

10 Learnings from Total Triage Implementation

November 2023



**Healthcare is a communication
industry**



How can improved communication improve access, productivity, and team morale?



A GP Practice in East of England...

15,000 patients (and rising)

750 triage requests per week

7 GPs, **2** Nurses, **15** admin staff

50% inbound resolved in 1 day

6 week wait for routine appointments

3.6★ Google rating

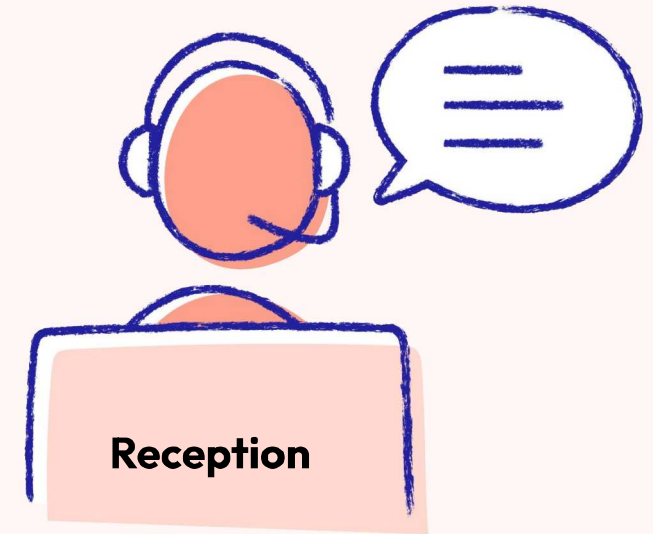
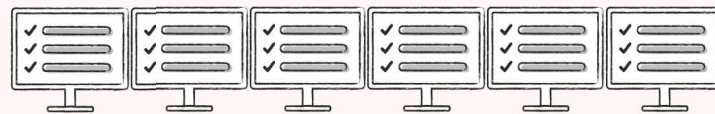
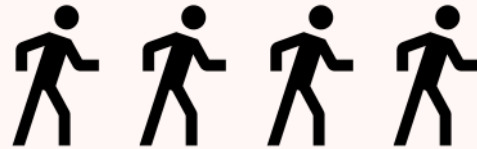
Unknown unmet demand



