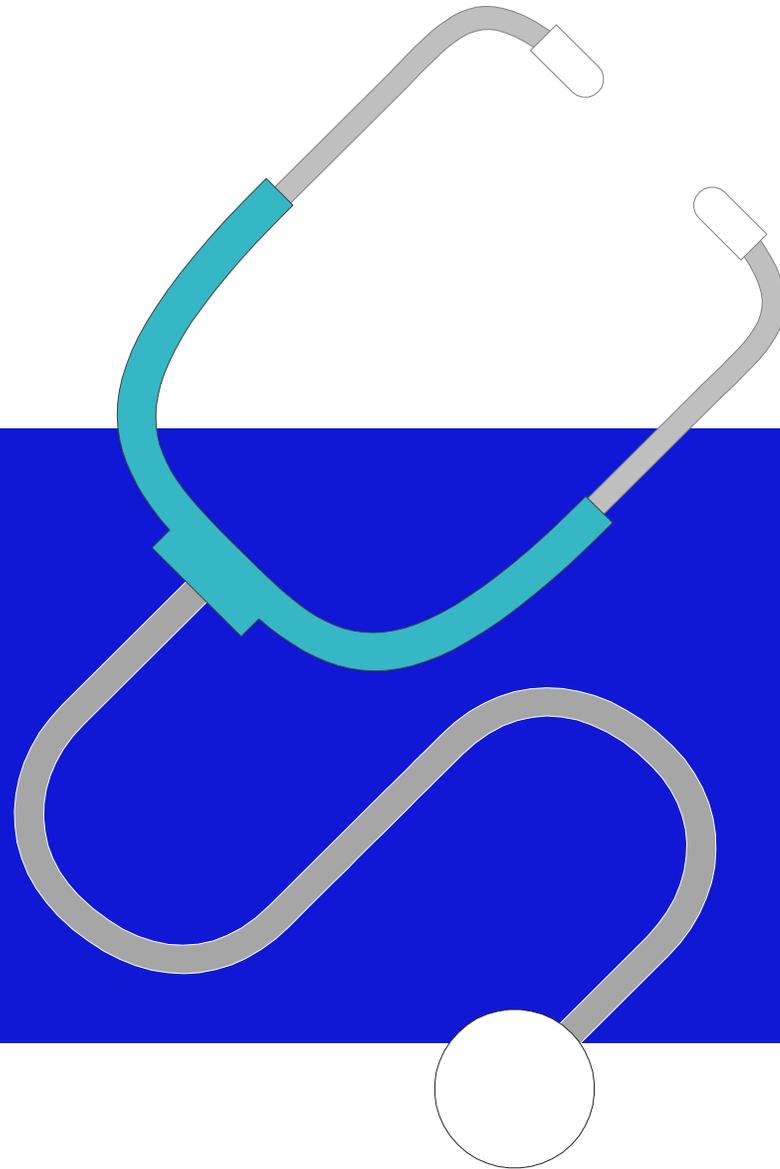




# General Practice Case Study

Langham Place Surgery



# Case Study

Langham Place Surgery



## 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

4,451 patient registrations, representing 78% of patients engaged with a GP. 31% of those patients have been rerouted to alternative care. Of those patients who were directed to the practice, 32% were recommended a telephone consultation. Total cost saving of £129,503.

# Situation

Langham Place Surgery 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 July 2018, Langham Place Surgery 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.

