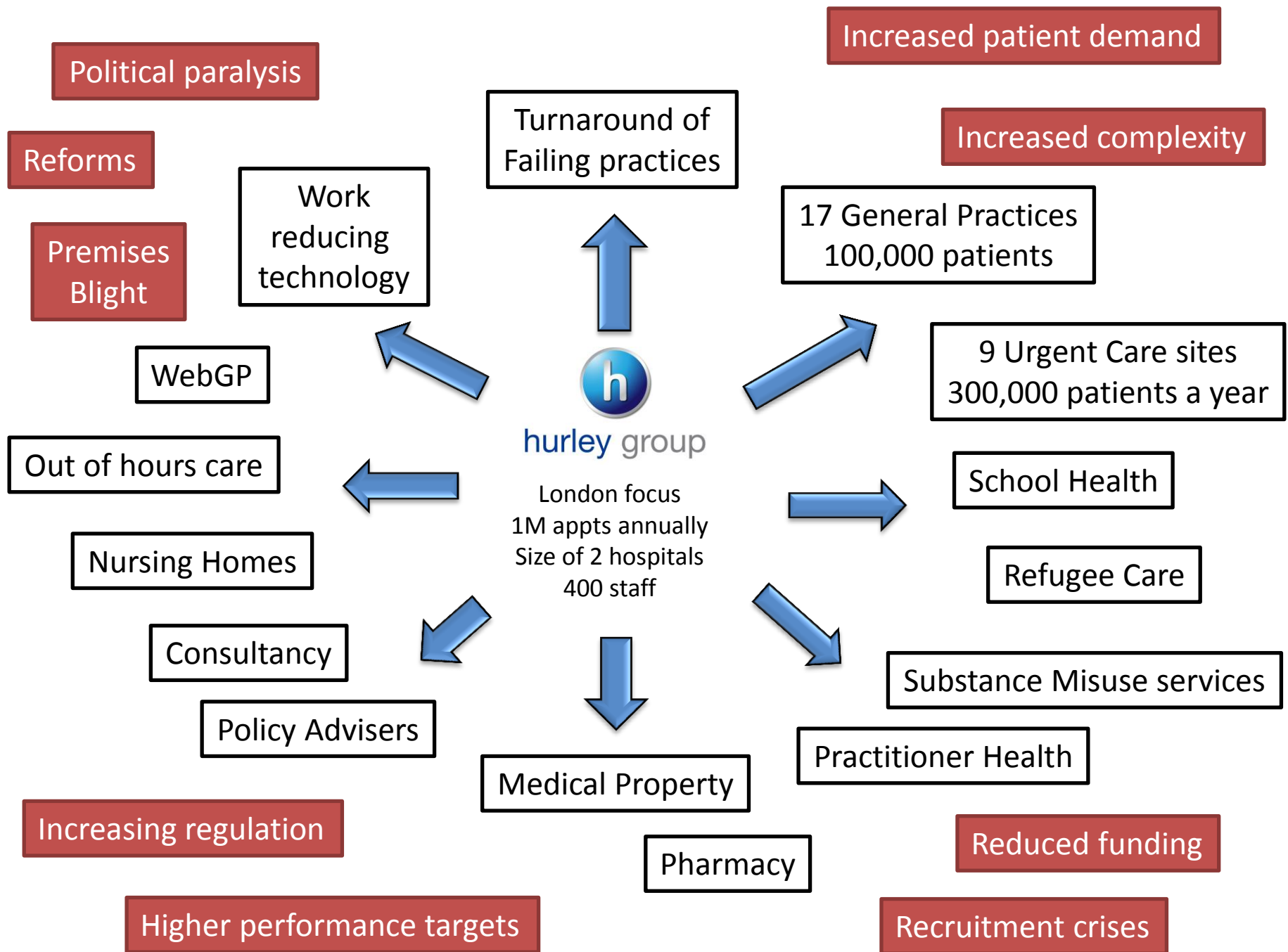


Overcoming the Primary Care Premises Crises

A view from the frontline of general practice

Dr Arvind Madan
CEO Hurley Group







Peckham GP Walk in



Erith Urgent Care Centre



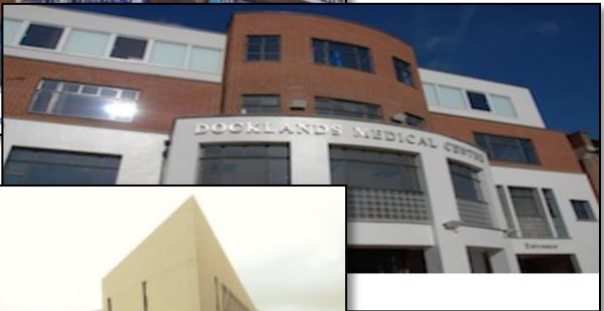
New Cross Health Centre



Streatham Place Surgery



New Cross GP Walk in



Island Medical Centre



Liberty Bridge Road Practice



Hurley Clinic Kennington

A technological revolution is coming?