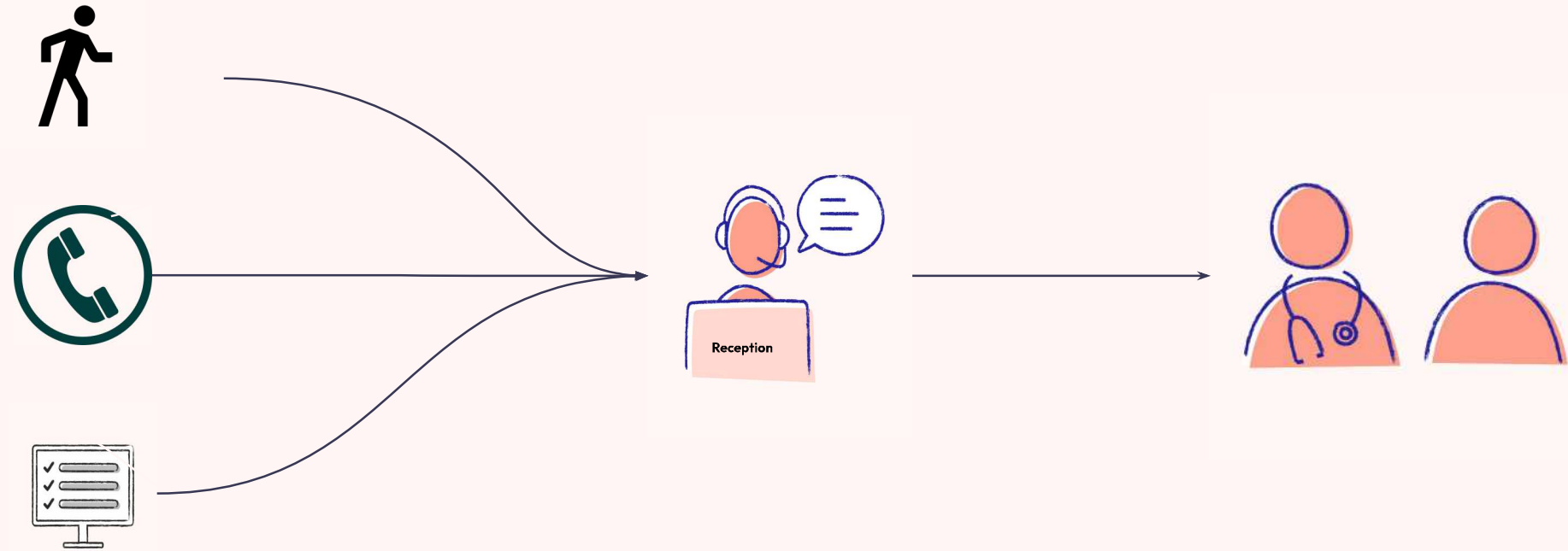
Pre Covid



During pandemic, added online consultation



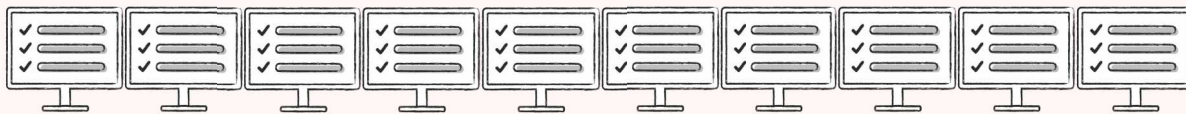
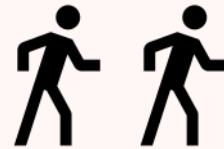
Not seeing the gains



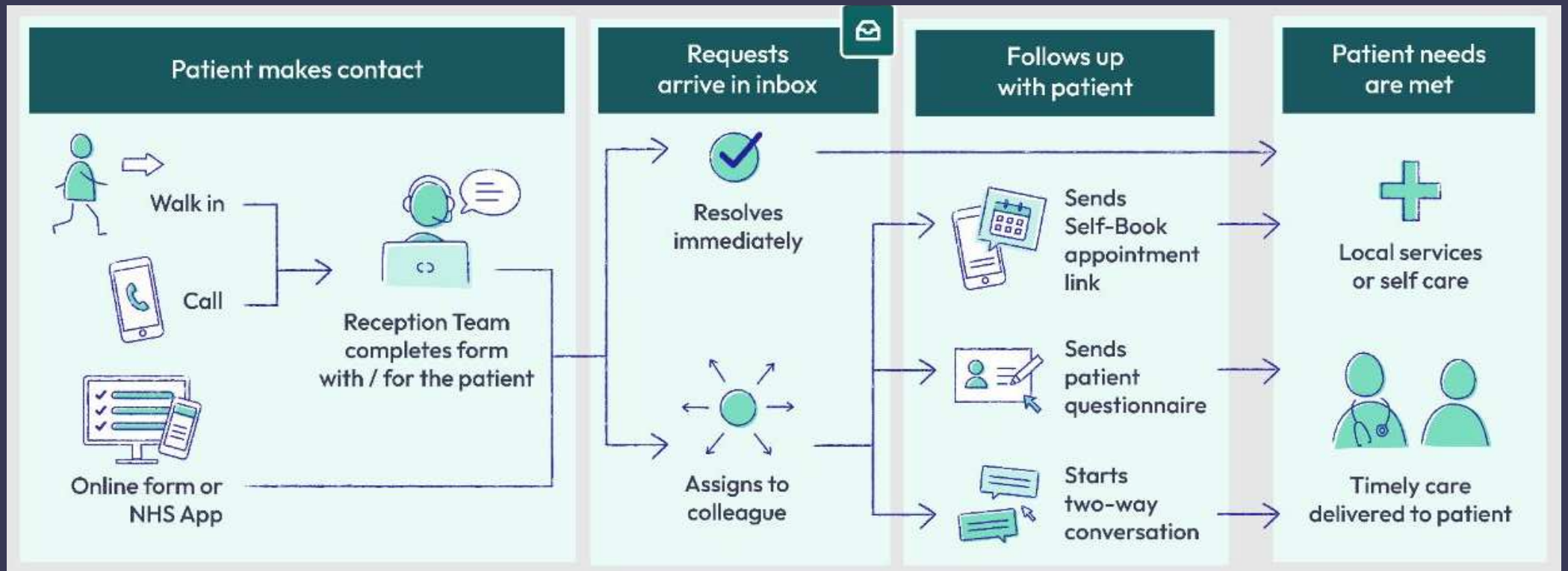
10 Learnings from implementing Total Triage



