

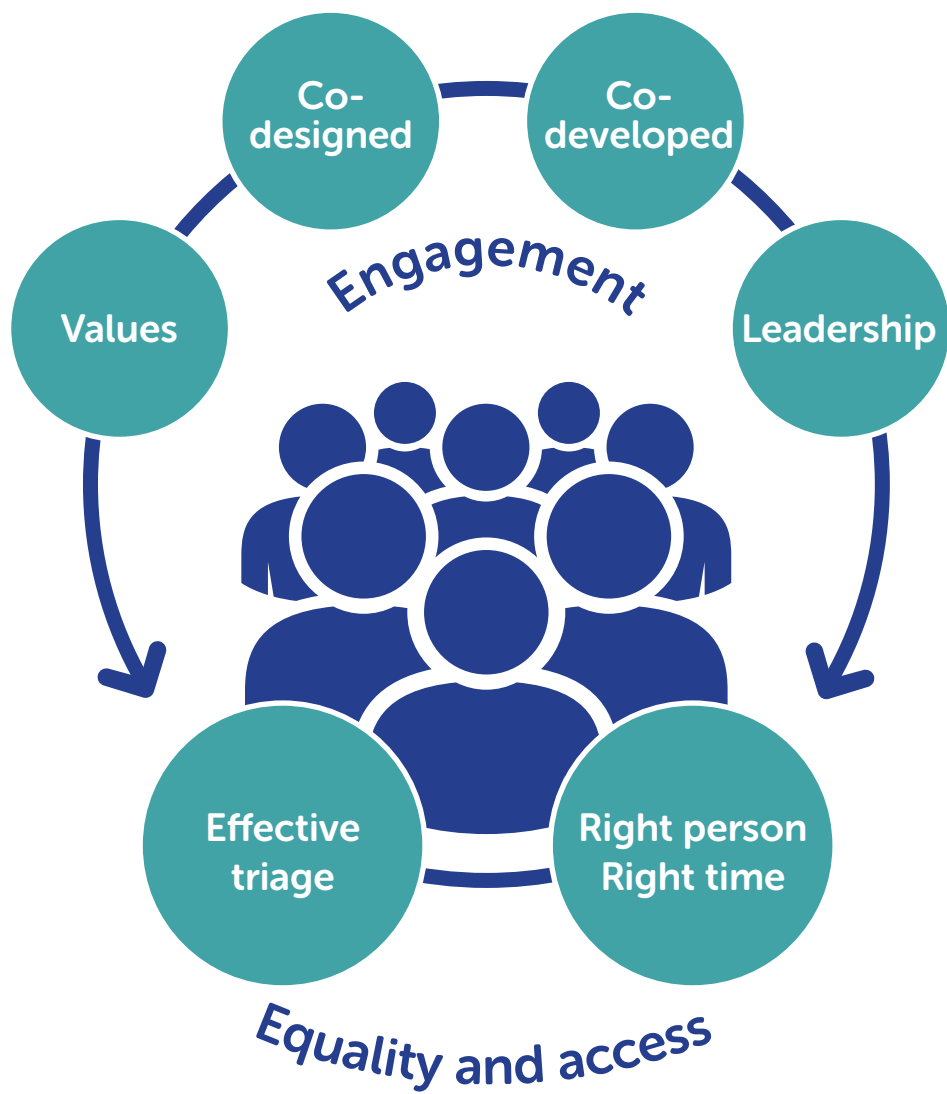
# Managing on-the-day demand in primary care



