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

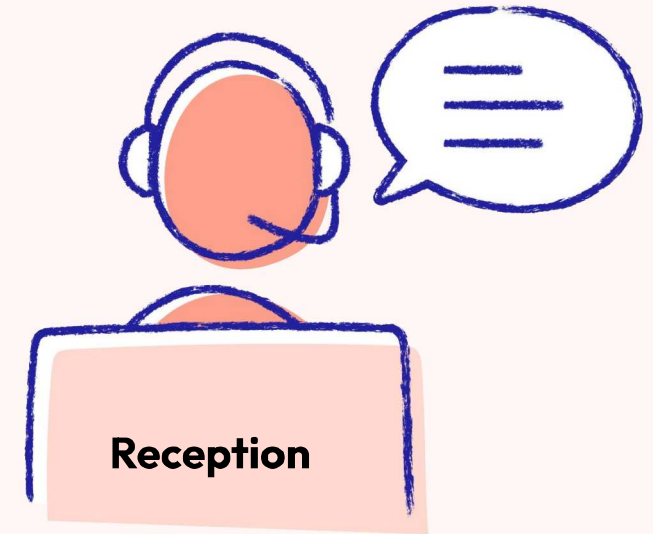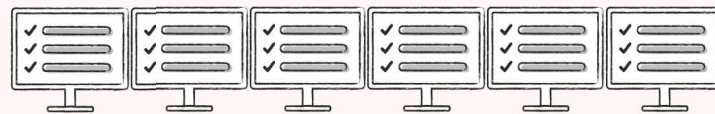**6 week wait** for routine appointments
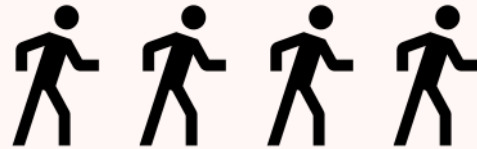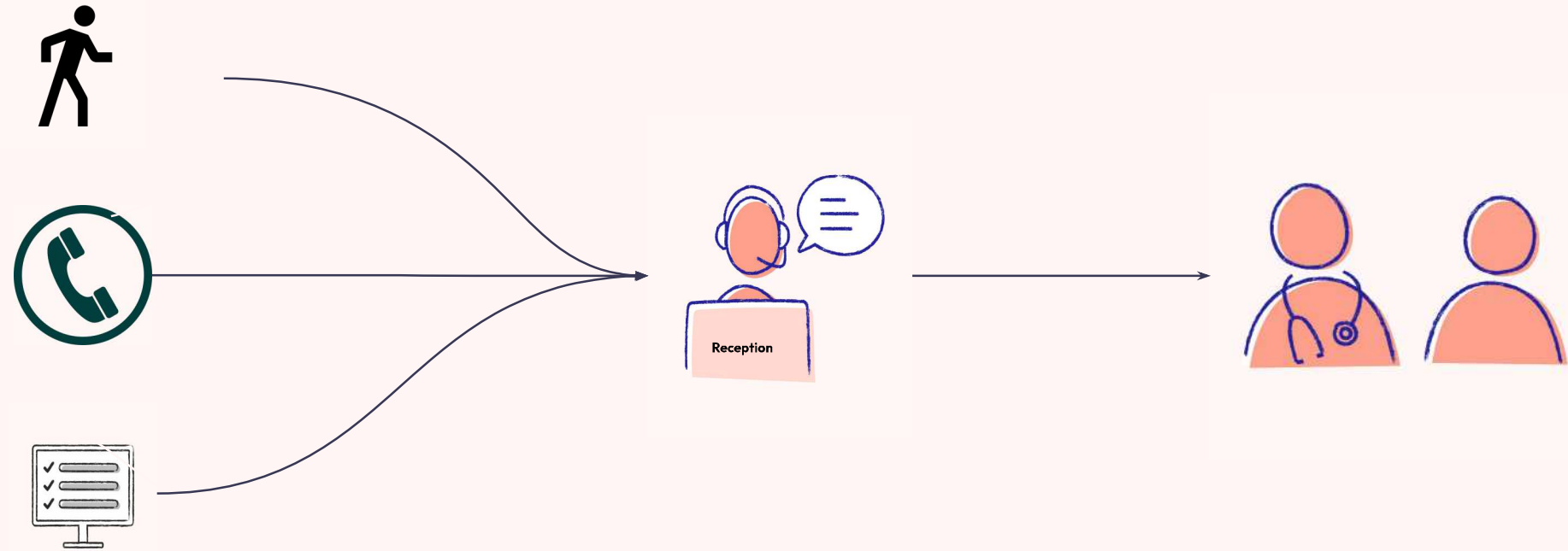
3.6⭐ Google rating