Now



Total Triage Model



What have we learnt?



#1

**Make it as easy as possible for
patients to submit a request**



Have your say

LATEST: Welcome to the new website



Read our Latest Newsletter

Welcome to our surgery website where we hope you will quickly benefit from a user friendly layout and a wealth of information about our [healthcare services](#). Find out when we're open and what to do when we're not, all from the comfort of your own home.

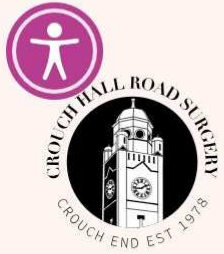
[Friends and Family Test](#)

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

[Click here to take our Friends and Family Test.](#)

COC





48 Crouch Hall Road, London N8 8HJ | Tel: 020 8340 5952



CQC Rating: Good

Translate

About Us ▾

Appointments

Opening Hours

Repeat Prescriptions

Self Help Zone

Practice Noticeboard

Contact Us

Request a GP Appointment

All requests for appointments are reviewed by the clinical team. This is to ensure that patients are offered an appointment within the RIGHT time frame, with the RIGHT Clinician and via the RIGHT method (face to face, telephone, online etc). Our practice phone lines remain open for anyone with accessibility needs who might find it difficult to complete this form.

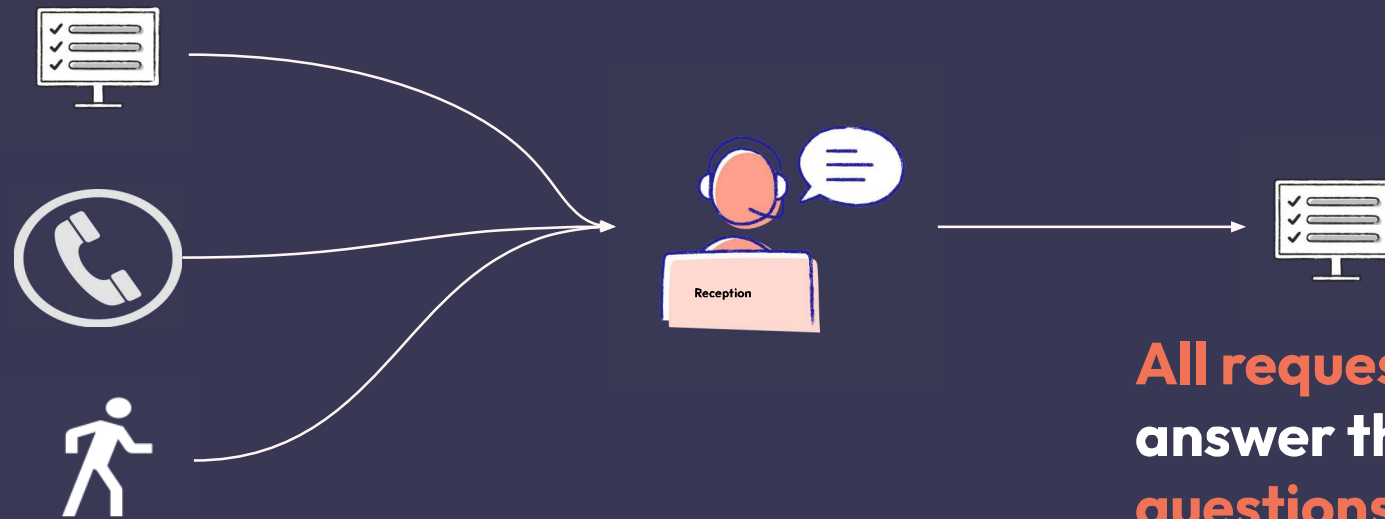
[SEND A MESSAGE TO YOUR GP](#)

