

Reducing stress/workload for Duty Doctors

Quality issue / initial problem

Our Duty Doctor's at St Triduana's Medical Practice have to deal with a lot of queries from patients out with the surgeries they do on a daily basis. We have just over 11,000 patients and feel the demand is getting bigger - therefore adding more stress and unnecessary workload for our urgent Duty Doctors.

Specific aim

To make Duty Doctor sessions 20% less stressful by August 2019

Measurement of improvement

- By asking GPs and reception what workload they feel is unnecessary for the Duty Doctor to then decide what subjects to tackle first.
- Paperclips into jars – this will be done before the project starts and after the changes have been put into place.



Tests of change

- Create template for reception getting information for calls
- Add in telephone slots for set call back times

Effects of change

The anticipated impact of these changes will be that the Duty Doctor will not have so much to deal with but at the same time making sure our other GPs workload is not affected.

Lessons learned and message for others

- Data collecting has been the most challenging and time consuming part
- Listen to everyone in your team and keep it simple to start

Tools

- Fishbone diagram
- Pareto chart
- PDSA - planned

