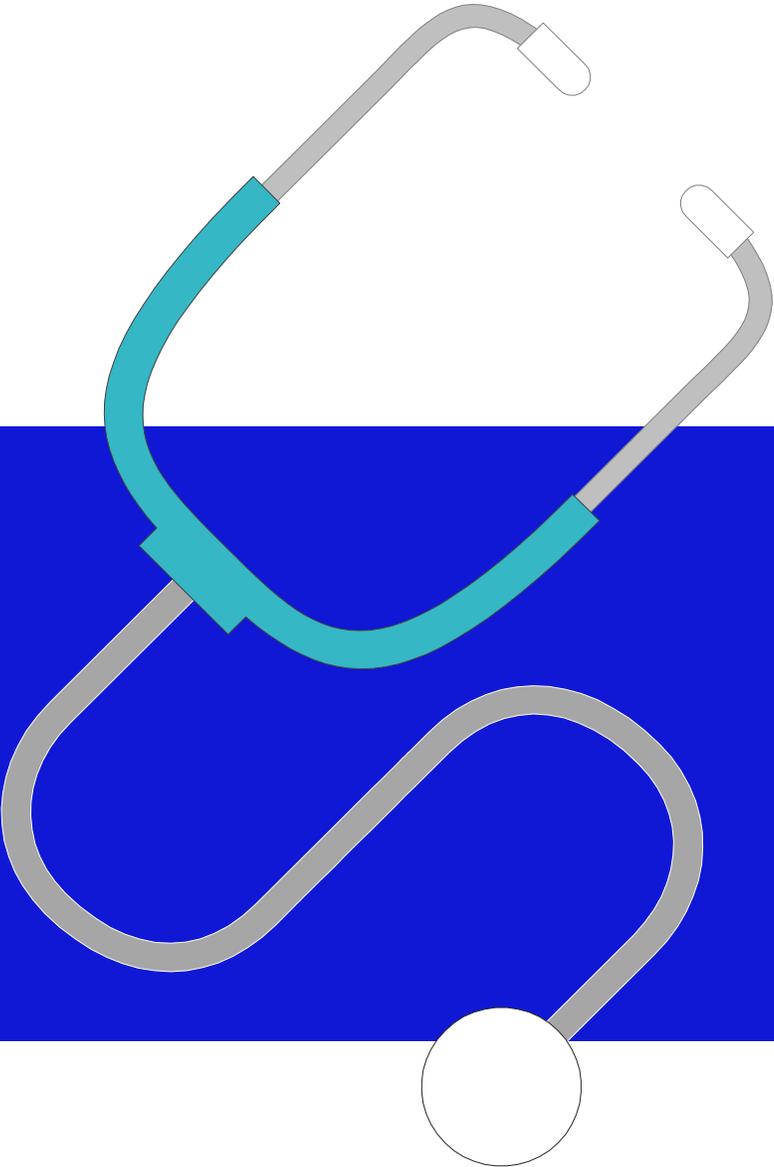




Dove Valley Practice Case Study





Dove Valley Practice

Dove Valley is a long-standing practice providing excellent quality care in and around Barnsley in South Yorkshire. In a recent Patient Satisfaction Questionnaire, 889% of those randomly sampled felt they practice provided good, very good or excellent care. Dove Valley is also teaching and training practice for both medical and nursing undergraduates from Sheffield Universities and GP trainees from the Barnsley Vocational Training Scheme.

Dove Valley was facing increasing demand for appointments. They 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.



What happened when Doctorlink was implemented?

In September 2019, Dove Valley implemented Doctorlink's digital triage platform, allowing the practice to efficiently manage demand by directing patients to the most appropriate care pathway. Online Triage has been used to assess patients' symptoms online through a series of medical questions and then recommends the best healthcare pathway based on symptom assessment results.

Doctorlink's 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.

2,900+
patient
registrations

6,400+
symptom
assessments
completed

28%
patients routed
to alternative
care options

GP and admin
saving equivalent
to more than:
£53,900*

*Based on NHS cost of GP appointments: <https://www.england.nhs.uk/2019/01/missed-gp-appointments-costing-nhs-millions/#:~:text=Each%20appointment%20costs%20an%20average,of%202%2C325%20full%20time%20GPs>



Testimonials

“The Doctorlink system has enable 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.”

Dr Clare Bannon, Executive GP

“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.”

Joanne Beardshall, Business Manager

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

Diane Vellensworth, Lead Receptionist

Key Milestones

