

Care UK Superpractices

National

Number of patients covered: 46,000

Number of practices participating: 8

- Provide patients 24/7 access to a GP or other appropriate clinician
- Solve less urgent problems remotely, freeing up face to face GP appointments for those that need them, when they need them
- Improve ease of access to medical advice and treatment
- Increased patient satisfaction as they don't have to leave home/workplace unless necessary, increased access and choice
- Reduce number of missed/wasted appointments
- Improve efficiency in GP practice processes

Our top three innovations are:

*94% patient satisfaction
"I was very impressed with such a quick turnaround, this was the best experience [of general practice] I've had yet"*

WebGP online tool

An online tool to allow patients to manage minor illnesses and injuries themselves, within the community or submit an e-consultation to their registered GP

Patients can seek support and advice from anywhere with an internet connection, anytime of the day or night

Alleviates pressure on surgeries and hospitals by helping patients to help themselves

Currently live at four practices, and will be rolled out to the remaining four practices this month

Interactive text service

Providing patients with a reminder of their upcoming appointment(s) to reduce DNAs

Facility to cancel appointments by text – reducing calls into the practice & allowing appointments to be reallocated

Patient focus groups revealed that text/email was a preferable method of communication to letters

Customer feedback can be obtained via text

Launching health information campaigns by text e.g. smoking status

Interactive texting is currently live at seven practices and will be live at all eight this month

24/7 access to medical advice

Using remote phone consultations to deal with health issues that do not require a face to face appointment

Free up time for GPs to spend with the patients that require it

Reduce pressure on walk-in services and A&E

Improve convenience for patients; they don't need to leave their home or workplace to get care

Utilised and adapted existing 111 call centre infrastructure for this new process

Currently live at two practices, with a plan to rollout to all 8 by the end of June 2015