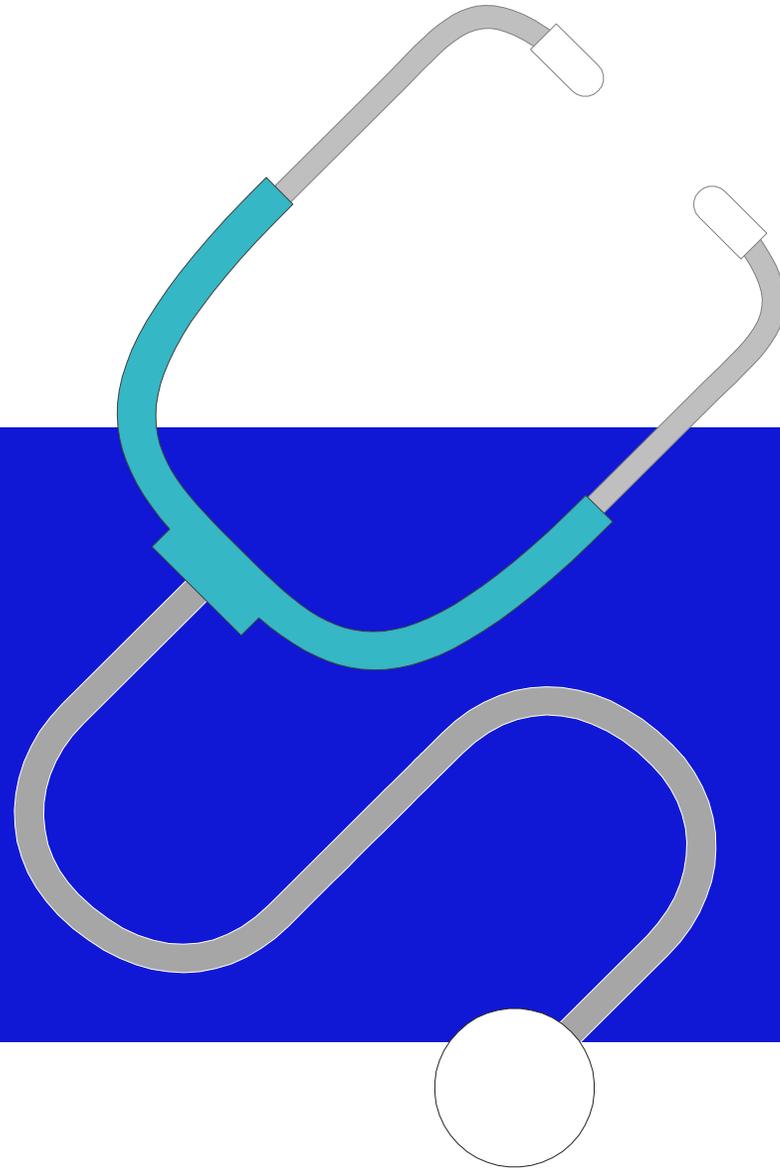




# General Practice Case Study

Dove Valley



# Case Study

Dove Valley



## 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

2,987 patient registrations, representing 51% 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, 26% were recommended a telephone consultation. Total cost saving of £53,903.

# Situation

Dove Valley 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 2019, Dove Valley 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 2019, **2,987** patients have registered with the service, which represents **51%** of \*active patients.

More than **6,400** 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, **26%** were recommended a telephone consultation. This has led to a GP and admin time saving which is equivalent to more than **£53,900** (\*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>

