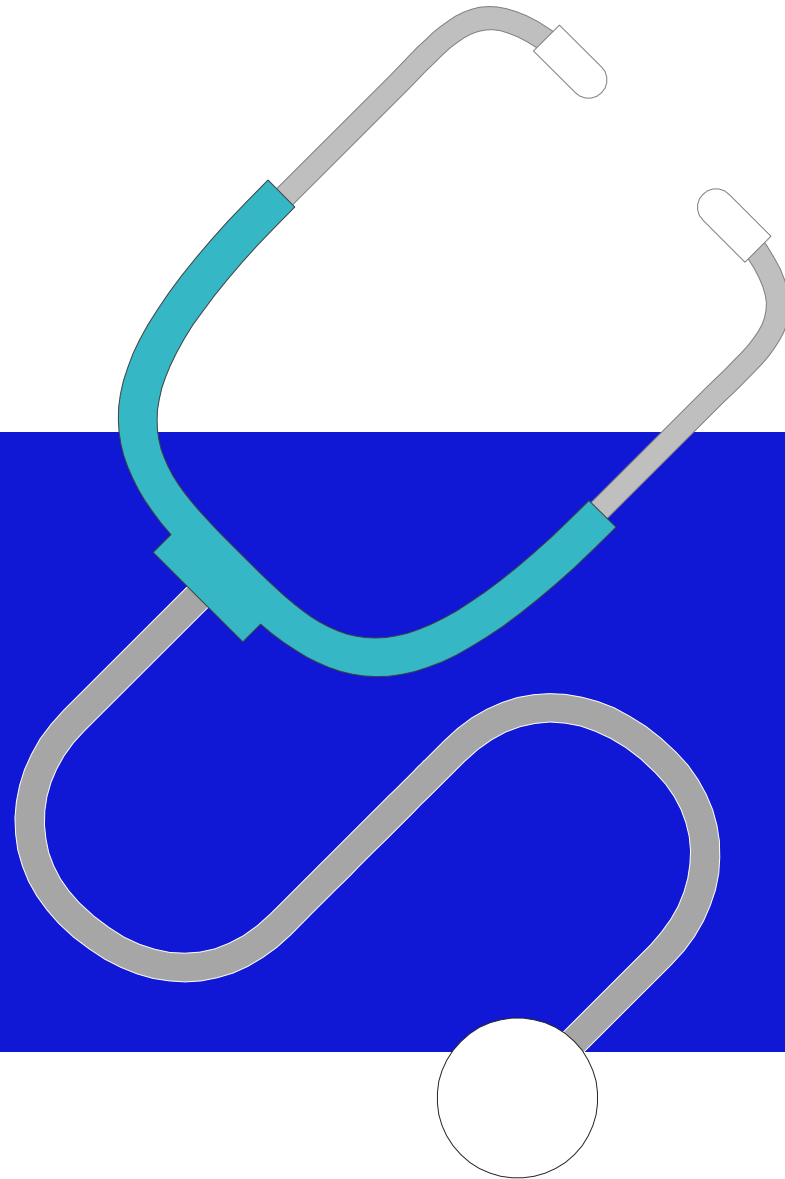




# General Practice Case Study

Violet Lane Medical Practice



# Case Study

Violet Lane Medical Practice



## 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

2,975 patient registrations, representing 49% of patients engaged with a GP. 28% 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 £48,552.

# Situation

Violet Lane Medical Practice 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 September 2018, Violet Lane Medical Practice 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, **2,975** patients have registered with the service, which represents **49%** of \*active patients.

More than **5,700** symptom assessments have been completed, with **28%** 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 **£48,500** (\*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>



5,780

Symptoms assessments  
completed using Doctorlink

28%

Of patients were  
recommended other  
healthcare pathway

49%

of active patients are  
registered with Doctorlink  
App

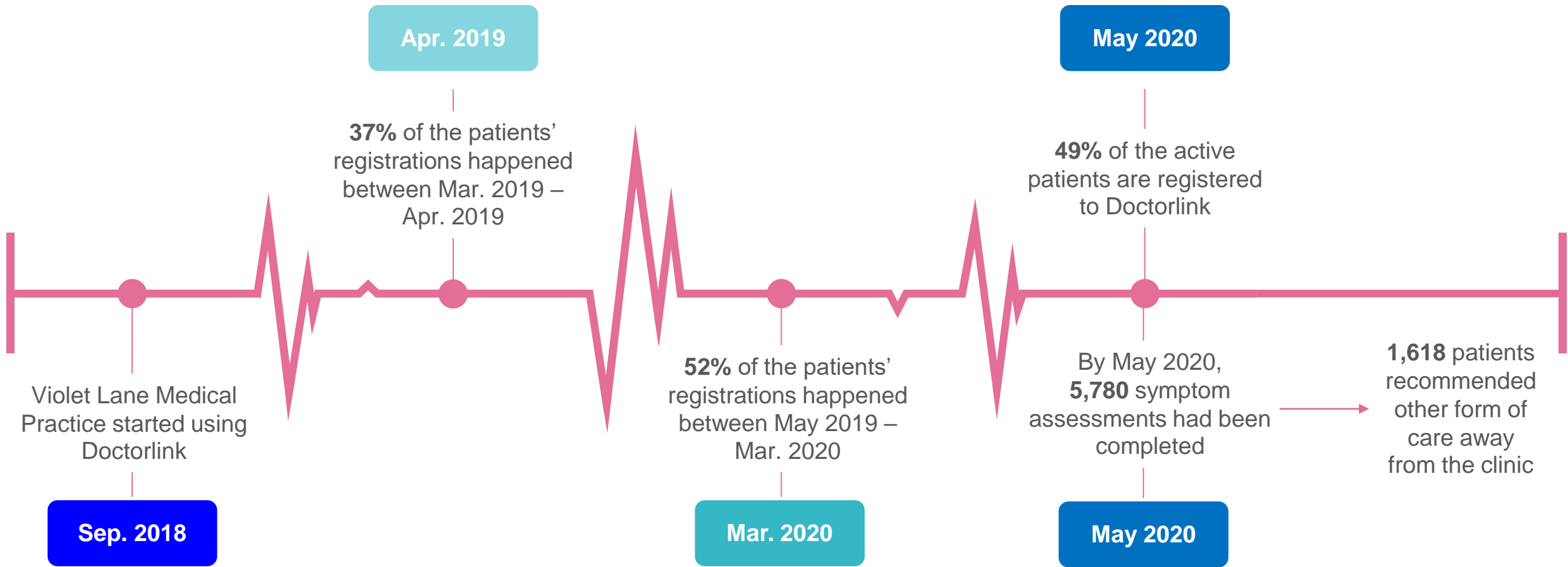
GP and admin time saving  
which is equivalent to more than

**£48,500**

27%

Of patients were  
recommended telephone  
consultation

# Timeline



# Conclusion

Doctors and staff at Violet Lane Medical Practice in Croydon, London aim to offer the highest standard of patient-centred healthcare. The practice runs a range of clinics for the management of chronic diseases such as asthma and diabetes and offers a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and well-person check-ups. Violet Lane Medical Practice implemented Doctorlink because it wanted to improve patient access to services. 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.