

Think different, think patient

Louise, Gillian, Leigh – Craigmillar Medical Group

Quality issue / initial problem

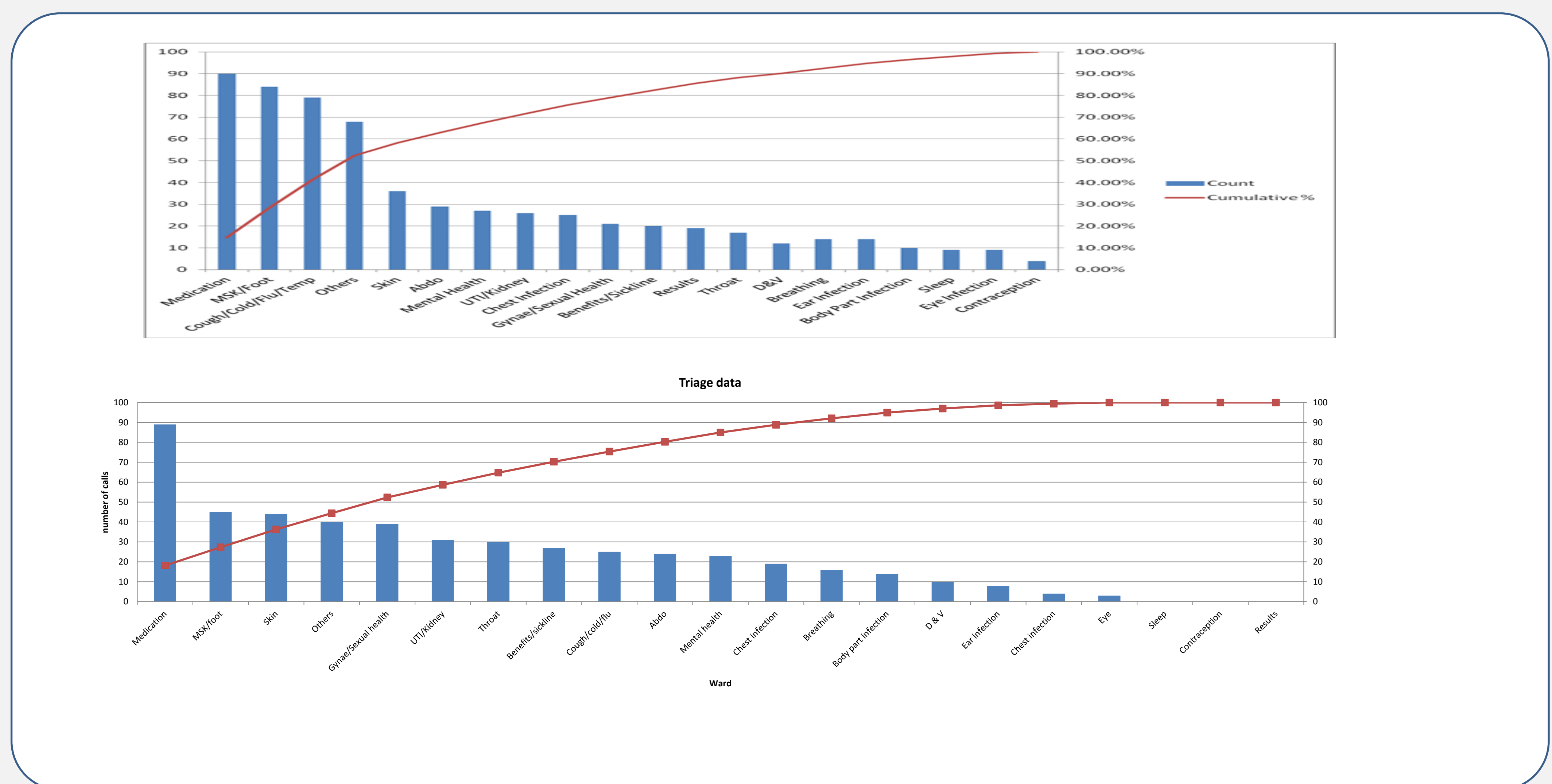
Busy GP practice in socially deprived area where GP time is squeezed by issues that can be dealt with by more appropriate professionals. By increasing patient knowledge & appropriate signposting, more time can be spent by the GPs on more complex patient care. Patient and staff experience is therefore improved.

Specific aim

Reduce unnecessary use of GP capacity through signposting.

Measurement of improvement

Re-run of data collection from all triage calls and face to face appointment slots. Re-run of patient snapshot surveys.



Tests of change

- Introduction of in-house physio
- Increase in mental health team staff
- Launch NUKA patient centred care

Tools

- Pareto chart
- Patient and staff surveys
- Community event 12th June

Effects of change

Patient and staff confidence and knowledge increases, experiences for all are enhanced and GP time used more effectively.

Lessons learned and message for others

After data collection, our initial thoughts were found to be much different from the reality which encouraged us to become more proactive in engaging the patient with their healthcare and needs.