups (and counting)
Zooming in to the top ten

Frequency of presentation

Count

cough
back pain
chest/throat infection
skin condition
ear/mouth/nose/throat
abdominal pain
depression
knee pain
digestion & bowels
ear
All ages are using it, 0 to 102 years old
Some feedback left online...

This seems like a good way not having to explain your private symptoms to the receptionist.

I like this; I don't have a lot of time to wait on the phone so would prefer to deal online. I can see myself using this all the time now.

Easier to manage with a toddler

I felt as if it asked a lot of questions, some didn't appear to me as a lay person to be relevant

I used this system because of the delay in a telephone call to the surgery taking a long time to answer.

Used because of difficulty contacting practice while I am at work. It is not always convenient to discuss personal issues.
Patient feedback strongly positive

New system compared with previous

- Green: Better
- Blue: Same
- Red: Worse

Week 2016
GPs and staff say...

- Patients seem happier with the new system.
- Patients are seen on the same day so no waits and no DNAs.

- Workload much easier.
- More time for patients & paperwork.

I do believe that it has taken a lot of pressure off staff at main reception who are normally getting abused because patients have had to wait so long on a routine appt.

Reduced pressure during the day job, have actually left the building on time!

Yes we can now meet demand; the stresses on GPs and staff have reduced and patients don't wait.

This has created a paradigm shift in workload and attitude.
Are you too busy to improve?

No thanks!

We are too busy