Waiting for
the doctor
in 1907



Waiting for
the doctor
in 2014

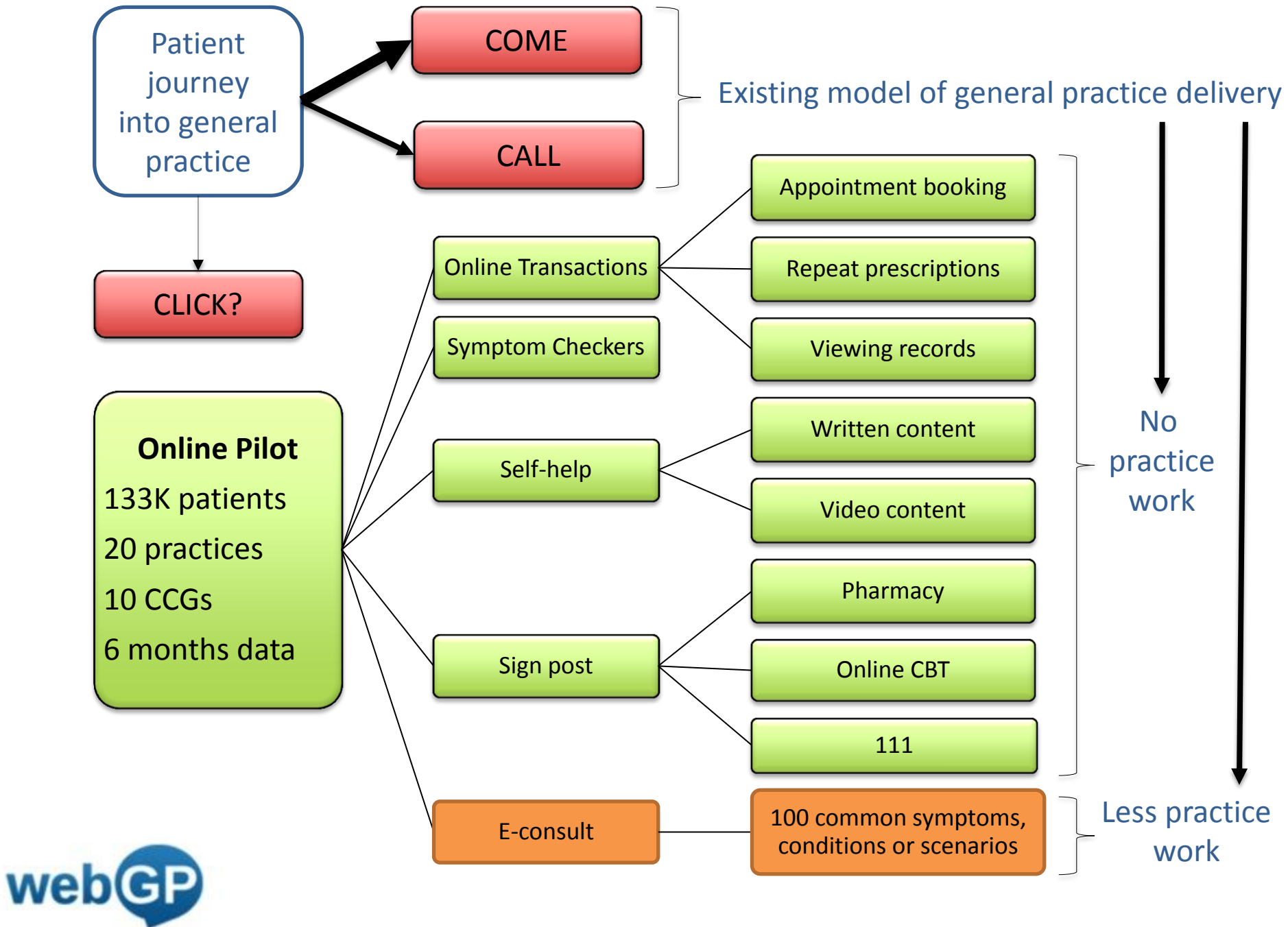
The Iron Triangle

Access

Quality

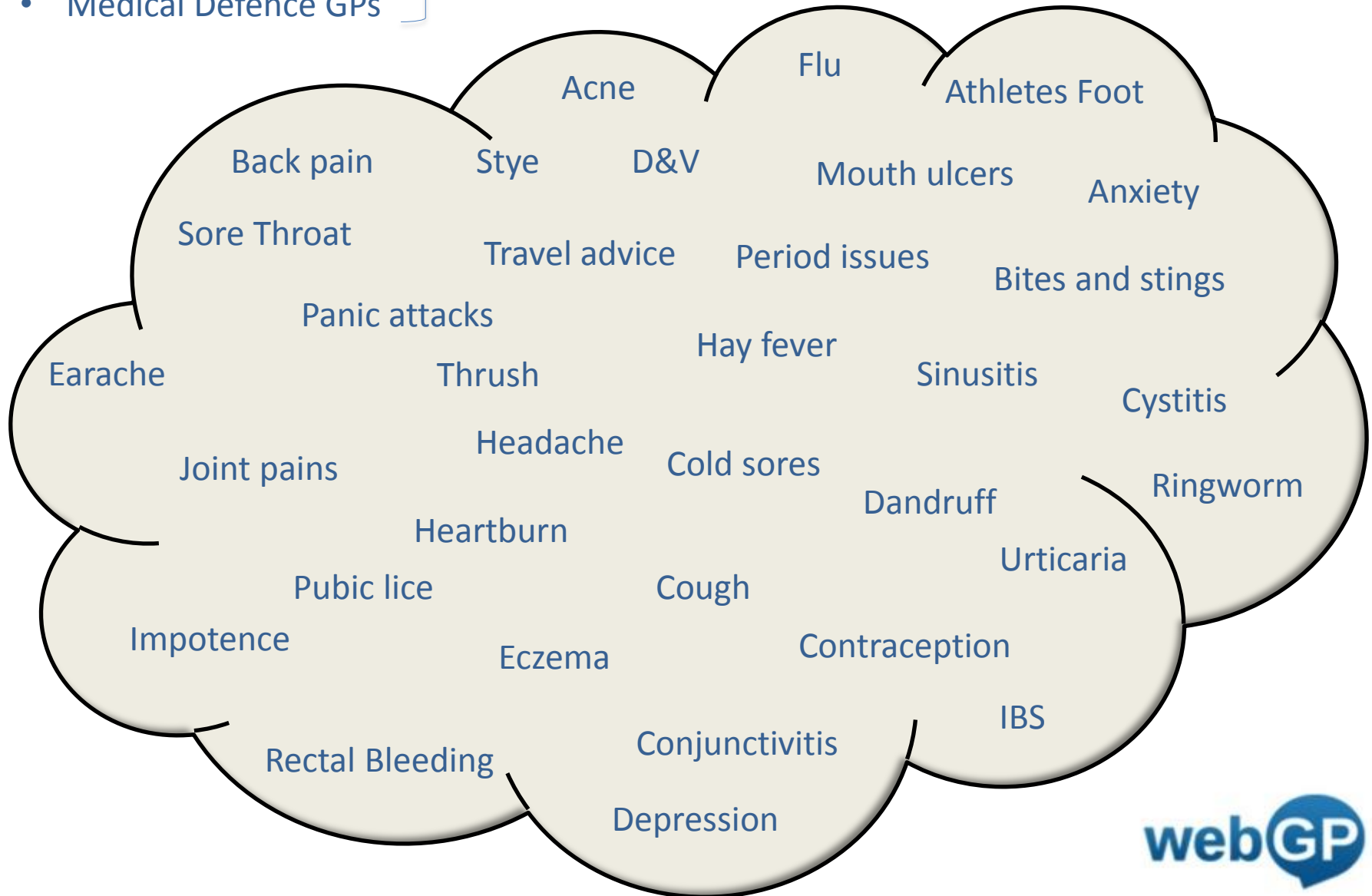
Efficiency

Technological revolution
needs to deliver all three



Examples of the 100 symptoms, conditions and scenario questionnaires we created

- 5 in core GP Team
 - 30 GP Checkers
 - Medical Defence GPs
- } 100 structured history-taking templates



Bringing these tools to any GP practice's website

100 Spindriff Avenue London, Greater London E14 9WU

CONTACT US

ABOUT US

OPENING HOURS



docklands medical centre



Register with us

Appointments

Repeat prescriptions

Services



Get 24/7 clinician
callback in 1 hour



View self-help health
guides and videos

Beat the queue! Consult our GPs from home



Send us details
about your
condition



Your GPs decide
on the best
treatment for you



We ring you back with
advice, a prescription or
an appointment

Acne

Anxiety

Asthma

Back pain

Bacterial vaginosis

Cold or flu

Contraception

Coughs

Cystitis in women

Depression

Earache

Eczema

Foot pain

Hay fever

Knee pain

Malaria prevention

Periods - delaying

Periods - heavy

Periods - painful

Rectal bleeding

Shoulder pain

Sinusitis

Sore throat

Vomiting or diarrhoea