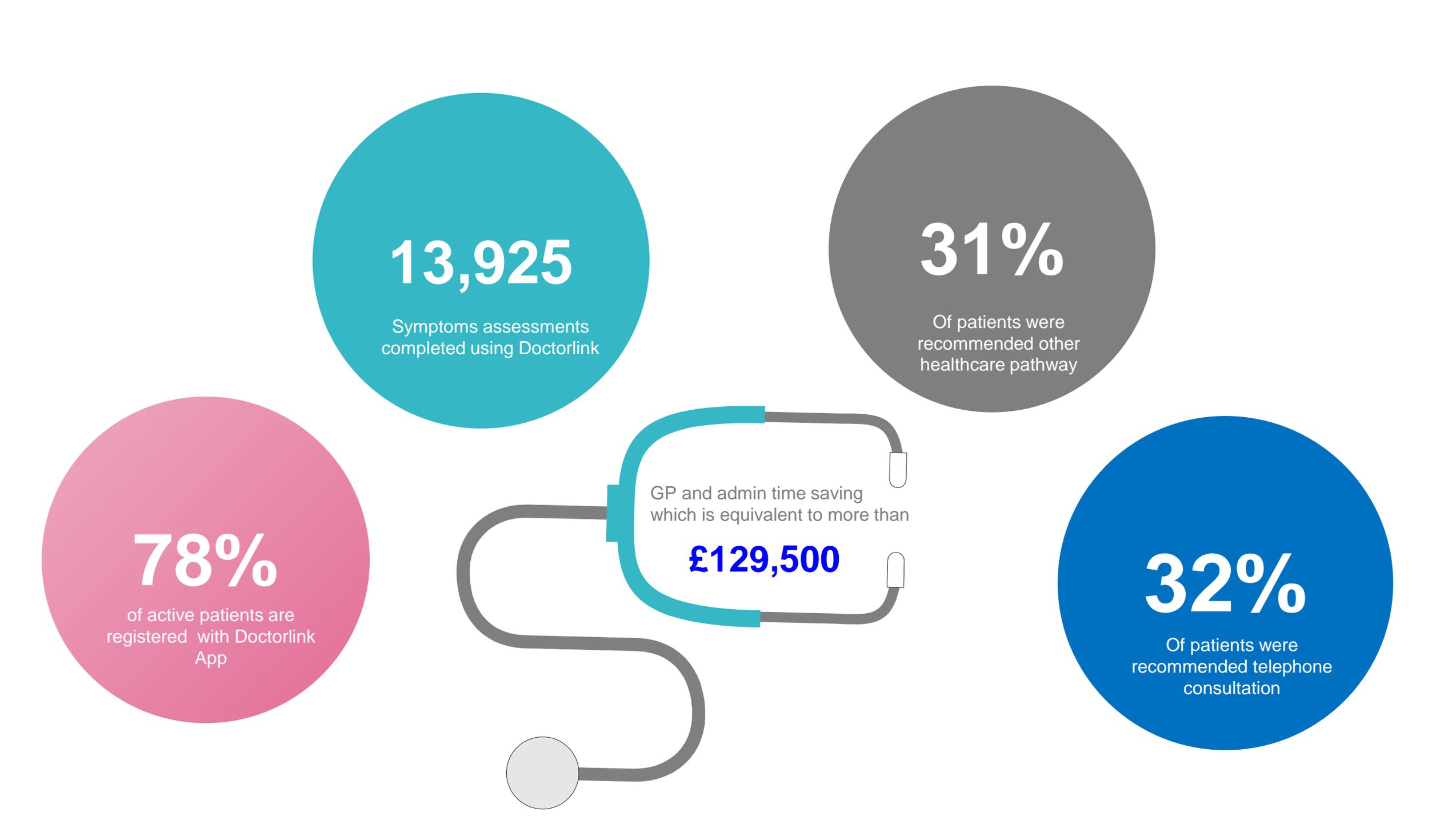
# Results

Since the rollout of Online Triage in July 2018, **4,451** patients have registered with the service, which represents **78%** of \*active patients.

More than **13,900** symptom assessments have been completed, with **31%** of those patients rerouted to alternative care such as self-help or emergency. Of those patients who were directed to the practice, **32%** were recommended a telephone consultation. This has led to a GP and admin time saving which is equivalent to more than **£129,500** (\*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>



**13,925**

Symptoms assessments  
completed using Doctorlink

**31%**

Of patients were  
recommended other  
healthcare pathway

**78%**

of active patients are  
registered with Doctorlink  
App

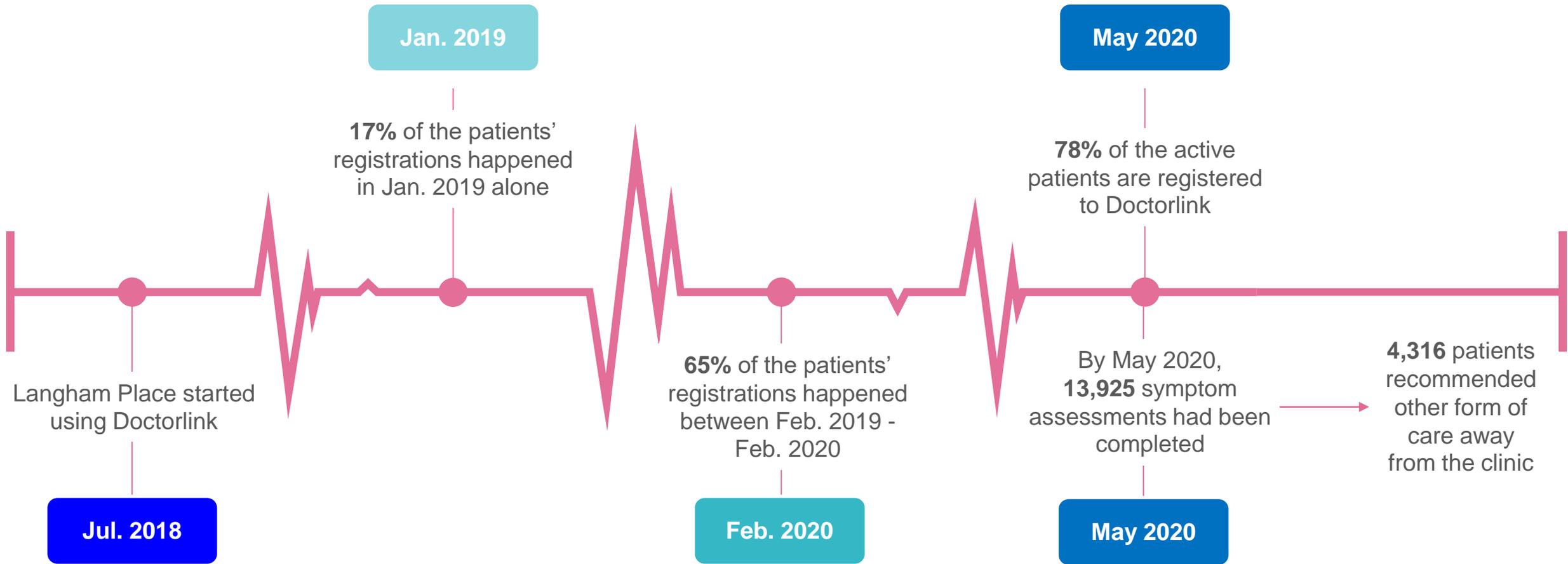
GP and admin time saving  
which is equivalent to more than

**£129,500**

**32%**

Of patients were  
recommended telephone  
consultation

# Timeline



# Conclusion

Langham Place Surgery is based in Northampton. The practice believes in traditional values of patient care, combining up-to-date methods and quality standards with a holistic approach. 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.