Unknown unmet demand

Pre Covid
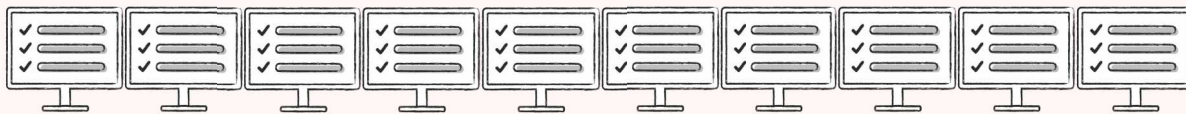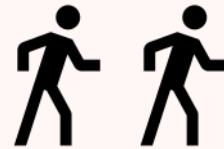
During pandemic, added online consultation
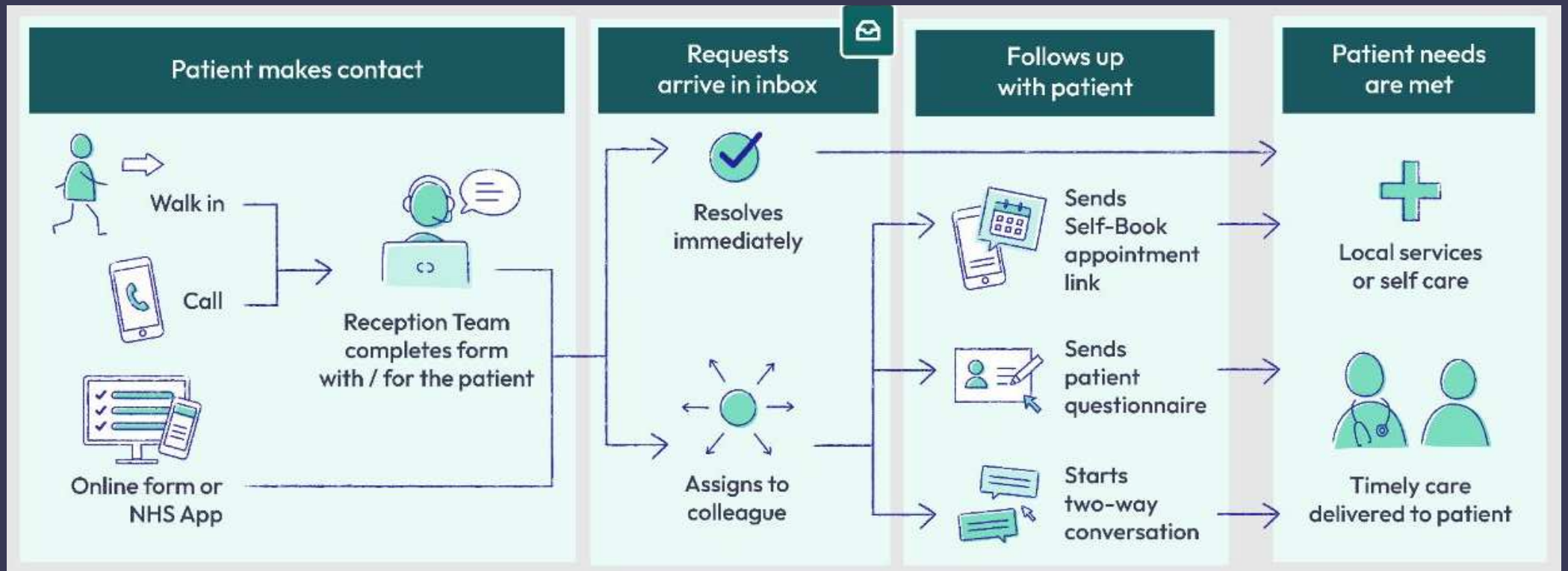

Reception

Not seeing the gains

10 Learnings from implementing Total Triage

Now

Reception

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.