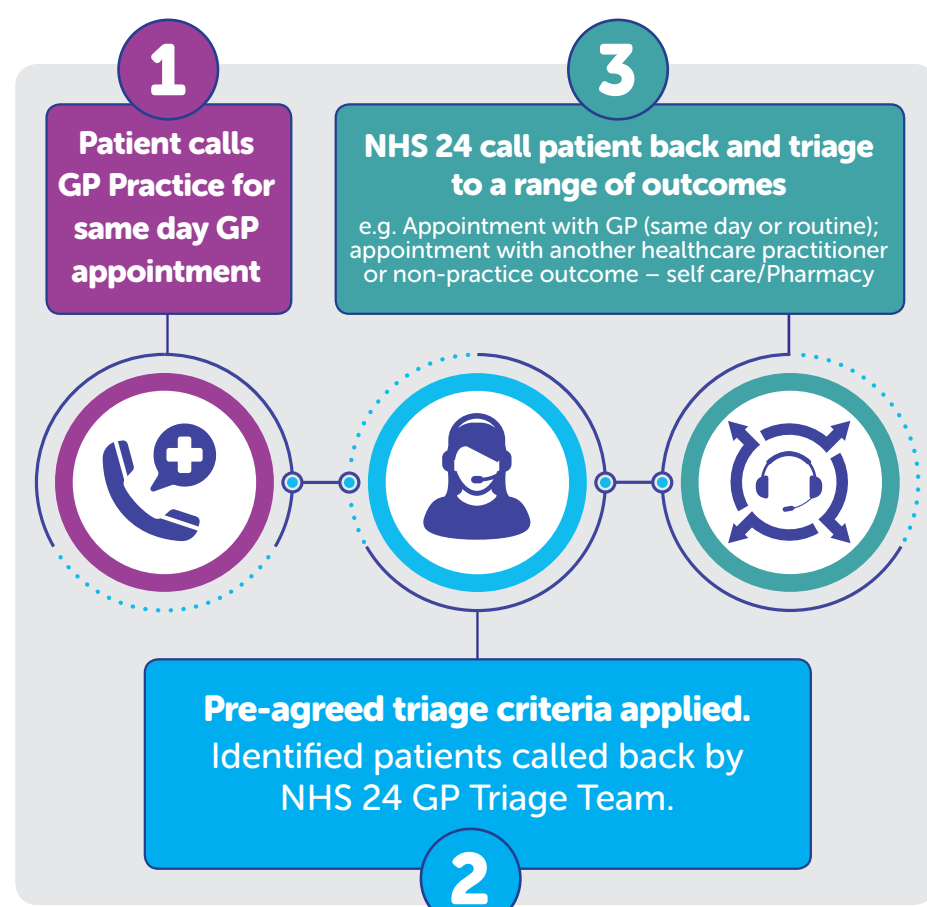
## The Challenge

- 40-50% of public demand for appointments was not being met.
  - Attempts to manage on the day demand were reducing continuity of care.
  - Equity of Access was challenging for Service Users and Practice.
  - High Stress Environment, affecting recruitment of GPs.
  - Reduced patient choice regarding access.
  - Integrate East Lothian health and social care multidisciplinary team (ELHSCP MDT).
- Right Person - right time - right place.

