



Change Intervention: **Increasing efficiency**

General Practice Task Force (GPTF) Project

GPTF Rating:
'OUTSTANDING'



GP Practice Profile

Evelyn Medical Centre provides care to approximately 6,000 patients over 90 square miles in the Hope, Hathersage, Edale and Castleton areas within the Derbyshire Peak District. Evelyn Medical Centre is a dispensing practice and has a branch surgery based in Hathersage.

Change Intervention Support Needs

To facilitate a review of administrative systems and processes within the practice and to improve efficiency.

Change Facilitator Profile

Gill enjoys a portfolio career as a Business Manager for Thornbrook Surgery and as a freelance Business and Training Consultant. She is an experienced Practice Manager having developed excellent HR and personnel management skills as well as service development.

Gill runs her own successful consultancy company which has included developing and delivering training programmes, mentoring managers, facilitating meetings and supporting strategic planning in General Practice.

Change Journey

Following several observational visits at Evelyn Medical Centre and time spent talking to the practice management and administration team, Gill facilitated two sessions focusing on improving ways of working.

The first session reviewed the information collected during the observation visits with the staff generating and sharing ideas

and suggestions to fine tune their existing systems. An action plan was created with 14 areas for improvement.

Over the next 6 months, Evelyn Medical Centre delivered the following changes;

- Improved patient visual information in reception via TV screen notification and noticeboards
- Communicated dedicated telephone times for patient queries to improve patient flow
- Increased the use of IT systems to record tasks and messages
- Communicated with patients to improve the process of them ordering prescriptions and collecting their dispensed medication
- Developed a suite of template letters and reports to save time
- Clarified roles and responsibilities within the administration team
- Re-introduced the administration rota to ensure that tasks are kept up to date
- Team building activities planned

Change Impact and Benefit

Evelyn Medical Centre staff acknowledged the changes made had benefitted the practice and patients alike. Outcomes achieved are;

- Agreement and ownership by the whole practice team to understand and implement change, the purposes behind it and the confidence to try new ways of working

For further information about this change intervention contact lisa.soultana@derbyshirelmc.nhs.uk



Change Intervention: **Increasing efficiency** (continued)

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- A new streamlined method of communication between the administration team and GPs regarding patient queries, patient correspondence and tasks saving duplication
- Changed admin functions to remove paper based working and replace them with IT based systems allowing processes to be auditable
- Improved work flow and saving time through non-duplication of tasks

The GP partners and managers agreed that they will continue the process of 6 monthly reviews and actions to keep the momentum of system improvement within the practice.

"The sessions delivered by Gill on behalf of the GPTF project has helped motivate us all into continuing the goal of improving our ways of working. Our GP practice has gained immensely from the exercise".

Carole Stanish, Practice Manger, Evelyn Medical Centre

"The practice took part in the project in an open and positive manner. It was a pleasure to work with such a proactive team who were receptive to the idea of change".

Gill Francis, GPTF Change Facilitator

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