Or choose from 100 common conditions

Example
banner can be
linked to any
GP website

Register, book
appts, repeats,
Self-help
content and
nurse call back

Practice
specific
identifiers
boost patient
confidence

Simple flow
guide

Commonest
conditions on
home page

100 more
conditions
available

Patients select their condition

COMMON CONDITIONS

Allergies

Hay fever

Hives

Urticaria

Breathing problems

Asthma

Bronchitis

COPD

Cold or flu

Coughs

Emphysema

Flu

Wheezing

Ear problems

Earache

Eye problems

Conjunctivitis

Sticky eye

Stye

Gut/bowel/stomach

Acid reflux

Constipation

Diarrhoea

Food poisoning

Gastritis

Gastroenteritis

Heartburn

Indigestion

Irritable bowel syndrome

Piles

Rectal bleeding

Vomiting or diarrhoea

Skin & Nail

Shin splints

Skin & Nail

Painkillers

Contraception


Pill (family planning)

All Health Conditions


COMMON CONDITIONS

CONDITIONS A-Z

AREAS OF THE BODY



Roll your mouse over the figures to select the affected area



Head / Neck

They select from the various options presented

Anxiety

Book an appointment online [🔗](#) or by calling us on 020 7537 1444

NHS

Big White Wall

Existing members login

Email or member name Password

Forgotten your password? Login

Request call-back from a clinician

This service is provided by clinical staff from the 111 service. Please note they are not your GP.

The 111 clinical staff will contact you by phone.

Consult with your GP about anxiety

Fill out a simple, secure questionnaire to consult your GP about your condition. Your GP will review your answers and we will get back to you with feedback and treatment options by the end of the next working day.

Get started:

☐ I understand that this service is not for urgent medical problems. For urgent problems please phone or visit the practice - or use the [NHS Direct symptom checker](#) [🔗](#)

☐ I am over 18 and a registered patient at Docklands Medical Centre. We cannot process any information for patients who are not registered with our practice.

Take a consultation

Not sure if online consulting is right for you? [Book an appointment online](#) [🔗](#) or by calling us on 020 7537 1444

Common questions

How long will the online consultation take?

Filling out a consultation form should only take a few minutes.

How and when will you get back to me?

We will contact you by phone by the end of the next working day.

Will I get a prescription?

The GP may offer you a prescription. You will be able to collect it from your practice or a local pharmacy.