6,417

Symptoms assessments  
completed using Doctorlink

28%

Of patients were  
recommended other  
healthcare pathway

51%

of active patients are  
registered with Doctorlink  
App

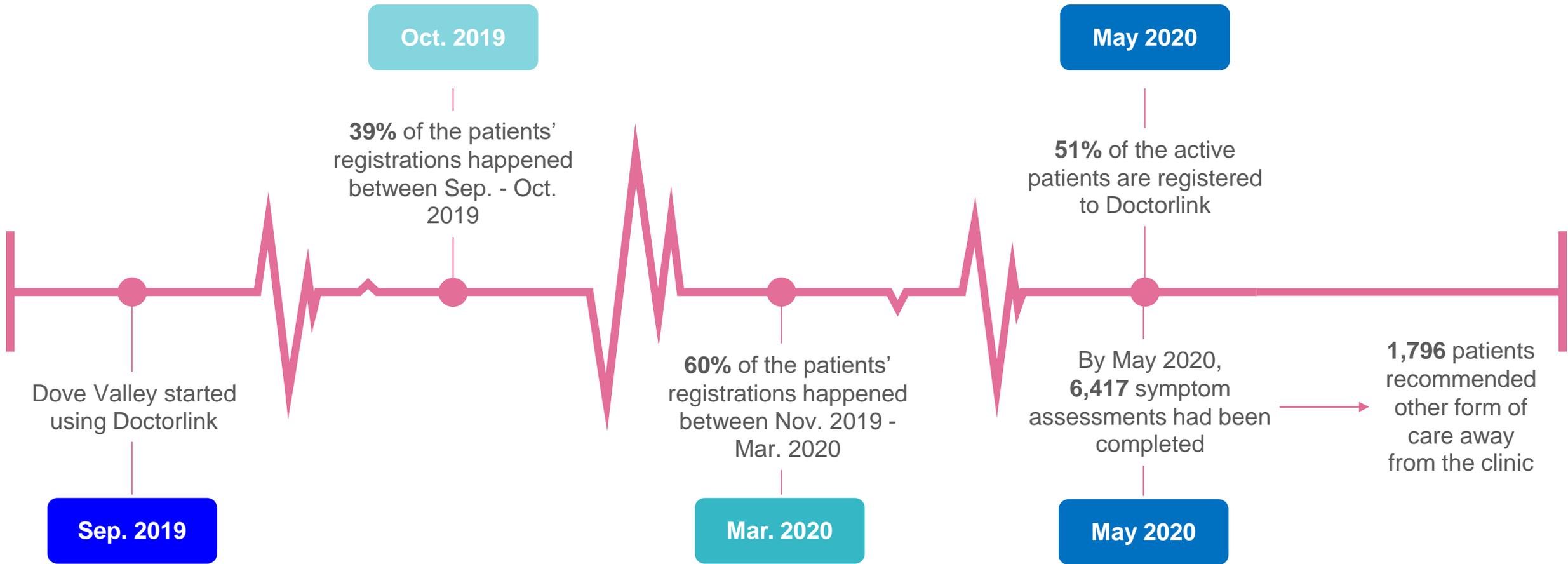
GP and admin time saving  
which is equivalent to more than

**£53,900**

26%

Of patients were  
recommended telephone  
consultation

# Timeline



# Testimonials



## **Dr Clare Bannon Executive GP**

The Doctorlink system has enabled us to triage our patients more effectively, ensuring those with urgent problems can be seen on the same day and even directing seriously unwell patients to A&E. We no longer have to ask patients to call back as we have no appointments; as a GP, this reduces the risk of missing patients with urgent health problems. It also educates patients about when they really need us, as they are frequently directed to self-care or their local pharmacist for minor problems.



## **Joanne Beardshall Business Manager**

Since implementing the Doctorlink system, we have noticed a reduction in telephone calls to request appointments. The lines are less busy first thing each morning as patients can access the system at any time during the day and are not limited to surgery opening hours. The system has freed up GP time that they can now devote to other tasks.



## **Diane Vellensworth Lead Receptionist**

Doctorlink has taken some pressure from the reception staff as it has reduced the number of telephone calls received from patients.

# Conclusion

Dove Valley is a long-standing practice providing excellent quality care in and around Barnsley in South Yorkshire. In a recent Patient Satisfaction Questionnaire, 89% of those randomly sampled felt the practice provided good, very good or excellent care. Dove Valley is also a teaching and training practice for both medical and nursing undergraduates from the Sheffield Universities and GP trainees from the Barnsley Vocational Training Scheme. 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.