Successful Implementation of NHS Connecting for Health Choose and Book Project within Primary Care

The Eric Moore Partnership
North Cheshire
SUCCESSFUL IMPLEMENTATION & SUSTAINING 100% CHOOSE AND BOOK UTILISATION

- First Practice to implement in North Cheshire
- Structured successful implementation utilising change management tools
- Streamlining in house processes and complementing other I.T initiatives adopted at the practice
- Emphasis on Patient, GP & Staff Education
- Benefits Realisation Exercises
- Patient Satisfaction Reviews
- Patient Participation Group Involvement
- Appointment of Patient Care Advisors
- Supporting Local Health Community with CAB implementation
- 100% Choose and Book implementation and sustaining the same
1. CHALLENGES ASSESSED

- Training Issues
- Adoption of new processes
- Awareness of take up by the whole team
- Cultural change
2. PREPARING FOR IMPLEMENTATION

- Awareness raising
- Demo training sessions
- Choose and Book window at Reception
- Patient Participation Group involvement
3. STAFF MOTIVATION AND TRAINING

- Staff education
- Patient benefits explained
- CAB patient care advisors appointed
4. SUPPORTING GP’s

- GP Education
- Admin support
- Minimal input for booking
- In house help line
5. SUPPORTING PATIENTS WITH CHOICE

- Patient education on Choice and Choose and Book
- In house patient care advisors for help
- Visibility of referral options
- Choice information board
6. SUSTAINING 100% UTILISATION

- Internal regular practice surveys
- Monthly in house monitoring of all patient referrals
- GP peer reviews & support
- Ongoing training programme
- Willingness to share good practice with external bodies