Find out how to deal with anxiety

Get free and anonymous mental health support from Big White Wall

Get advice from a clinician

Any locally
commissioned
offer can be
sign posted

Thank you, Micky . The answers to your consultation have been securely sent to Docklands Medical Centre GPs.

WHAT HAPPENS NEXT?

A GP at Docklands Medical Centre will now review your consultation. We will then call you on **07956100000** by 6:30pm on **Tuesday 24 June** and speak to you about your recommended treatment.

To ensure your absolute privacy, **our staff will only speak to you**. You may also be asked a security question such as the topic of your consultation and your date of birth.

WHAT IF I'M GIVEN A PRESCRIPTION?

If your GP decides you require a prescription you will be able to pick it up from the practice or your local pharmacy at your convenience.

WHAT IF I DON'T HEAR BACK FROM YOU?

If we're unable to reach you by 6:30pm on **Tuesday 24 June**, please contact us on **020 7537 1444** to speak about your recommended treatment.

WHAT IF I FEEL WORSE?

If your condition worsens please contact us on **020 7537 1444** as soon as possible..

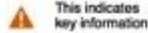
I THINK I MADE A MISTAKE ON MY CONSULTATION! WHAT DO I DO NOW?

Please contact us on **020 7537 1444**. One of our staff will be able to update your record.

FOR YOUR RECORDS:

We have emailed your consultation answers and your GP's anxiety guide to **micky.mouse@disney.com**

Personalised message about what happens next, when you will be contacted, how you will be contacted, what you can do to help yourself, and what to do if you get worse.



This indicates
key information

ONLINE CONSULTATION REQUEST

Sore throat

Matthew [redacted] (Male), Age 36

Phone: [redacted] Email: Matthew [redacted]

Address: [redacted]

Request received on: 23-05-2014 at 06:56:22

Response expected by: Tuesday 27 May

Patient's Expectations:

Text



Before we ask you detailed questions about your condition, please tell us what would you like to achieve from this consultation?

The patient said:
"Advice and possible treatment to relieve symptoms of persistent sore throat and swollen glands."



How much is this bothering you?

The patient said:
"I had the same symptoms about 2 months ago which I treated with penicillin. I had this current bout about 2 weeks. It's painful to swallow and wakes me up at night."



Have you tried anything for this in the past?

Yes



Please tell us what those treatments were Treatment names, dosages, when you started and stopped the treatment

The patient said:
"I visited the surgery previously and spoke to a doctor. I told him that I have recently (3 months) tested positive for HIV and that I go to 56 Dean Street clinic which is associated with the Chelsea & Westminster hospital. The doctor contacted them and I then I had to arrange another appointment to see them. I was prescribed penicillin."



Did they work?

Yes



Are you trying anything now?

Yes

Are you able to speak normally? **Yes**

Do you have swollen glands in your neck? **Yes**

Have you been diagnosed with G6PD deficiency? **No**

Have you been diagnosed with acute porphyria? **No**

Patient submits completed questionnaire to the practice generic email box as a GP summary report. Staff then workflow or print e-consult for GP to review

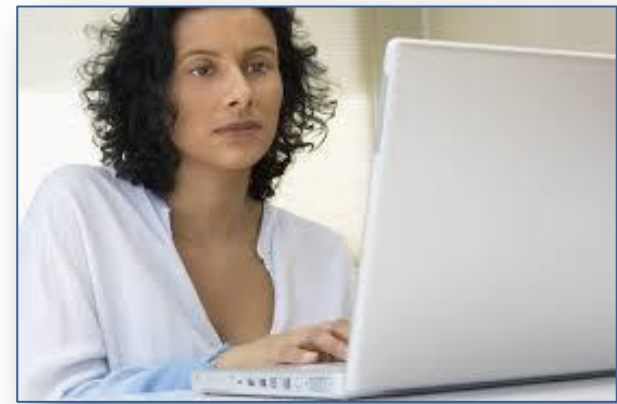
Triangles highlight positives, key negatives and free text

GP report or e-consult takes an average of 2.9 minutes for GPs to process

- 40% result in prescription
- 20% result in phone consult
- 40% still need to come in



Patient submits
questionnaire
from their
practice website



Admin print off
e-consult or
workflow it to
the GP

By the end
of the next
working day

Admin phone
patient to collect
prescription or
give appointment



GP prescribes,
phones or
recommends an
appointment

[illegible]

Pilot Results

Did patients use it?

