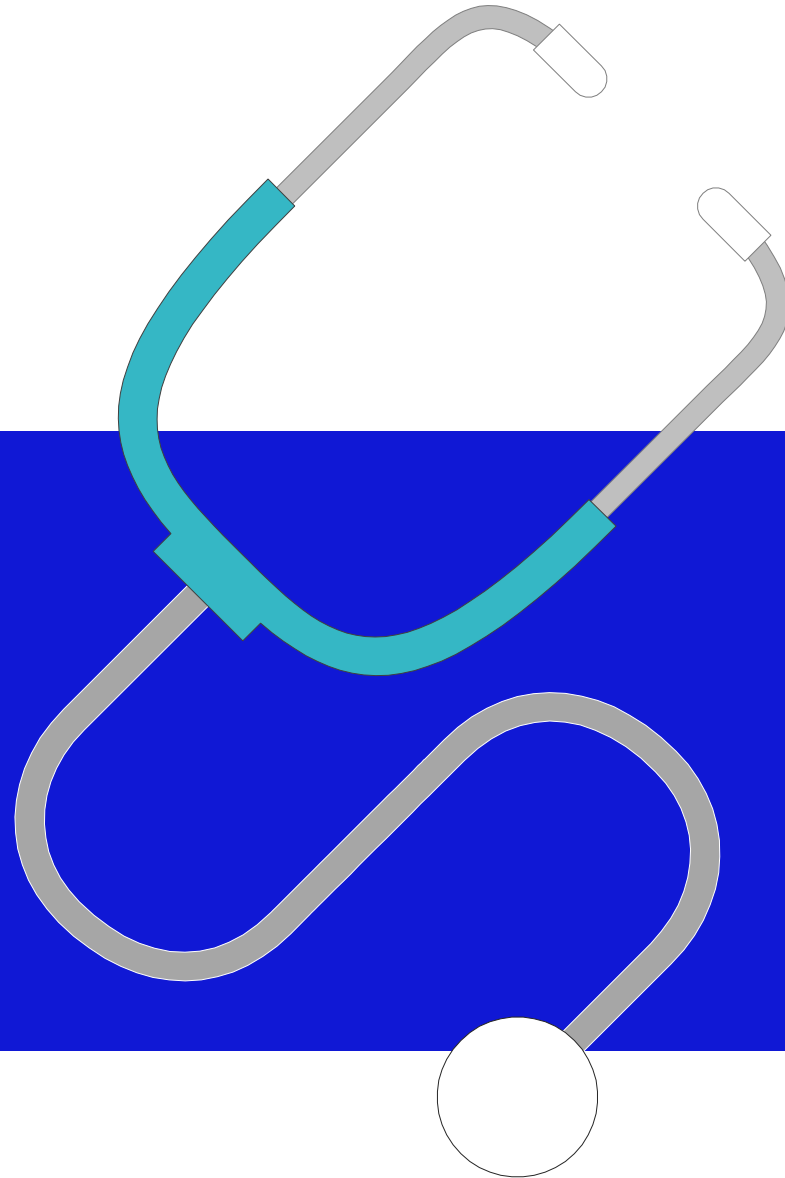




General Practice Case Study

Brigstock & South Norwood
Partnership



Case Study

Brigstock & South Norwood Partnership



Situation

The practice needed to address increasing demand for appointments.



Solution

By implementing Doctorlink's Online Triage, the practice was able to reduce demand by efficiently directing people to the most appropriate care pathway.



Results

3,459 patient registrations, representing 38% of patients engaged with a GP. 38% of those patients have been rerouted to alternative care. Of those patients who were directed to the practice, 27% were recommended a telephone consultation. Total cost saving of £50,935.

Situation

Brigstock & South Norwood Partnership was facing increasing demand for appointments. The practice needed to move away from a first come, first served system, which was causing administrative burden, and move to a system that focused on those most in need.





Solution

In December 2018, Brigstock & South Norwood Partnership implemented Doctorlink's Online Triage platform. This allowed the practice to efficiently manage demand by directing people to the most appropriate care pathway.

Online Triage has been used to assess the patients' symptoms online by asking a series of medical questions based on an algorithm built by doctors and technology innovators.

The solution then recommends the best healthcare pathway based on the symptom assessment results. This has helped reduce demand on services, saving the practice time and cost.

