

# Transforming our appointment system

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## Quality issue / initial problem

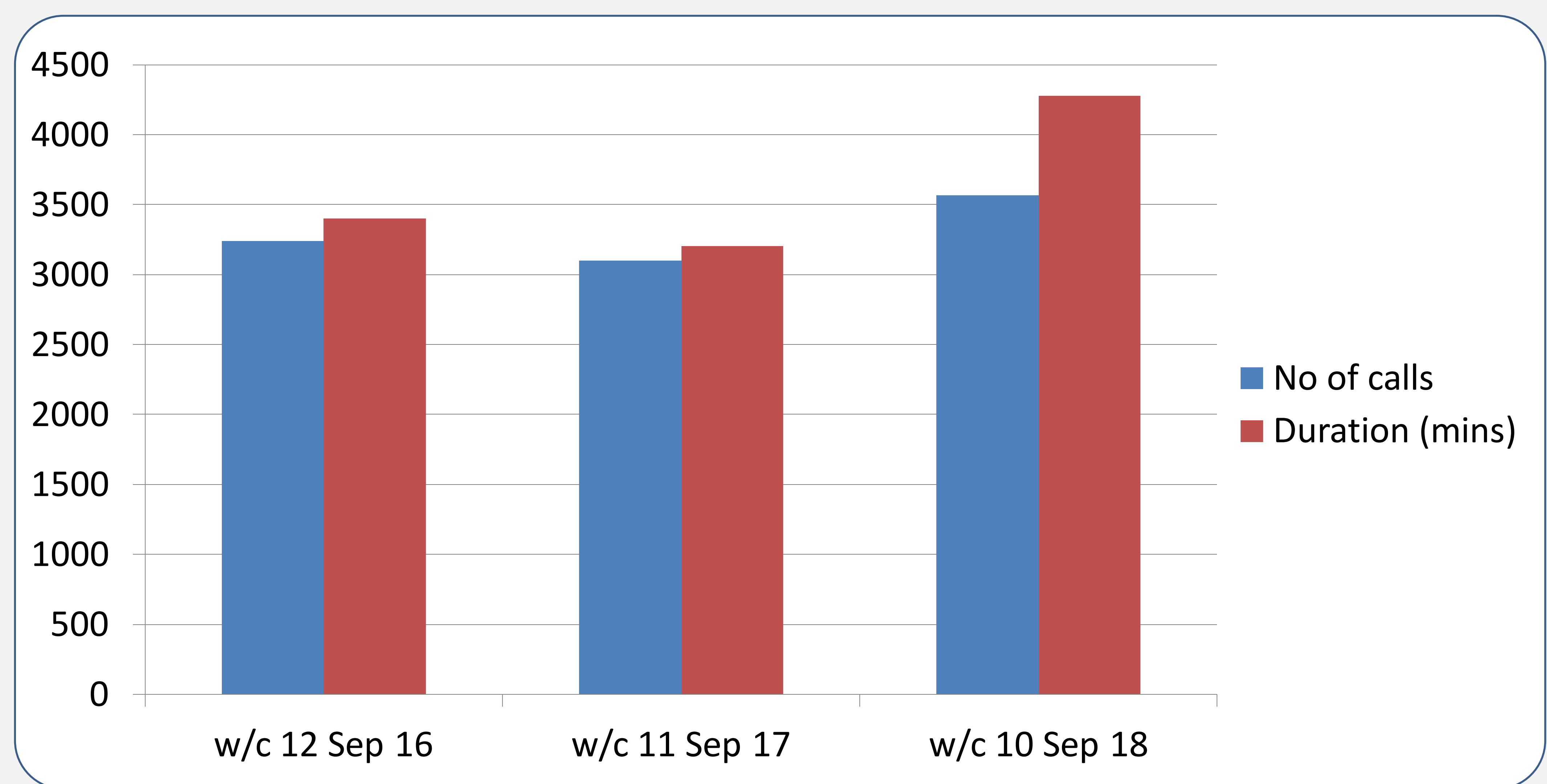
Craigmillar Medical Group is in the top 100 deprived practices in Scotland. Since July 2017 a salaried GP and a partner have left the practice leaving us short of GP sessions. To manage demand for appointments a triage system has been implement. Patients speak to a GP before an appointment is made. Since the change in January 2018 patient complaints have risen.

## Specific aim

To improve patient satisfaction in the new system, specifically to improve the experience for patients when ringing the surgery

## Measurement

1. Number of calls & duration per week.
2. Patients signposted to other services.
3. Staff satisfaction – will change in hours lead to improve.
4. Reduction in number of patients asked to call back.



## Tests of change

- Test 1: Signpost patients to other services.
- Test 2: Change staff hours.
- Test 3: Better contingency plans.
- Test 4: Review of admin procedures to free up GP time.

## Effects of change

- Signposting reduces numbers but takes longer on the phone (see above graph)
- Staff hours changed and staff delighted with their new hours!
- More awareness of effect of annual and study leave on the appointment availability.
- Admin time – next step but anticipate time spent on admin to be reduced to increase clinical time.

## Lessons learned and message for others

- More complex than first anticipated!
- Cannot think too small – drill down to find out the real problems
- Critical mass – everyone understanding the importance of measurement.