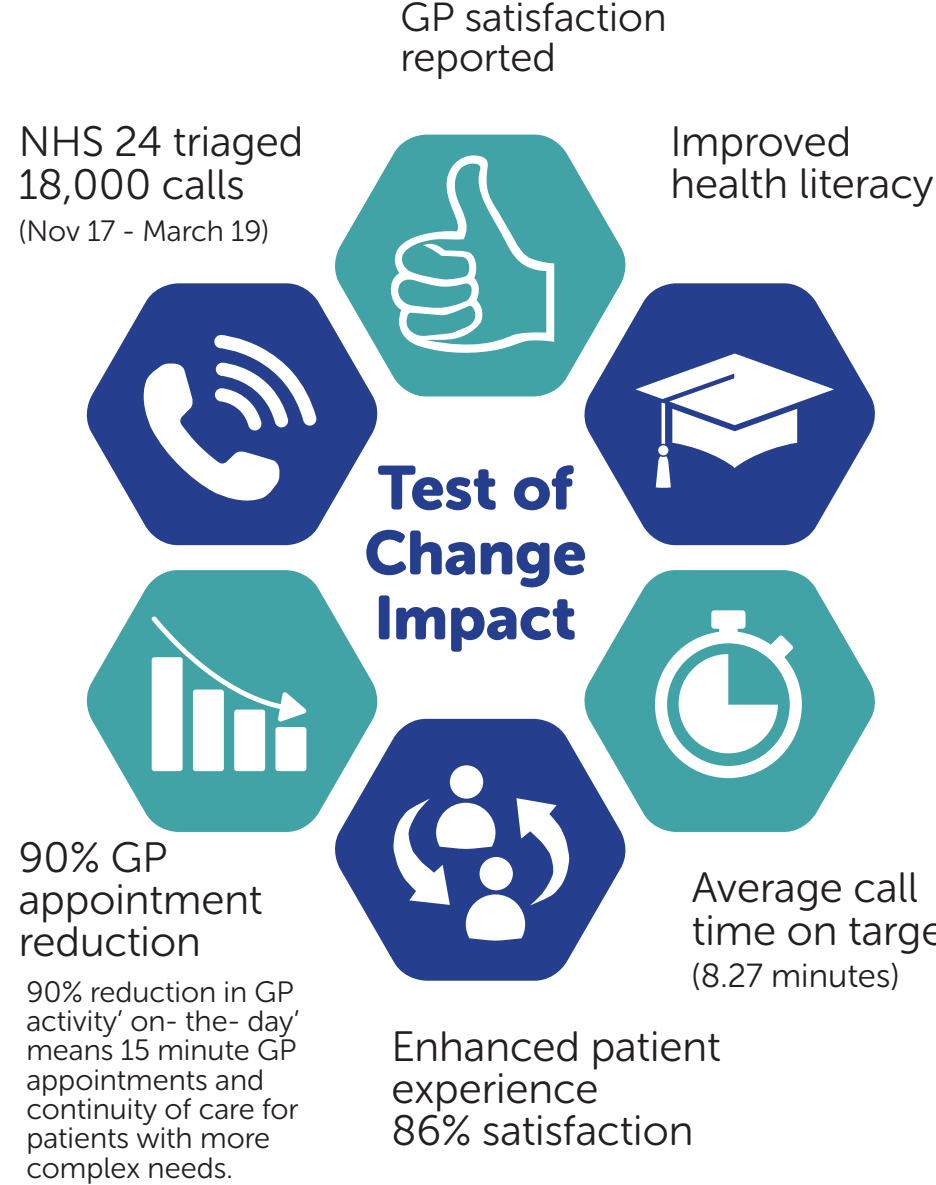
## Solution Model



## GP Triage Process



## Added Value



## GP Triage: Lessons learned

Key areas to focus on as the service develops

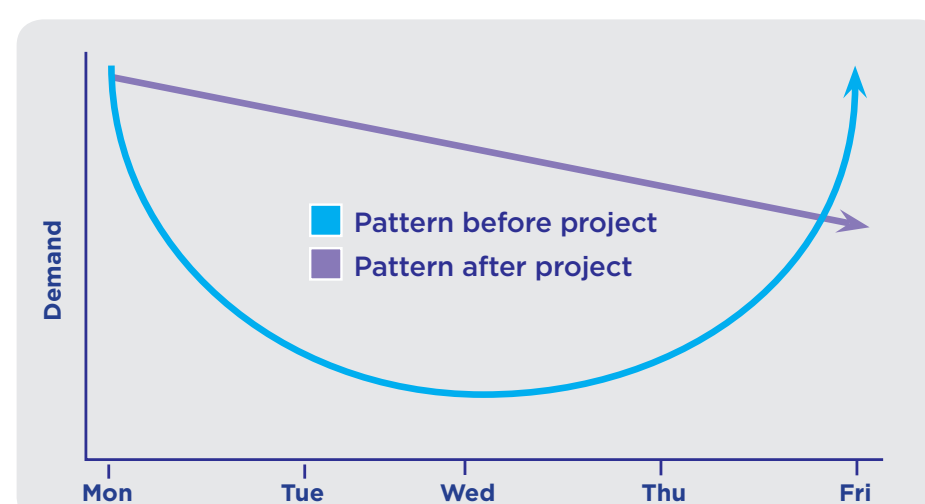
### Patient Experience

- While informal qualitative information on patient experience has been captured, this will be supported by regular and robust data capture through an evaluation framework