Results

Since the rollout of Online Triage in September 2018, **3,459** patients have registered with the service, which represents **38%** of *active patients.

More than **4,400** symptom assessments have been completed, with **38%** of those patients rerouted to alternative care such as self-help or emergency. Of those patients who were directed to the practice, **27%** were recommended a telephone consultation. This has led to a GP and admin time saving which is equivalent to more than **£50,900** (*NHS:cost of GP appointments)



- Active patients: The patients who are 16+ in age and actively engaged with their GP. On average 82% of the practice population is over 16 . And 68% of those (on average) are actively engaged with their GP.
- <https://www.england.nhs.uk/2019/01/missed-gp-appointments-costing-nhs-millions/#:~:text=Each%20appointment%20costs%20an%20average,of%20%2C325%20full%20time%20GPs>



4,468

Symptoms assessments
completed using Doctorlink

38%

Of patients were
recommended other
healthcare pathway

38%

of active patients are
registered with Doctorlink
App

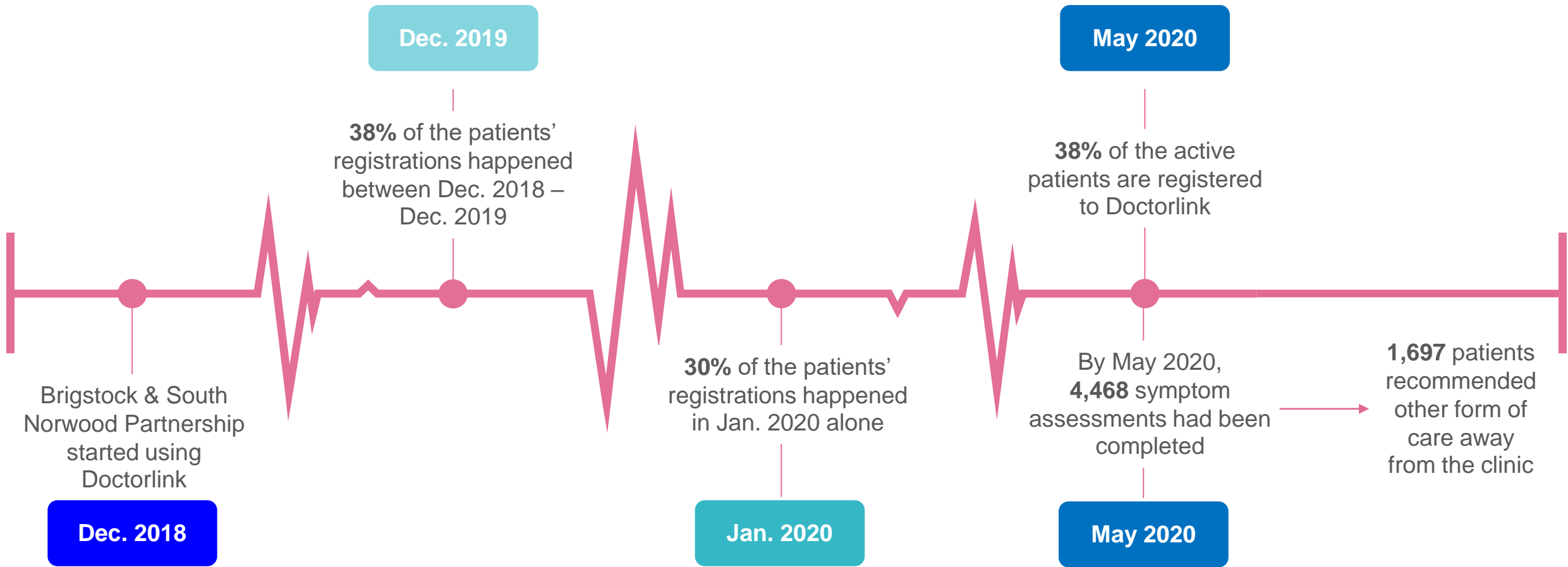
GP and admin time saving
which is equivalent to more than

£50,900

27%

Of patients were
recommended telephone
consultation

Timeline



Conclusion

Brigstock & South Norwood Partnership is based in Thornton Heath, London. It is a modern practice which is committed to providing excellence in a safe and supportive environment and aims to lead healthcare into the future. Online Triage has helped the practice reduce demand on services, offer better access for patients seeking care and assisted in the acquisition and retention of talent by transforming the experience for its GPs.