#2

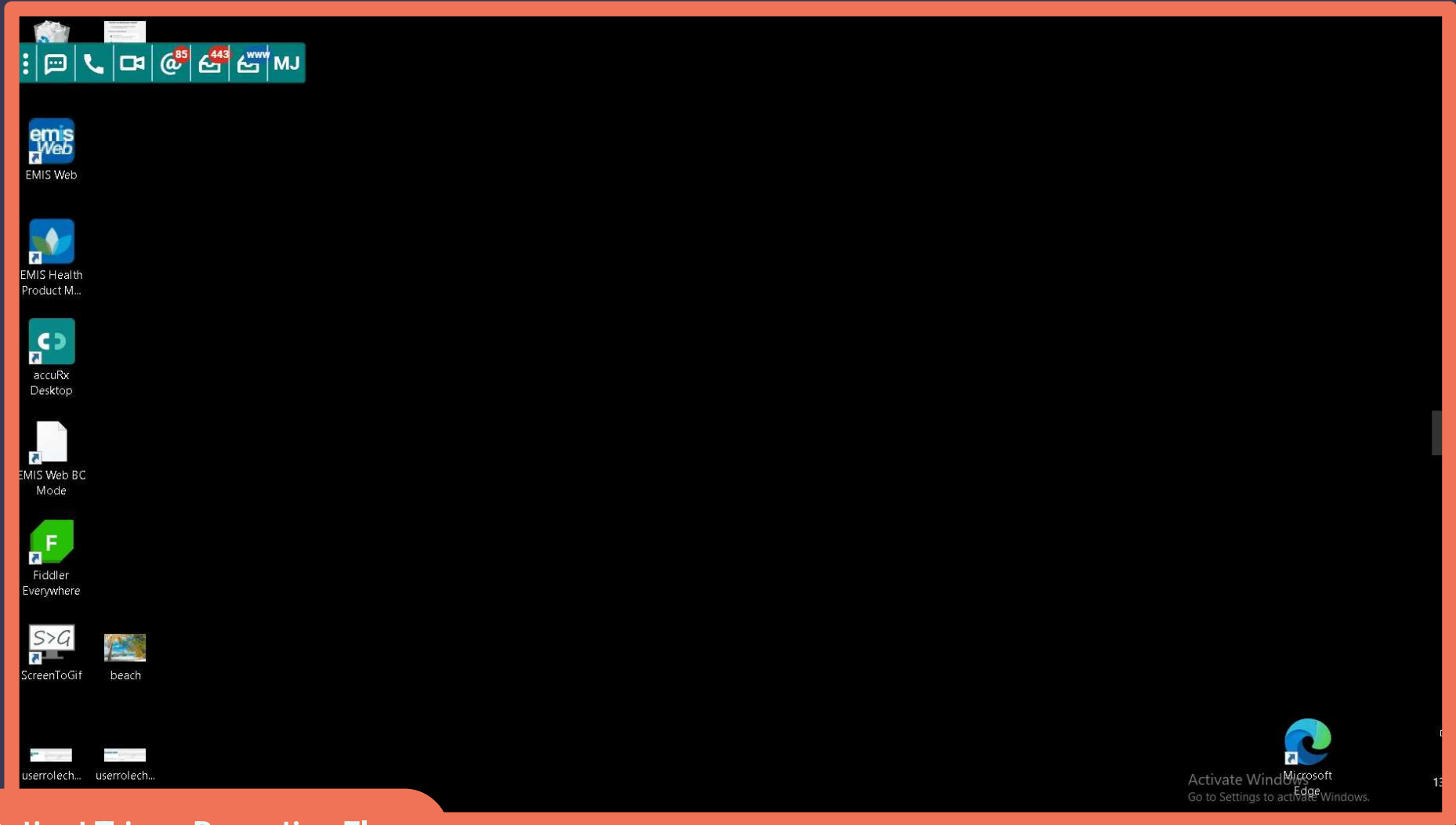
Triage all inbound in the same way



Triage all inbound in the same way



All requests must answer the same questions, and are triaged from one inbox



Patient Triage Reception Flow



“If you ask any of the reception staff, they will straight away tell you that the phone calls have fallen off considerably.

They can actually spend more time on the phone for those people who genuinely can't use the internet to use the online forms and help those people “

Practice Manager - feedback from Accurx annual user survey



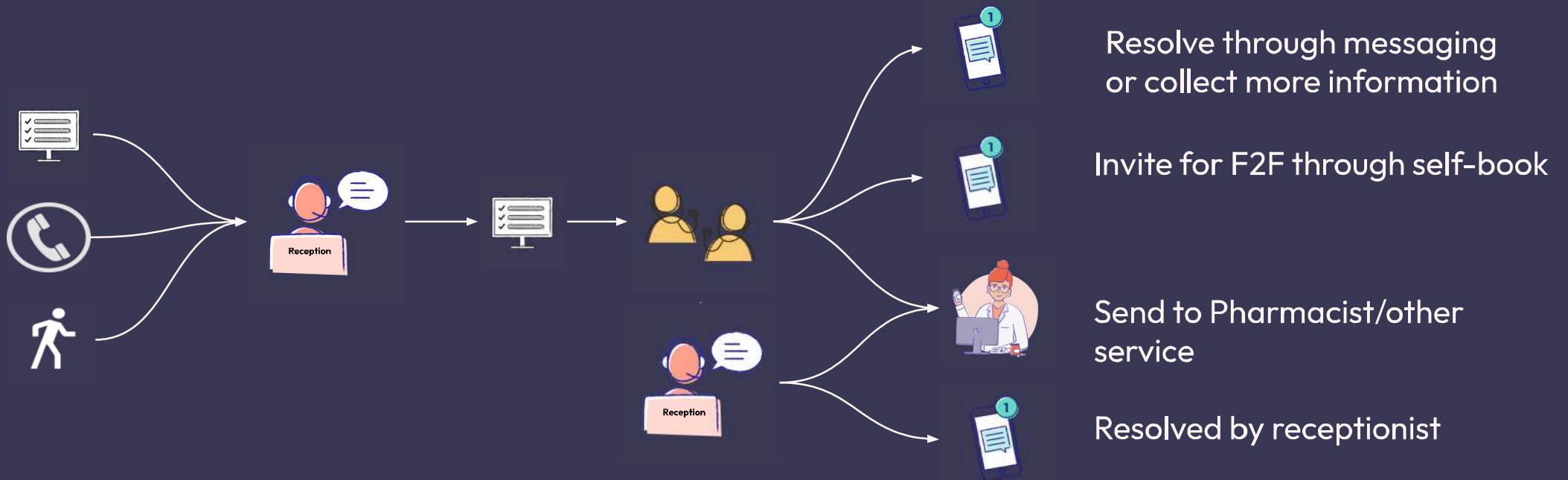
#3

Have an experienced GP triage

+ Pair with admin or trainee



Have an experienced GP triage



Median time from opening request to marking as done:

38 minutes



#4

When triaging, assign for skill mix and continuity (where it matters)



My Inbox

Teams

- Doctors
- Nurses

Colleagues

- To Assign** 5
 - Admin
 - Medical
- All

To assign 5

BLOGGS, Joe (Mr)
Medical request 2

BLOGGS, Joe (Mr)

Urgent **Done**

Medical request
COVID Symptoms: NO
Medical problem: I have an eczema flare up on my elbows
Duration: 2 weeks – getting worse
Ideas and concerns: My usual E45 cream isn't helping

Save to record

2 people viewing. Dr Smith is typing...

