

Sign up to  
.....  
**SAFETY**

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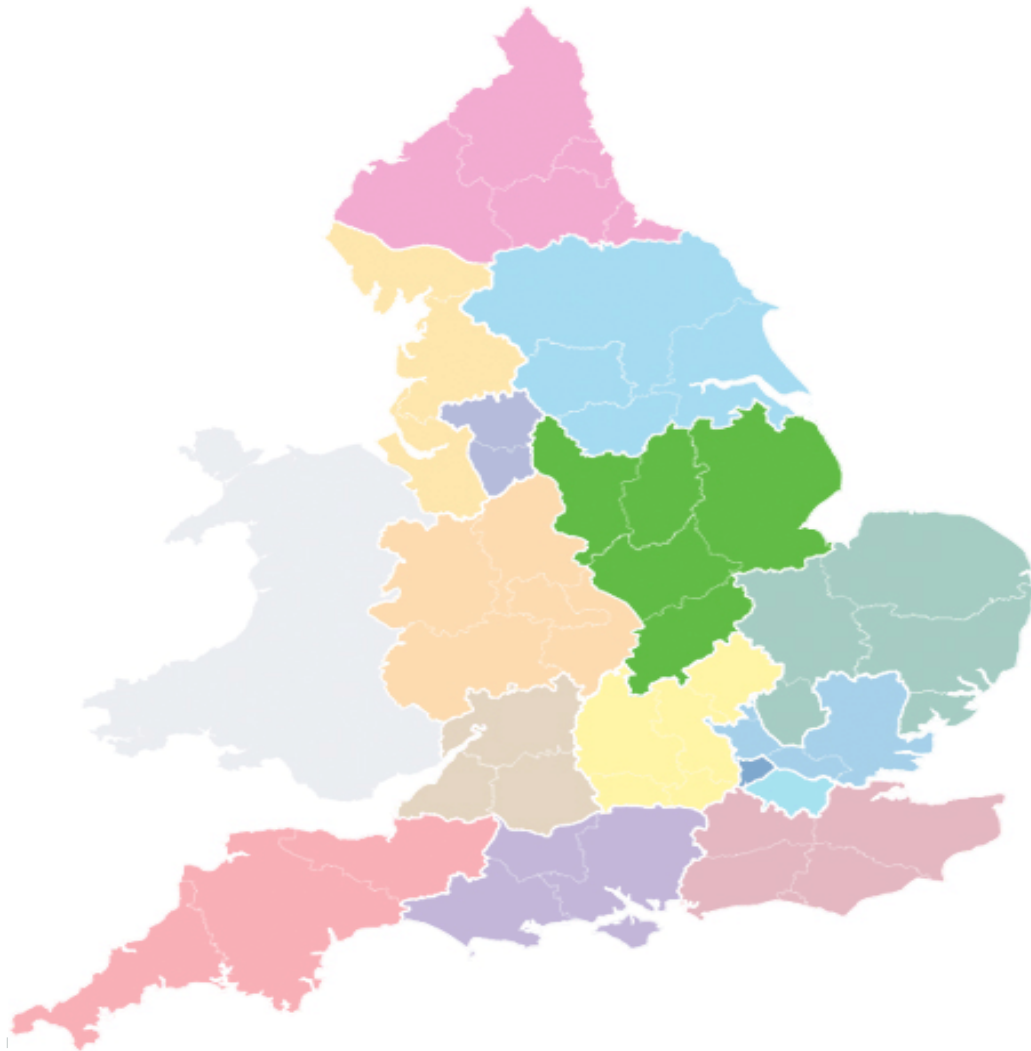
WELCOME TO THIS SIGN UP TO SAFETY WEBINAR

***Cut Workload Through Dynamic Web  
Design: Engaged Patients, Safer Patients:  
Sycamore House Medical Centre***

All participants lines are muted to reduce background noise

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WHERE ARE YOU?



# Dr Jagdeesh Singh Dhaliwal

MBChB FRCGP MSc DRCOG PGAMedEd

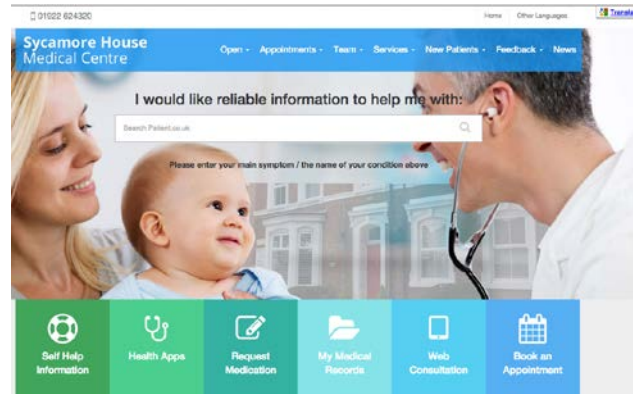
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- Jag is a GP Partner at [www.sycamorehousesurgery.co.uk](http://www.sycamorehousesurgery.co.uk)
  - Deputy Director of Postgraduate Medicine at Keele Medical School and
  - Consultant Medical Advisor in Health Technology Strategy
- Jag was awarded an MSc in Health Care Management with Distinction, from the University of Warwick and is a recipient of the Royal College of General Practitioners' teaching excellence award and a finalist for the NHS Leadership Mentor Award 2009
- His practice won the Primary Care prize at the Patient Safety Awards 2015 sponsored by Sign up to Safety and was 'highly commended' by the judging committee of the British Medical Journal Awards 2015
- Jag has worked at the Harvard Macy Institute in Boston, USA, in Latin America and has served as Senior Medical Educator to the Medical Protection Society in Australasia, where he developed risk management and shared decision making educational approaches to cutting error and medico-legal risk
- His area of expertise is the leadership challenge of encouraging radical transformation in healthcare through the use of enabling digital and social media technologies and he supports a range of UK and overseas technology providers with their strategies
- LinkedIn profile: <http://www.linkedin.com/in/jsdhaliwal>
- Twitter: @medtechidea



