

Total Triage Patient Engagement

July 2024



LONDON ROAD SURGERY

Dedicated to providing care, committed to
patient safety, hearing our patients and
supporting our diverse community

**London Road Surgery
The Health Centre
84-86 London Road
Bedford
MK42 0NT**

01234 266866

Joint Practice Manager (Quality, Safety & Performance) - Kirstin Frost
Joint Practice Manager (Finance, Estates & Operations) - Taya Cleghorn

www.londonroadsurgery.co.uk

What does our current
appointment system look like?



Capacity



We operate at 1 full time GP per 2,000 patients. This is higher than the national and BLMK average.



We use a widely used model to calculate how many GP appointments we should offer every week based on our population. On average we offer almost 1,400 GP appointments each week.



We can't create more appointments, but we can manage what we do have better.

Demand



8am rush. Queues on the phone.



Appointments are offered based on when patients get through to us and not on their need.



We don't always get the balance right between priority, routine and follow up care appointments. This means that an appropriate appointment isn't always available or that we use our future capacity to meet immediate demand.



25% of our GP appointments are avoidable which is higher than the national average.

What have we already done to tackle some of this?



A new phone system has enabled more staff to take calls when there is high demand.



We have recruited more GPs which has enabled us to operate at 1 full time GP per 2,000 patients.



We have acquired 3 additional consultation rooms at the London Road site to accommodate our additional GPs to see patients.



We have changed our online consultation provider which takes less time for patients to fill out and is fully integrated into our clinical system.



We are communicating with more patients via messaging and enabling patients to reply to these messages. This reduces the need for an appointment when it isn't required.



We have introduced self-bookable appointments via a link enabling patients to choose their own convenient appointment and making more staff available for incoming calls.



We are making more Pharmacy First referrals when appropriate making more appointments available for a GP for those who need them.

A white computer keyboard is positioned in the upper right corner of the frame. A black stethoscope is placed diagonally across the center, with its chest piece resting on the white grid background. The background is a white surface with a light gray grid pattern. A large, semi-transparent purple shape is at the bottom, containing the text.

What is Total Triage?

In a nutshell ...

Patients will provide information about their reason for contact which will be reviewed by a clinician. The patient will then be contacted and offered an appointment or signposting based on this review.





Every patient who contacts the surgery will provide some information on the reason for their contact.



Our preferred method of contact is for the patient to submit an online consultation using SystemConnect.



Our reception team can also complete a SystemConnect on behalf of the patient.



The reason for contacting the surgery is then triaged and will be appropriately signposted or an appointment booked.



SystemConnects can be automatically passed to the appropriate team.

The receptionist will not be able to book an appointment until the online consultation has been reviewed. However, we do need to make some exceptions.

For example, our palliative and most vulnerable patients.

What Total Triage is NOT

A way to restrict how patients contact us.

We would prefer a patient completes their online consultation themselves, but patients can still call us or come to reception, and we will complete this for them.

A way to limit how many patient contacts we have or when a patient can contact us.

SystemConnect Opening Hours



SystemConnect will be closed between 3.30pm and 6pm on working days to allow our clinicians to ensure that all patient contacts have been reviewed before the practice closes for the day.



Other than these times SystemConnect will be open including overnight, weekends and public holidays. This will allow patients to make initial contact with us when it is convenient for them.



All SystemConnects submitted after 3.30pm each working day will not be reviewed until the next working day.

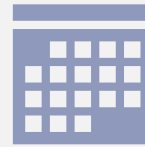


The phone lines will still be open between 3.30pm and 6pm for any urgent queries.

How long will it take for an online consultation to be reviewed and an appointment offered?



If an online consultation is submitted before 3.30pm on a normal working day, it will be reviewed by a clinician the same working day.



If the clinician triages the appointment need for the same day, patients will be contacted and offered a same day appointment.



If the clinician triages the appointment need as less urgent than the same day the patient may be contacted the next working day.

Questions, discussion and feedback