Reply Note Assign



#5

If more information is required, collect structured data through a Florey



BUCKBY, Oz (54y, M)

Open

NHS: 900 011 5906 • DOB: 07-Dec-1968 • Gender: Male

To: 07929356442

Okay to contact ✓

Mobile ▾

New

Search for a template or questionnaire ▾

Dear Mr Buckby,

77/612 (1 fragment)

Regards, Day Case Unit
HSCIC Unsupported Test Environment H

Allow response

Booking link

New

Save to record

Send now ▾

Send a Florey

anshi

Location: (unknown)

#6

Make it easy for patients to reply, so they don't have to start over again



The AccuRx Practice (29392)

Confirm your identity

Login with your date of birth or via the NHS website

Enter your date of birth

For example 26 2 1956

Day

Month

Year

> [Why do we need this?](#)

Confirm date of birth

Or use NHS login



Continue to NHS login



#7

**Work from the Inbox, not the
appointment book**



Work from the Inbox, not the appointment book

Time	Description / Patient Name
08:00	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:05	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:10	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:15	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:20	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:25	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:30	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:35	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:40	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:45	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:50	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)
08:55	GP ONLINE TRIAGE Embargoed (lifts at 08:15 on 06-Oct-2023)

The screenshot shows a software interface for a medical team. On the left is a navigation menu with options: My Inbox, Teams (6), Floreys (1), To Assign (5), Admin Query, Medical Request, All, Shared, and Colleagues. The 'To Assign' option is highlighted with a red box. The main area is titled 'To Assign' and contains a list of patient requests. A yellow notification banner at the top says: 'You have been added to this team to triage incoming messages. If you do not want to get notifications about messages in this folder, please turn off notifications above.' The list includes several 'Patient not found' entries and one active request for 'TEST, Accurx Onboarding (3y, M)' dated 15/09/2023. The active request details include: 'Patient Request: Admin - Repeat prescription', 'Name of medication(s): where is it', 'Further information: where is it', 'Contact method preference: Text message, Phone call', 'Preferred clinician to contact them: Anyone', and patient details: 'Name: Test, Accurx Onboarding', 'DOB: 08-11-2019', 'Gender: Male', 'Postcode:', 'Phone number: 07777777777'. A 'Mark urgent' button and a 'Done' button are highlighted with a red box. At the bottom, there are buttons for 'Reply to patient', 'Add note', and 'Assign', also highlighted with a red box.





"It helps us to know when someone else is actioning a triage request so we can move on to another and saves double handling, hence reducing time to action requests."

