

ACTIVE SIGNPOSTING AND REDUCING DEMAND ON GP'S TIME – Ryalls Park Medical Practice

Fundamentals

At Ryalls Park we had realised for some time that we couldn't continue to meet rising demand from patients by keeping things the same. Fundamental to this was a need for the practice and patients to move from a rather limited concept of primary care to a much broader and patient-centred one, moving from conversations which started with:

“I want to see a GP”
to
“I have a problem with my health and wellbeing that I would like support with”

Main Changes

- All patients who call for an appointment are now advised, by an automated message, that the receptionists will ask them a series of questions before booking them into see a GP or other healthcare professional or service
- The receptionists briefly record the outcome of the conversation on EMIS and signpost or book patients directly into any of the following options:
 - ✓ GP
 - ✓ Nurse practitioner (acute on the day needs)
 - ✓ Health care assistant (e.g. for blood test)
 - ✓ Health coaches (3 whole time equivalent currently funded from Vanguard funds. Standard appointments are for 30 minutes with 30 minutes follow up work planned with each appointment)
 - ✓ Musculo-skeletal (MSK) physiotherapist (senior post able to directly book patients for MRI scans, 2 morning sessions per week seeing between 8 and 10 patient per session, arranged through joint working with Yeovil District Hospital (YHD))
 - ✓ External services: the Acute Care Eye Service, YDH pharmacist (supporting patients in care homes), local pharmacies, local voluntary sector services and support
- The whole team get together at 8.30am and 11.00am each day as huddles. These are opportunities for everyone to know the plan for the day and review support provided to patients. All patients who have accessed A&E or been admitted to hospital are considered during the huddles. Staff from other agencies (acute consultants, adult social care social worker and health visitors also join the huddles periodically)



Advice for others

- Adopting a whole team approach
- Allowing solutions, ideas and challenge to come from anyone in the team
- The use of huddles built into each day, binds people together
- Having enough people to give it a go to start with

We would like to

- Introduce whole-person reviews (moving away from disease specific support)
- Increase signposting to local voluntary support



New sign in the waiting room advising patients about support available from health coaches

- The proportion of calls directed to GPs has reduced and with an increased use of Care Assistants and Health Coaches (shown on the graph as health care support workers)
- Longer standard GP appointments of 15 minutes are now available
- Almost all direct referrals to the MSK physio have been managed by the physio without needing input from the GPs
- The use of huddles has helped develop a stronger sense of team. All staff are encouraged and empowered to contribute to the huddles – everyone's voice is important
- The reception staff report that patients are getting used to and preferring the new system
- The practice will not be returning to the old system

Main outcomes so far