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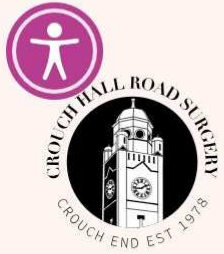
48 Crouch Hall Road, London N8 8HJ | Tel: 020 8340 5952

CQC Rating: Good

Instantly find what you're looking for

文A 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.
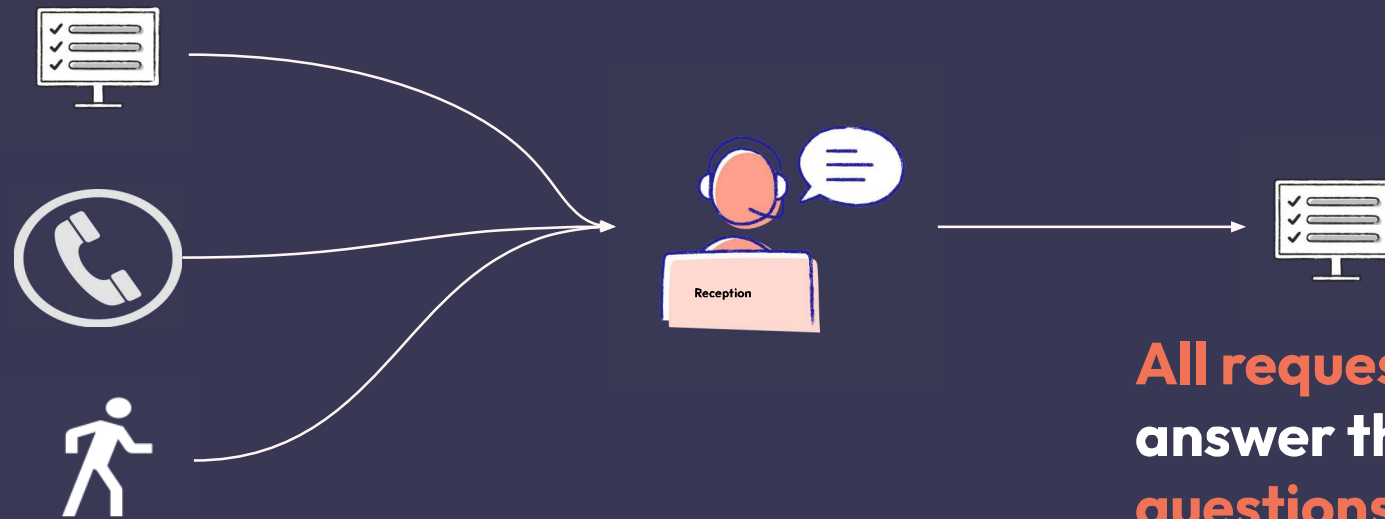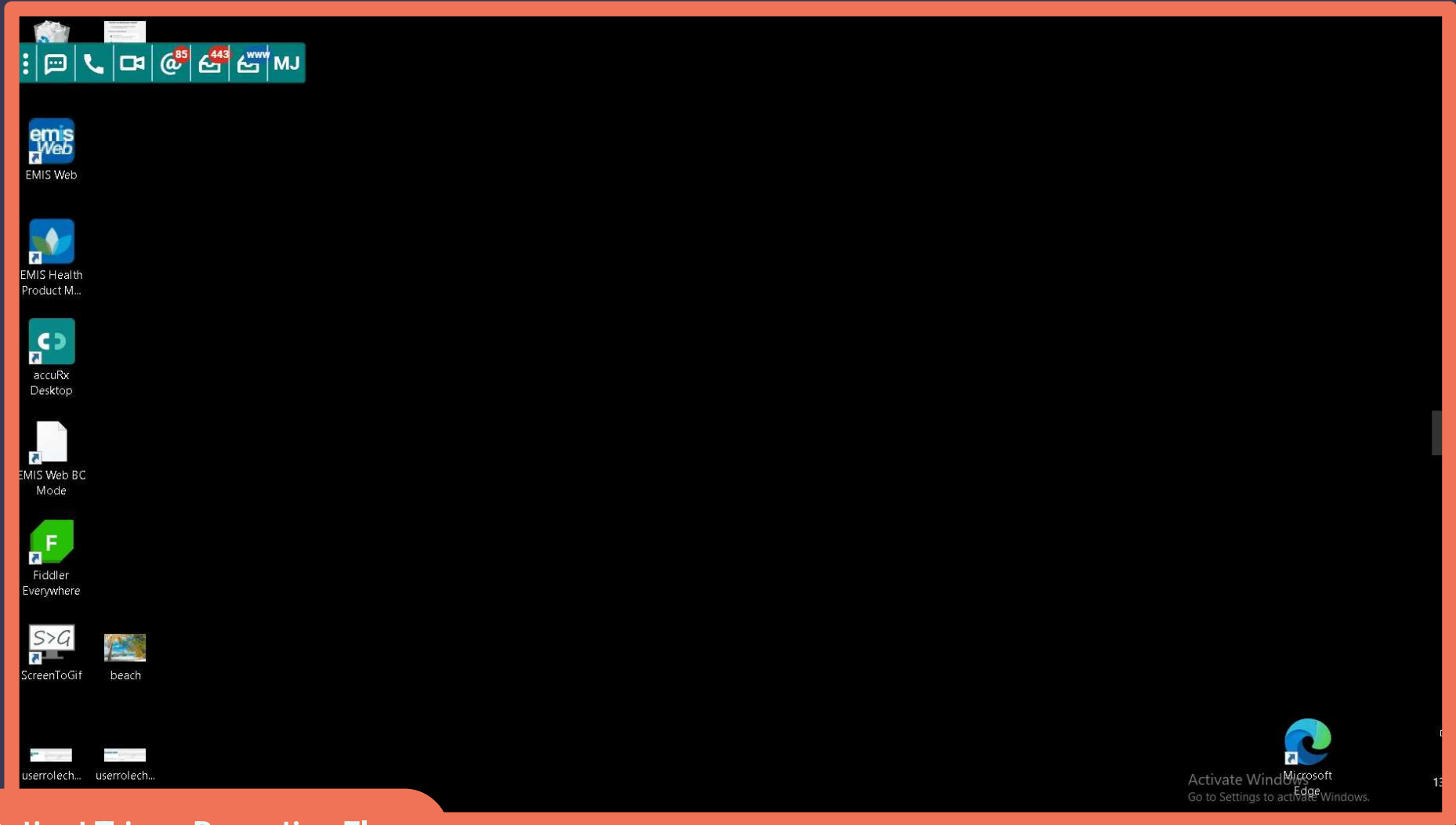
SEND A MESSAGE TO YOUR GP

