

Access Conundrum: The Story So Far: February 2014

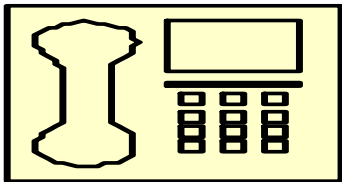
Managed reduction in Did Not Attends.
Doctors: 2013: 37% of 2009 DNA rate
Overall: 2013: 75% of 2009 DNA rate
Nurses still far too high

Choosewell Campaign
Appropriate use of GP

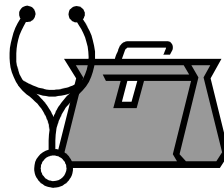


New Appointment System
Not universally popular but...
Major impact on DNAs
Phone Call consultations

Wider Use of Telephone Calls
Min. of 6 per surgery-often more
Guaranteed some age groups



**Dr Singh
Dr Joseph
Dr Kumari**



**Ann Sutton
Becky Stuart**

Targetted letters & phone calls
for chronic conditions

Patient Education
Website/community notice
boards/SignPost & education
events/role of Patient Group
BUT LOTS MORE TO DO

Online services including
appointments booking

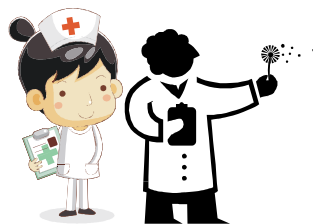
New phone system

Filter callers
Patient Education Messages
Patient Queuing
Call management information

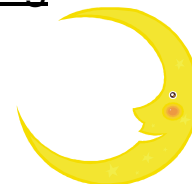
Text Messaging:
Help to reduce DNAs
Patient Education



Use of Locums



Doctors AND
nurses in the
evening



Peartree
"Frequent
Flyers":
Examine
Service
options

Benchmarks
Apptms/week
GP: Patient Ratio



But deprivation??