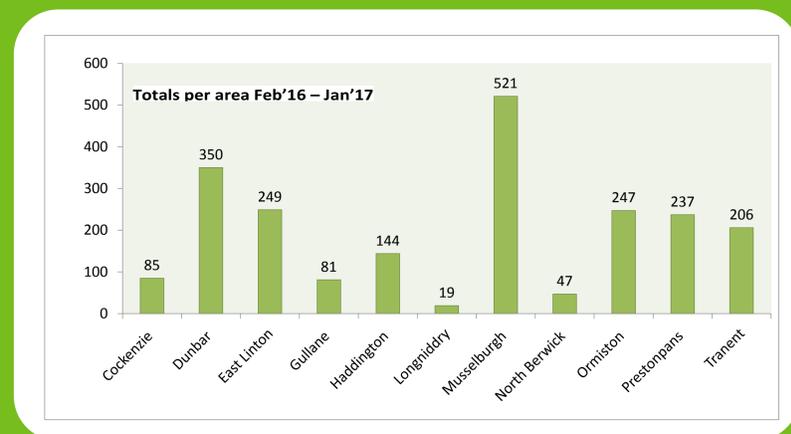


Background

GP practice in Haddington, East Lothian which serves patient living in Pentcaltland, Macmerry and Gifford.

Problem

The patient population can extend to places such as Pencaitland, Macmerry and Gifford. Visits to these locations can take up quite a lot of time for travel. By trying to identify patients that would be appropriate to use patient transport we could significantly save travel time to home visits, therefore making use of our time more .



Intervention

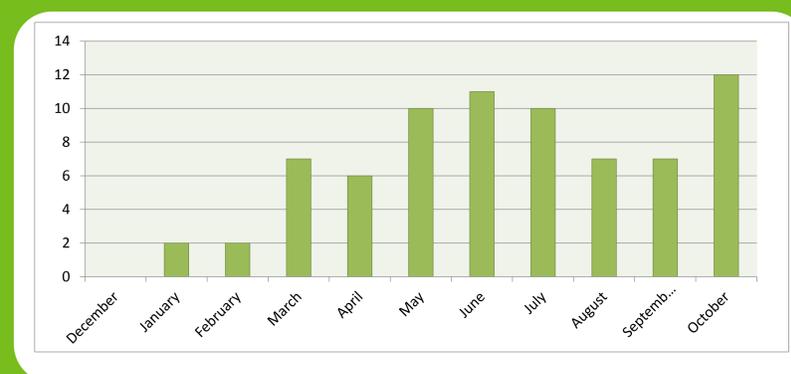
The aim was to increase use of Royal Voluntary Service (RVS) patient transport service to improve patient access to GP appointments. The hope would be to eventually reduce the number of GP home visits and potentially the number of missed/ not attended appointments.

Strategy for change

I met with RVS service manager to arrange leaflets and posters for the waiting area. I asked the reception staff and GPs to use the leaflets and opportunistically offer patient transport to appropriate patients. The use of transport was recorded in a log book by reception staff.

Measurement of improvement

There is evidence from the figures of a definite increase in the number of times the patient transport service has been utilised.



Effects of change

It is probably too early to evaluate whether the increased use of patient transport is improving patient access to GP appointments. It is also too early to establish whether this has had an impact on reducing home visits.

Lessons learnt and message for others

Promotion of the RVS is beneficial for the community to make residents aware of all the services they offer e.g. befriending, Tuesday social club, help with shopping, bills. If we can promote this information particularly with elderly and socially isolated patients, this impacts their health and wellbeing.