

PACO helps with patients self-booking selected appointments that frees up phone lines

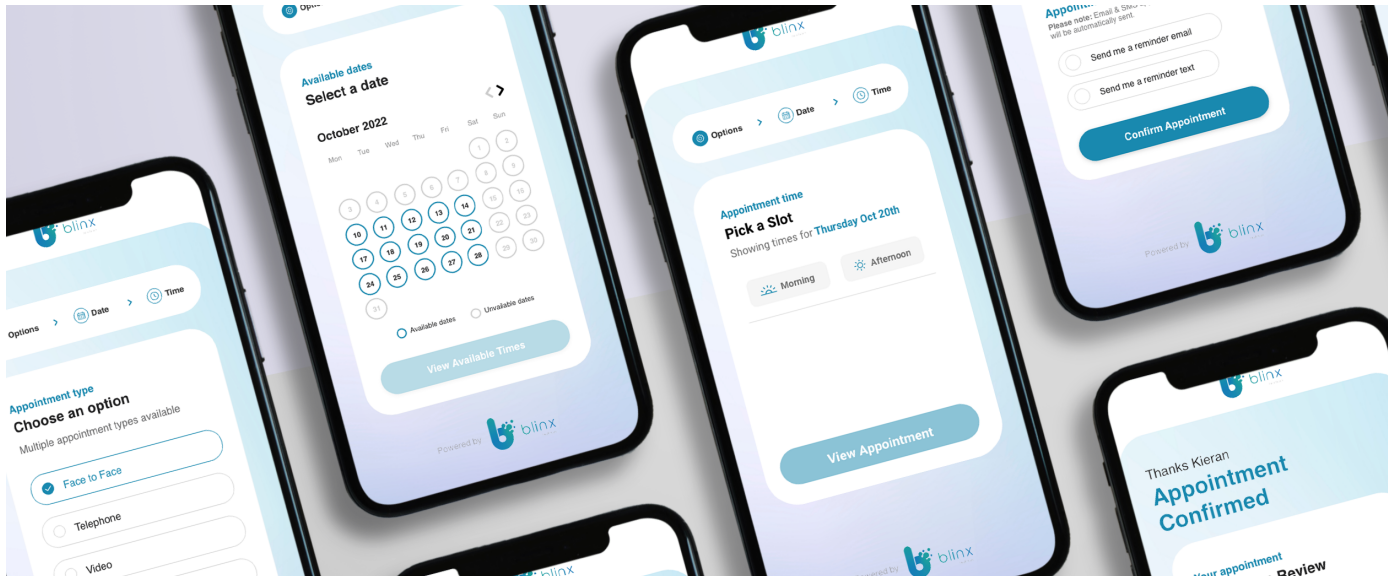


What Good Looks Like: Empower Citizens

Client:



Fuller Stocktake Report Impact: Reduce admin time within appointments through patient record access & ensuing right clinical resources



THE CHALLENGE

Managing the 8 am rush for appointments is a major challenge for GP practice managers and partners as they struggle to predict the number of inbound calls from patients. Traditional communication methods and most technology solutions offer only static information, such as the practice telephone number, adding to the demand for inbound calls. The length of a typical call to book an appointment with a GP in the NHS can vary from a few minutes to around 10 minutes, causing frustration for both patients and staff during busy periods, and potentially hindering the patient experience.

HOW PACO CAN HELP

As a GP practice manager or partner, implementing PACO's self-booking tool can provide several benefits. Firstly, it can reduce the workload for administrative staff by allowing patients to book their appointments, freeing up staff time. Secondly, it provides patients with a more flexible and convenient way to book appointments, including outside of practice opening hours. This can improve patient satisfaction and reduce the likelihood of missed appointments, ultimately improving practice efficiency. Finally, the user-friendly online portal can enhance the patient experience, reducing frustration and improving overall health outcomes.

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WHAT WE DID

As GP practice managers and GP Partners, we recognize that neighbourhoods such as Vauxhall, Liverpool, face significant health challenges, including high levels of deprivation and poor housing quality. In response to this, we have launched a campaign to engage women under 50 years old in Vauxhall to take part in cervical smear tests, which are a vital part of women's health.

Our campaign uses email and SMS to reach out to outstanding patients who have yet to complete the test in the current financial year. By providing a link to self-book an appointment with specific nurses, we aim to make the process of booking and attending the test as simple and accessible as possible for patients.

Through this campaign, we hope to remove barriers to accessing healthcare and promote the health and well-being of women in Vauxhall. By addressing some of the underlying health inequalities in the neighbourhood, we can contribute to building a more healthy and thriving community.

IMPACT

Our campaign to encourage cervical smear tests had a significant impact and can offer similar benefits for primary care in the UK. In just 72 hours, 43 patients self-booked appointments, saving over 3.5 hours of phone calls to the practice. This means that administrative staff can focus on other important tasks while ensuring patients can access timely care. With 70% of patients booking their appointments outside of practice hours, our self-booking tool has proven to be a convenient and accessible way for patients to take control of their health. By reducing barriers to healthcare, such as wait times and phone calls, we can empower patients to prioritize their health and well-being.

Overall, our campaign was successful in increasing awareness of cervical smear tests and making them more accessible. We believe that similar initiatives can help to improve health outcomes and promote patient-centred care in primary care settings. By leveraging technology to streamline administrative tasks and prioritize patient needs, we can create a more efficient and effective healthcare system for all.



Patient Experience:

- Appointments made available at times that suited patients lifestyles, **ability to self book without calling practice.**



Clinical Access:

- **Improving health record** for patients with recorded health information



Operational efficiency (Time/Cost):

- **Over 3.5 hours of practice admin time saved** on identifying and inviting patients to sessions on phone calls.

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