36,000 visits in 6 months

27,000 unique visits

9,000 used self-help

18% self-managed
avoiding an appt.

80% 111 calls closed

60% e-consults closed

Over 2,000 e-consults

400 GP hours saved

Did patients like it?

95% patients said
website was
good or excellent

83% FFT recommend

Who used it?

2/3rd < 45

1/3rd > 45

57% women

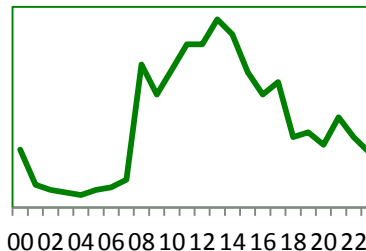
25% BME

28% English
Second language

11% unemployed

When did they use it?

Templates by
hour of day



Top 10 symptoms or conditions

Cystitis (female)

Depression

Contraception (restarts)

Knee pain

Earache

Asthma

Sore Throat

Rectal Bleed

Shoulder pain

Cough

What did GPs think?

100% GP confidence

83% GPs said good for patients

78% GP want in own practice

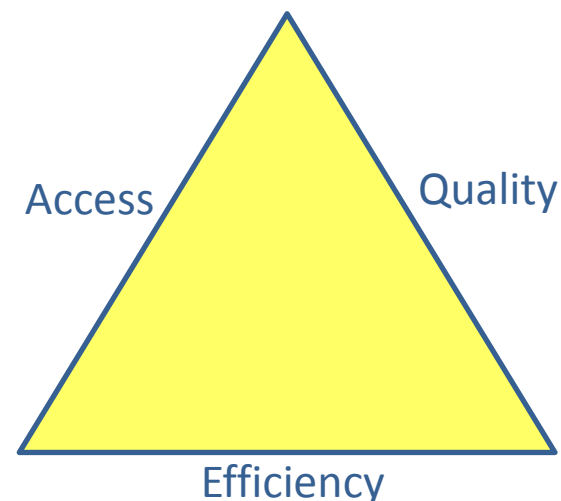
E-consults took 2.9 minutes
on average

Summary

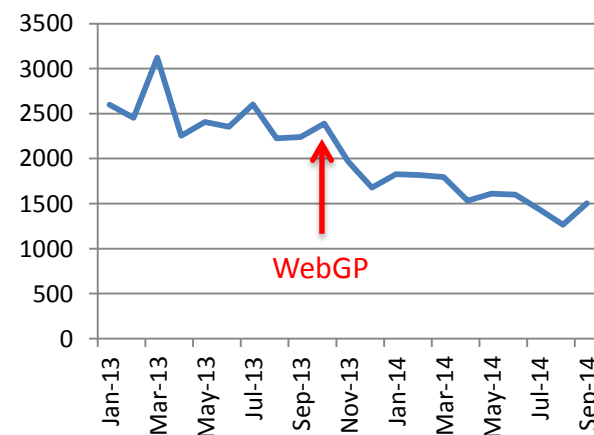
Many talk about how existing general practice is unsustainable but few provide solutions.

WebGP provides:

- ✓ **Better access** to 24/7 self-help, sign posting, symptom checking, 111 call back and response to an e-consult within 1 working day
- ✓ **Better outcomes** through comprehensive history-taking, earlier intervention and impact of digital disinhibition
- ✓ **Better use of practice resources** by helping patients self-triage, self-manage or use e-consults
- ✓ **Commissioner savings** through lower attendances in urgent care and reducing complications through earlier intervention for minor illnesses



Peckham GP Walk-in



Potential Implications for General Practice Estate

- Focus on technology and online services
- Fewer, higher specification buildings
- Consolidation and centralisation of physical services
- Co-location of health and social care
- Fewer GPs but enlarged multi-disciplinary teams
- Less face-to-face care, more home working
- More consumerist delivery models of care

60% of patient contact outside
the building by 2018?