### Leadership

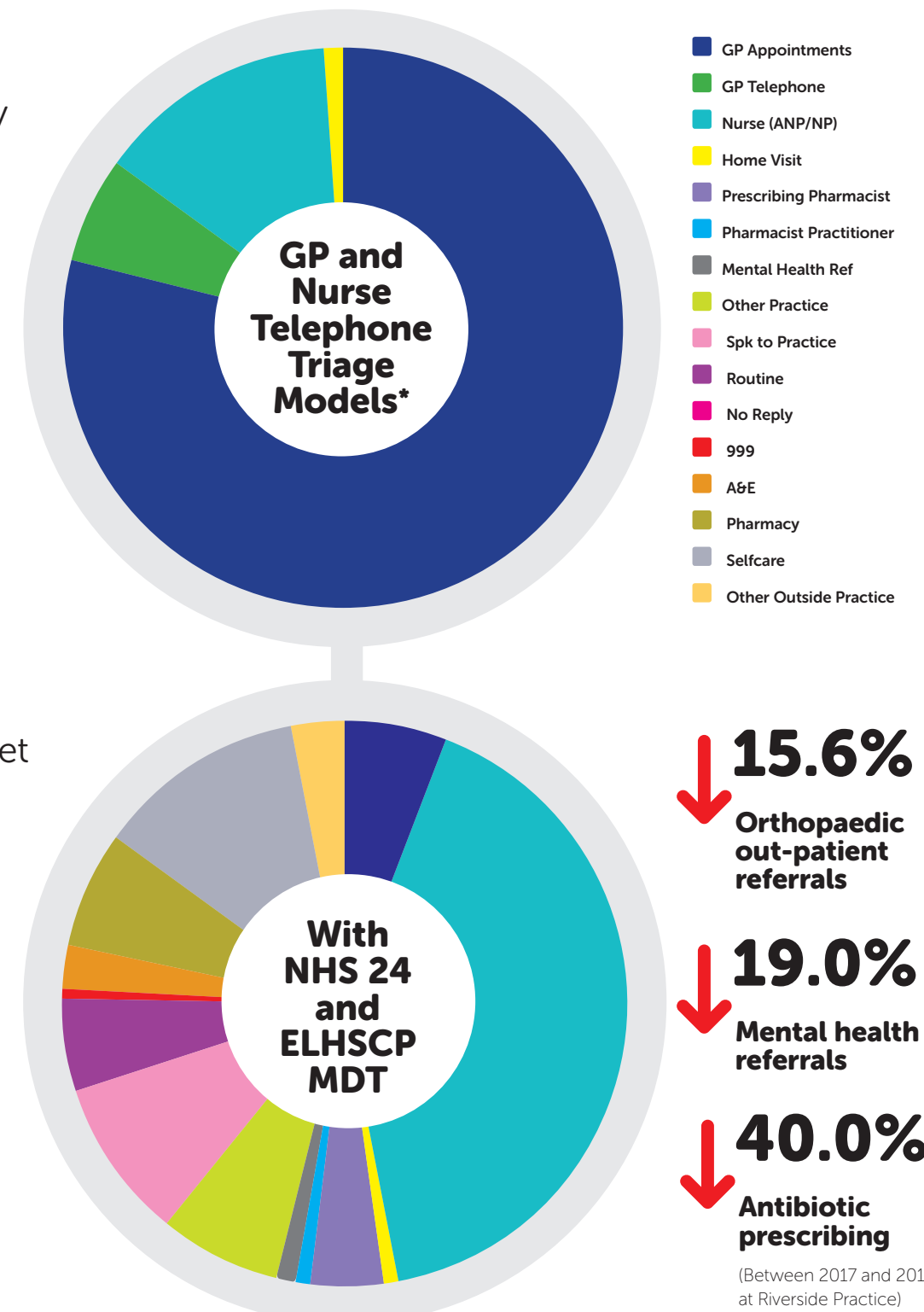
- Service users will shape the education support materials on treatment options available to them, through collaboration across partners
- The patient journey must be mapped repeatedly and iteratively to increase efficiencies and support engagement
- Effective senior leadership and senior clinical decision making at the front end is vital to the ongoing success of this work
- Change can be hard work but is worth it

## Changing Pattern of Demand for 'On the Day' Appointments



## Comparison of Triage Models

Distribution of same day demand to see a GP



## The next steps

- **Optimised Call Model**  
By working with service users and partners we will make the patient journey as seamless as possible
- **Enhance Technology**  
The governed sharing of records across systems will help enhance clinical decision making driving efficiencies across the current process.
- **Extend the model to 100,000 people across Scotland by Q4 2020 (10% in 3 years)**  
The positive feedback from the tests of change has provided a springboard from which NHS 24 will extend the number of practices the service is provided to. By Quarter 2 2019, three more practices in East Lothian will have joined (53,000 people).



East Lothian Health & Social Care Partnership



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\* Telephone triage for management of same-day consultation requests in general practice (the ESTEEM trial): A cluster-randomised controlled trial and cost-consequence analysis. The Lancet. 2014; 384(9957): 1859-1868