#2

Triage all inbound in the same way

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 "

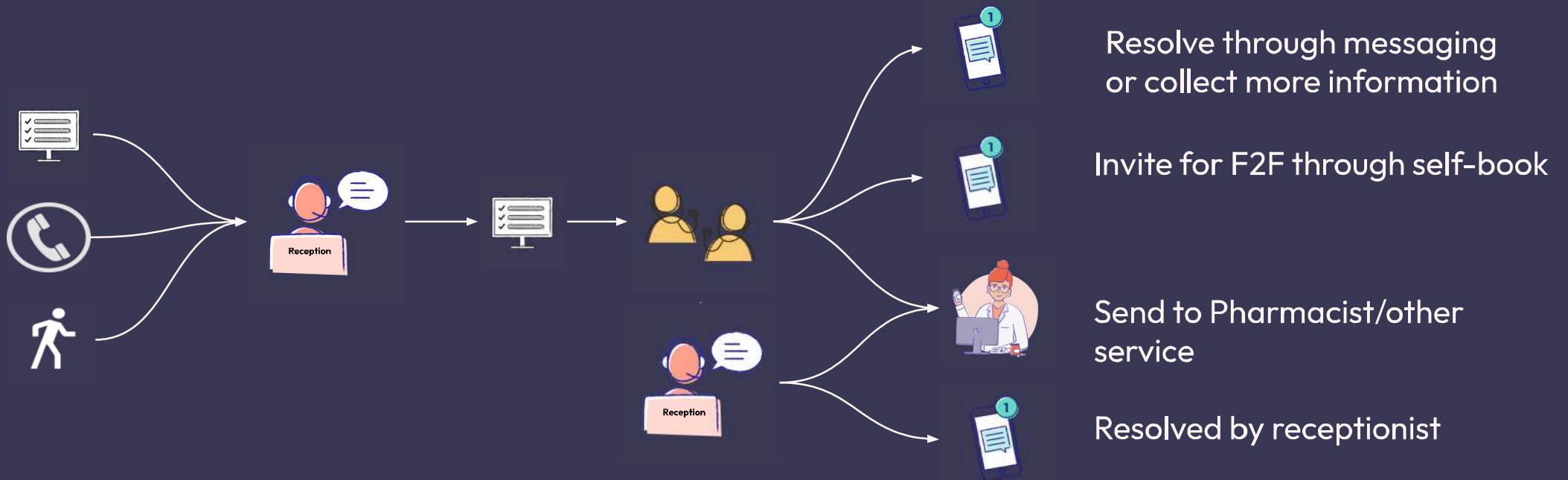Practice Manager – feedback from Accurx annual user survey

