

The Hollywood Blockbuster

Pre-Consult

START THE CONSULTATION WITH
YOUR PATIENT BEFORE THEIR VISIT



Dr Chris Castle
GP Partner
Westlands Medical Centre

The characters

The villain



The characters

The villain



The heroes



Everyday world



Better World



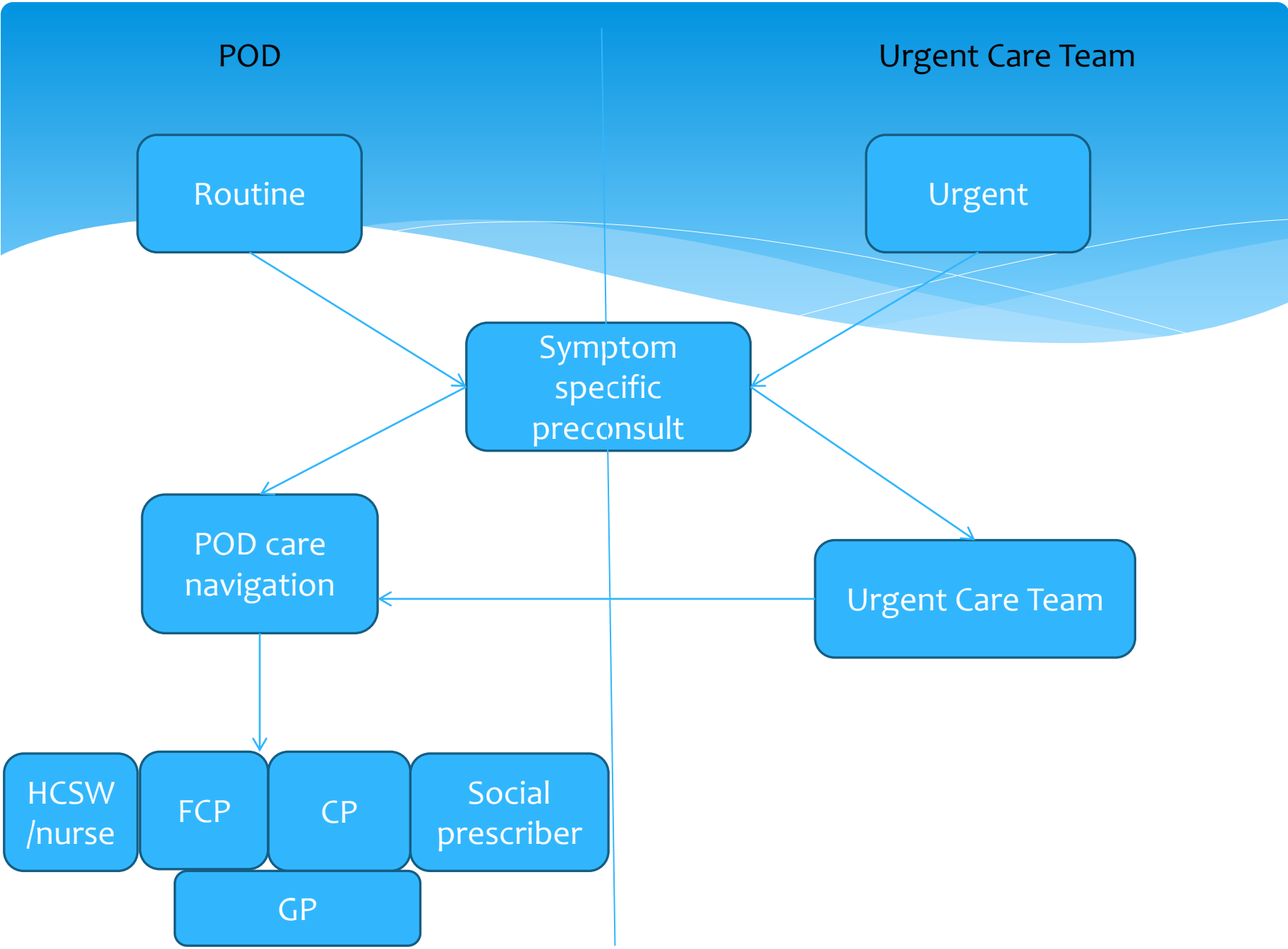
Preconsult- Heroes superpower

Use the waiting time to gather information from the patient in a way that makes them feel they have improved access to care



Use the information to navigate expedited access to the most appropriate member of the care team





- * UTI example.
- * <http://w.pfrms.co/xpy7x8nx>
- * Lungs and ENT example.
- * <http://w.pfrms.co/jpqtbutp>
- * Skin example.
- * <http://w.pfrms.co/147t1ap7o>