Feedback from Accurx annual user survey

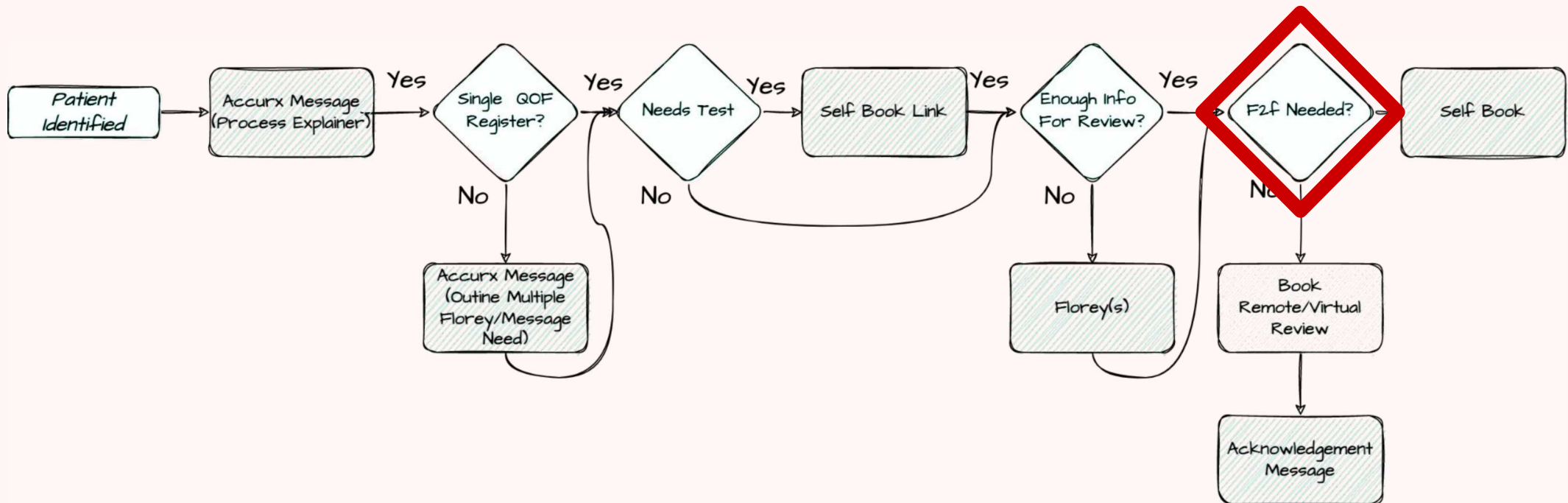


#8

**Resolve as much as possible with
messaging**



~25-50% of requests are resolved via messaging without an appointment



Saving over 1.5 GP FTEs per year

Patient list size	14,783 patients
#Triage requests	750 requests
% appointments that can be managed remotely with total triage (conservative estimate)	25%
#Appointments saved	187.5
FTE/practice	1.5 GP FTEs saved (£195k)
FTEs nationally	6000 GPs/year




#9

**Inform patients how the system
works at every touch point**



wilmslowhealthcentre.com/econsult-at-wilmslow-health-centre/

HOME SERVICES INFO ZONE OTHER DEPARTMENTS SELF CARE FOR CLINICIANS CONTACT US PATIENT LOGIN



Online Consulting at Wilmslow Health Centre

Getting you the RIGHT help at the RIGHT time!

Our Online Consulting platform allows you:

1. To seek **self-help information** from the NHS, through our surgery website. Services include self-help information, advice or help from local services which may be appropriate for your condition, such as self-referral services or help from your local pharmacy.
2. To seek **medical advice online** from Wilmslow Health Centre for your condition.
3. To seek **general or administrative advice** (e.g. for insurance forms, fit-notes, referrals, secure messaging to admin and reception staff, etc).
4. Request repeat medication. We always recommend patients to **use the NHS APP** to request repeat medications but when this is not possible (e.g. requesting medications on behalf of children), you can use our Online Consulting form.

Why use Online Consulting?

- Since July 2020, General Practice in the UK has faced unprecedented demand (up to 40% more than pre-Covid levels). This demand has increased even further since the easing of lockdown in in Spring 2021.



#10

Continuous iteration and improvement in the practice



Requests by assignee

• Last updated: Now

🔍 Filter by person or team name

Submitted by patients and reception ▾

Medical and Admin ▾

	Current	Today	
🕒 Assignee ☰	🕒 Open requests ⇅	🕒 Assigned to ☰	🕒 Marked done ☰
👤 TA To Assign	488	0	0
👤 D Doctors	186	1	0
👤 P Prescriptions	20	0	0
👤 A Admin	15	0	0
👤 P Physio Shared Team	13	0	0

Showing 5 ▾ of 492 entries

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A GP Practice in East London...

~35% all inbound resolved remotely

>300 fewer phone calls per month

38 mins average time to action inbound

98% inbound resolved in 1 day

12 hours staff time saved/day



10 Learnings from implementing Total Triage

#1 Make it as easy as possible for Patients to submit a request

#2 Triage all inbound in the same way

#3 Have an experienced GP triage

#4 When triaging, assign for skill mix and continuity

#5 If more information is required, collect structured data through a Florey

#6 Make it easy for patients to reply, so they don't have to start over again

#7 Work from the Inbox, not the appointment book

#8 Resolve as much as possible with messaging

#9 Inform patients how the system works at every touch point

#10 Continuous iteration and improvement



Thank You