#3

Have an experienced GP triage

+ Pair with admin or trainee

#4

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

#5

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

BUCKBY, Oz (54y, M)

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

Open

To: 07929356442

Okay to contact ✓

New

Mobile ⌄

🔍 Search for a template or questionnaire ⌄

77/612 (1 fragment)

Dear Mr Buckby,

Regards, Day Case Unit
HSCIC Unsupported Test Environment H

☐ Allow response

New

📅 Booking link

✅ 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

NHS Continue to NHS login

#7

Work from the Inbox, not the appointment book

Work from the Inbox, not the appointment book

"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."

#8

Resolve as much as possible with messaging

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

Patient Identified → Accurx Message (Process Explainer) → **Yes** → Single QOF Register? → **Yes** → Needs Test → **Yes** → Self Book Link → **Yes** → Enough Info For Review? → **Yes** → F2f Needed? → Self Book

Single QOF Register? → **No** → Accurx Message (Outine Multiple Florey/Message Need)

Needs Test → **No**

Enough Info For Review? → **No** → Florey(s)

F2f Needed? → **No** → Book Remote/Virtual Review → Acknowledgement Message
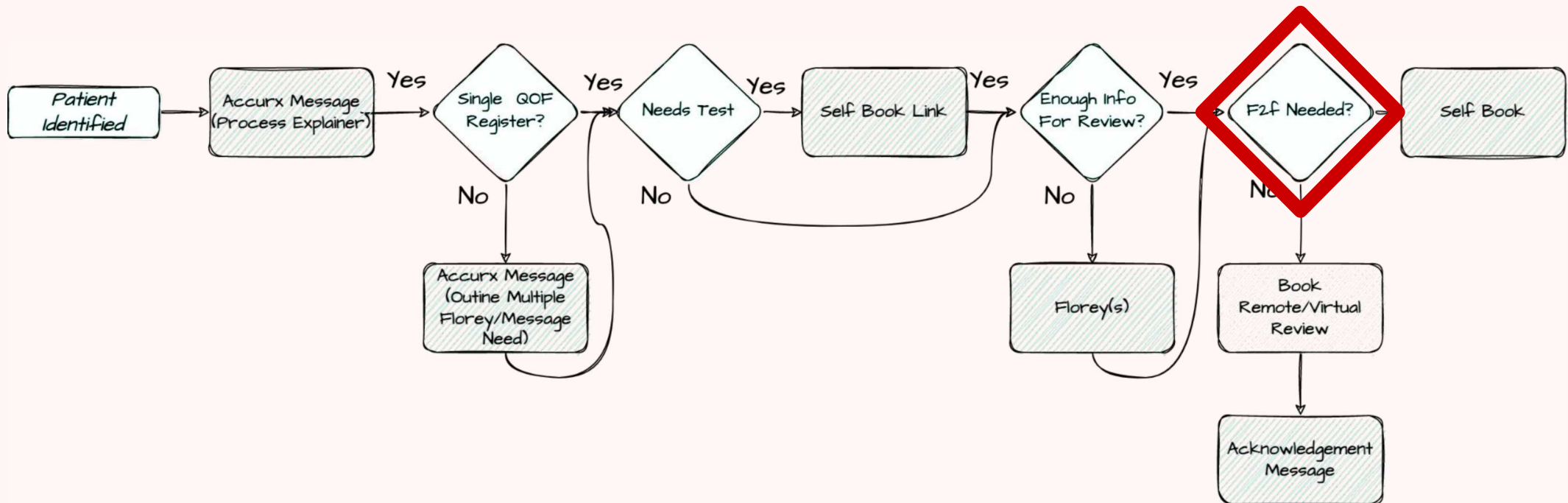
Saving over 1.5 GP FTEs per year

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

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

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   Page 1 of 99   ←   →

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