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# Cut Workload Through Dynamic Web Design: Engaged Patients, Safer Patients: Sycamore House Medical Centre



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- Irene Brown - Practice Manager
  - Jagdeesh Singh Dhaliwal - GP Partner
  - Masood Nazir - NHS England Clinical Informatics Advisor, GP Partner, Hall Green Surgery, Birmingham
-

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<i>Widely applicable</i>	<b>Every GP practice in the UK could implement</b>	
<i>Proven Scalability</i>	<b>Uptake in Birmingham. Milton Keynes, Kent</b>	
<i>Focus on delivering better patient experience</i>	<b>Patient co-creation. Shared Decision Making. 'Tell Us before We See You'</b>	
Can be shown to have improved integration	<b>Signposting and supporting local services and initiatives</b>	
<i>Have data to prove impact</i>	<b>Friends and Family Feedback, Text cancellations. 15 min GP appointments.</b>	
<i>On time, on budget</i>	<b>Launch in Aug 2014, less than £5000 cost</b>	

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# The Challenges Facing Primary Care

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Too many patients are struggling to book GP appointments in England, the health watchdog has told the BBC.

Patients at one in six surgeries have problems booking appointments, the Care Quality Commission (CQC) said after an inspection of 336 practices.

🕒 16 November 2014 | UK

**theguardian**  
Winner of the Pulitzer prize

Lack of GP appointments driving one million a year to A&E units

Friday 9 January 2015  
00.01 GMT

NHS lacks money and staff for seven-day operation, David Cameron told

Monday 18 May 2015  
19.50 BST

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# The Challenges Facing Primary Care

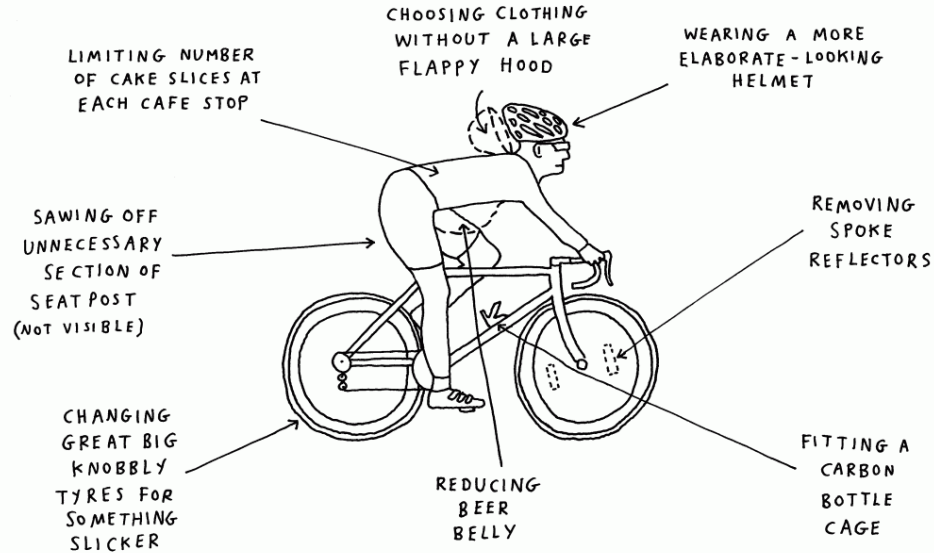
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# Our Approach: Marginal Gains

## MARGINAL GAINS

HOW THE PROFESSIONALS MAKE SMALL CHANGES TO IMPROVE THEIR PERFORMANCE



cyclingcartoons.com / by @davewalker

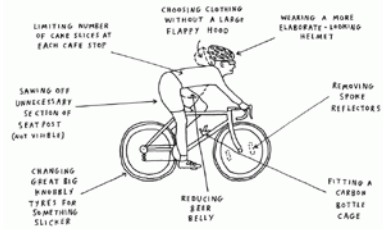




# Marginal Gains: Dynamic GP Portal

## MARGINAL GAINS

HOW THE PROFESSIONALS MAKE SMALL CHANGES TO IMPROVE THEIR PERFORMANCE



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Open - Appointments - Team - Services - New Patients - Feedback - News

I would like reliable information to help me with:

Search Patient.co.uk



Please enter your main symptom / the name of your condition above



Self Help  
Information



Health Apps



Request  
Medication



My Medical  
Records



Web  
Consultation



Book an  
Appointment

# The Impact

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Shift to 15 minute GP appointments in August 2014

186 GP/ANP appointments free in Dec 2014

Patient Friends and Family Results

Able to shift to anticipatory care: Telehealth and apps usage

We're happy!

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# Scalability

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Visit to Sycamore by Birmingham CCG and

GP leads: Captured the imagination

Our PMCF 2 bid: Access All Hours, the

Birmingham Way

48 practices: 365,171 patients

Interest by Milton Keynes CCG and Kent

CCGs. National interest - Beverley Bryant

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# Thank You!


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