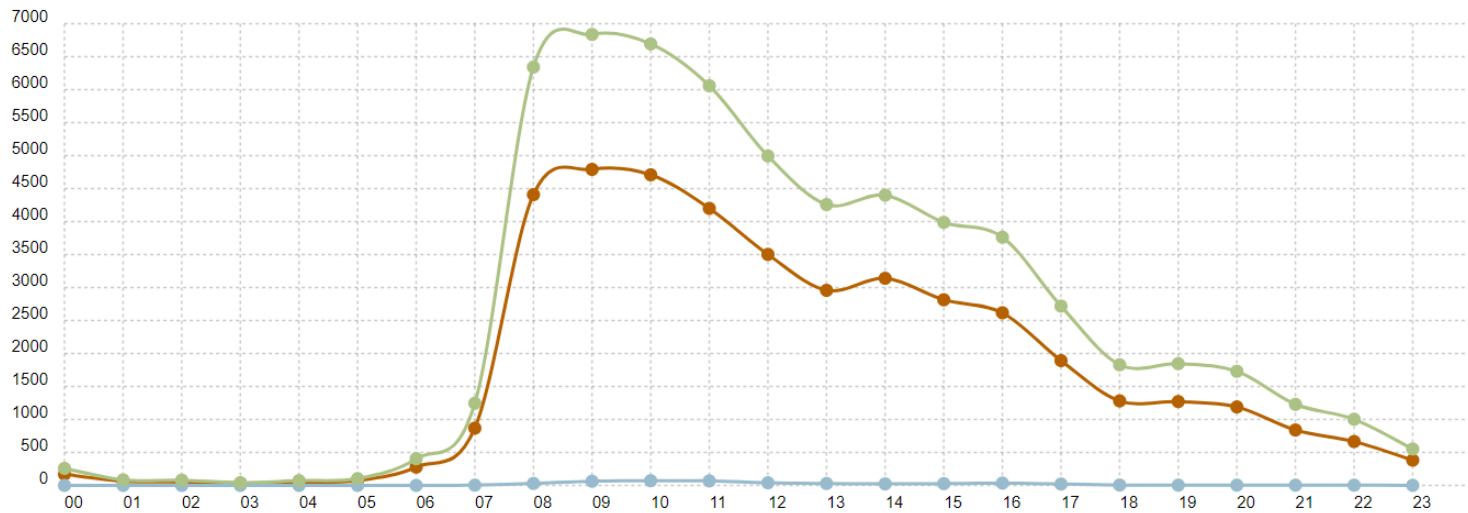
Urgent Care

- * 55-100 forms per day
- * 5-15 managed via SMS
- * 4-10 converted to F2F

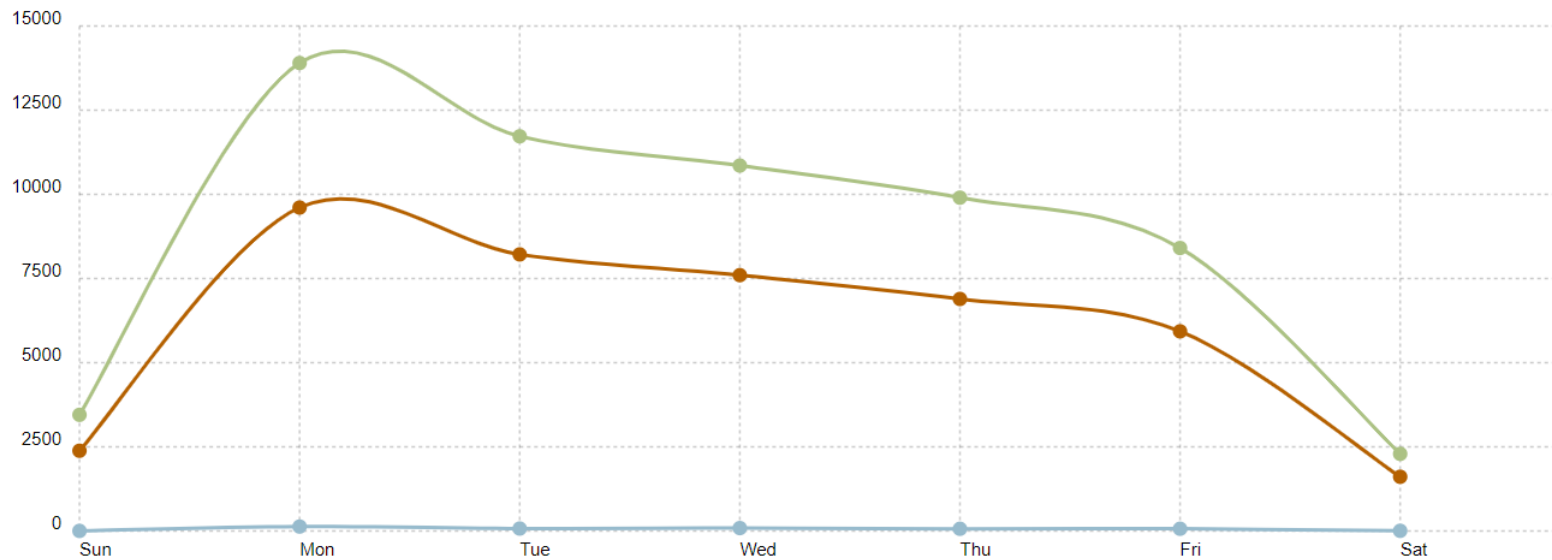
Working week for a hero

- * 6 session partner
- * 2 covering Urgent care
- * 55-85 preconsults
- * 1 F2F clinic (4-9 pts)
- * 25-45 virtual consultations
- * Approx 35%-50% remote care navigation and ARRS

Workload/time of day



Workload/day of week

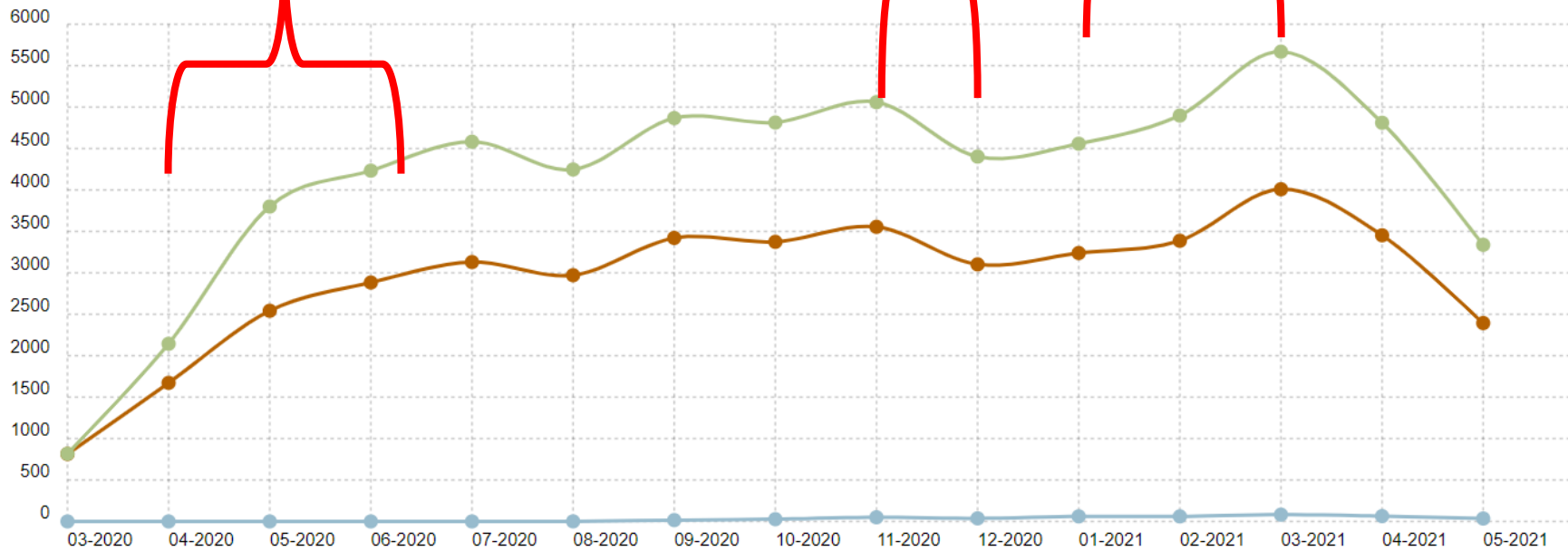


Workload/month

Lock down 1

Lock down 2

Lockdown 3



Matt Hancock: People must have the choice of face-to-face GP appointments



Laura Donnelly

Mon, 17 May 2021, 8:17 pm · 3-min read



Patient survey- what our patients want

70% online access

25% telephone access

5% F2F

Our Performance

- * Registered List 10500
- * GPs 4.3 FTWE

- * 95% managed within 5-7 days
- * 68% within 3 days

- * Better than the previous 3-4 week wait!

Happy Ending



Further info

- * <https://pre-consult.co.uk/>
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