

**Ask My GP Case Study Brant Road Surgery – South Lincoln Health Care PCN**

Brant Road implemented askmyGP in January 2019. The practice list size 9,500.

At first shifting demand to same day meant that clinicians felt the demand more and whilst patient access improved significantly the new ways of working did not recognisably create the free time that was expected and savings on staffing. However the pressure from the initial change eased and as the system was embedded, demand became more predictable and a balance with resources to meet demand was reached . The new system has created previously unmet demand of many little queries trickling through, increasing the number of single queries and requests. The practice managed patient expectations by setting the response time to end of the day of enquiry.

At first it was hard sometimes to deflect telephone to online but the phone lines eventually quietened down with less queuing particularly in the mornings.

The reception team are happy that the new system takes away judgement from reception and they have created a new role for a senior receptionist to do all the sorting of incoming requests from 8am to 1pm.

Nearly all staff now like the system and over the year more benefits in time to demand on workforce have been realised.

The service is particularly useful for making sure patients see the right person and for medication reviews and follow-ups for new meds and providing information online e.g. links to self-help, advice (e.g. Steps to Change) referral criteria. It is very good for new GPs where ideas, concerns, expectations can be understood from online interaction before telephone, face to face etc. The system has been reliable and on occasions when it has gone down, provider response and fix has been swift.

Patients love the system, Access has improved significantly. Urgent cases are responded to quickly, usually within minutes and are dealt with on the same day. Using askmyGP allows the patient to get assessment the same day, any necessary investigations booked, completed and advice given/action taken within a much shorter timescale (e.g. 1 week that a traditional system may take 6 weeks)

- Over 60% of patients now prefer online consultation contact
- Between 60% and 70% of all practice demand is now online
- Feedback shows that 95% of people prefer the new system.

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