

Brookside access and continuity model

Dr Amit Sharma & Tash Poller

Our context

Approx 31,000 population- now a 1 practice PCN since 2021 – Brookside Group Practice

Average age of popn 39

High levels of working adults and children (therefore low Carr-Hill)

High levels of mental health diagnoses and rising (20%)

Relatively high consultation rate (over 5/yr)

Pockets of significant deprivation

7 partners

Salaried doctors and full range of ARRS staffing, significant management structure

The problems



Reduced patient satisfaction with the experience of making an appointment (against increasing consultation rates and ongoing high levels of clinician satisfaction)



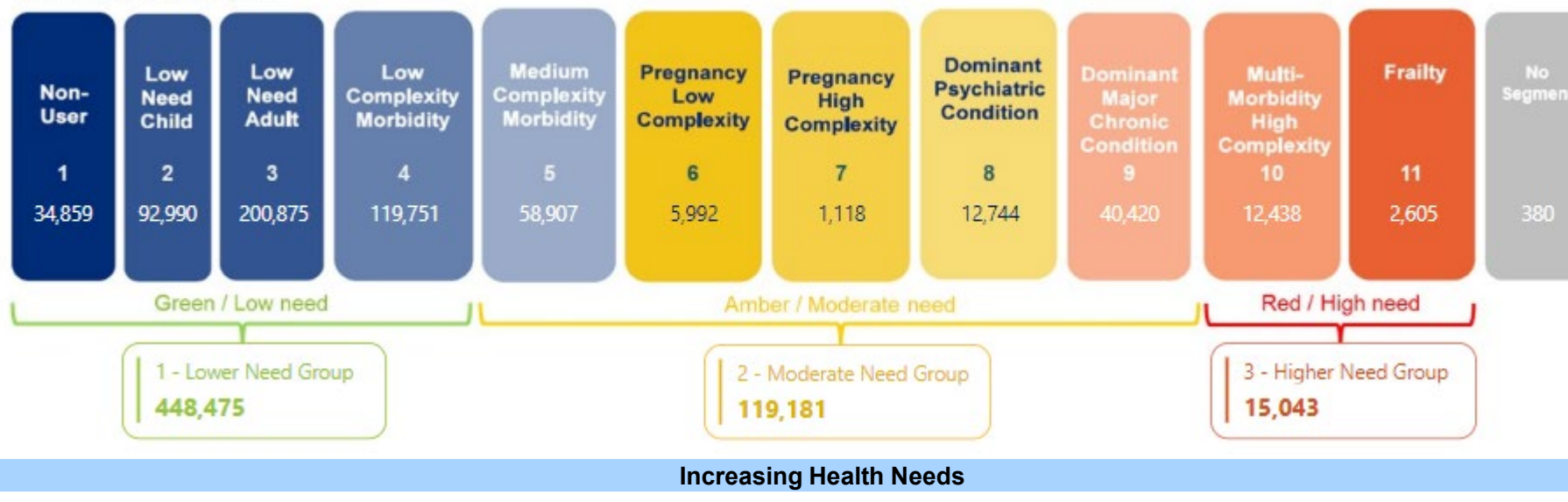
Reducing continuity and increase in consultation rate through Covid seemingly driven largely by fear and anxiety



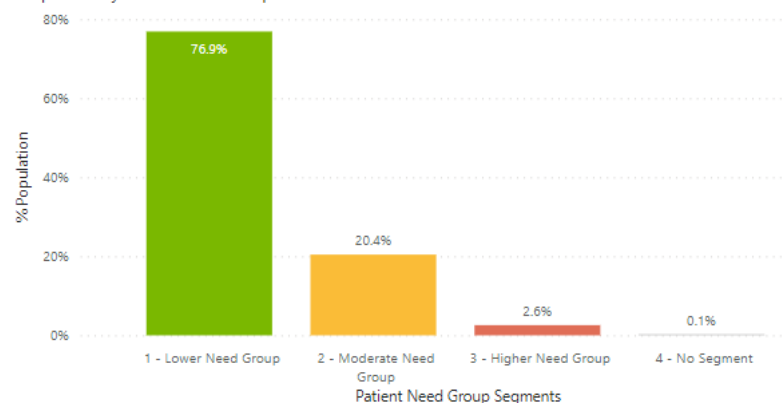
Despite maximising ARRS staffing and use of e-Consult

Solutions : Population Segmentation

Patient volume by segment



Proportion by Patient Need Group



Figures for BW as a whole

Solutions: Best in class digital triage

Anima solution identified following robust analysis of all major digital triage providers

Important - Anima online consultations has now replaced eConsult. For help to do this, please follow the link: <https://www.brooksidegrouppractice.co.uk/anima/> [Dismiss](#)

Brookside Group Practice

Facebook Twitter Phone Location Message

Brookside Group Practice
CQC Inspected and Rated
Good

Brookside Surgery is currently open.
Chalfont Surgery is currently open.
Winnersh Surgery is currently open.
Wilderness Road Surgery is currently open.

[View all opening hours](#)

Introducing Anima
[Visit our Anima information page](#)

Home Get Help Online Requests Search...

Hide

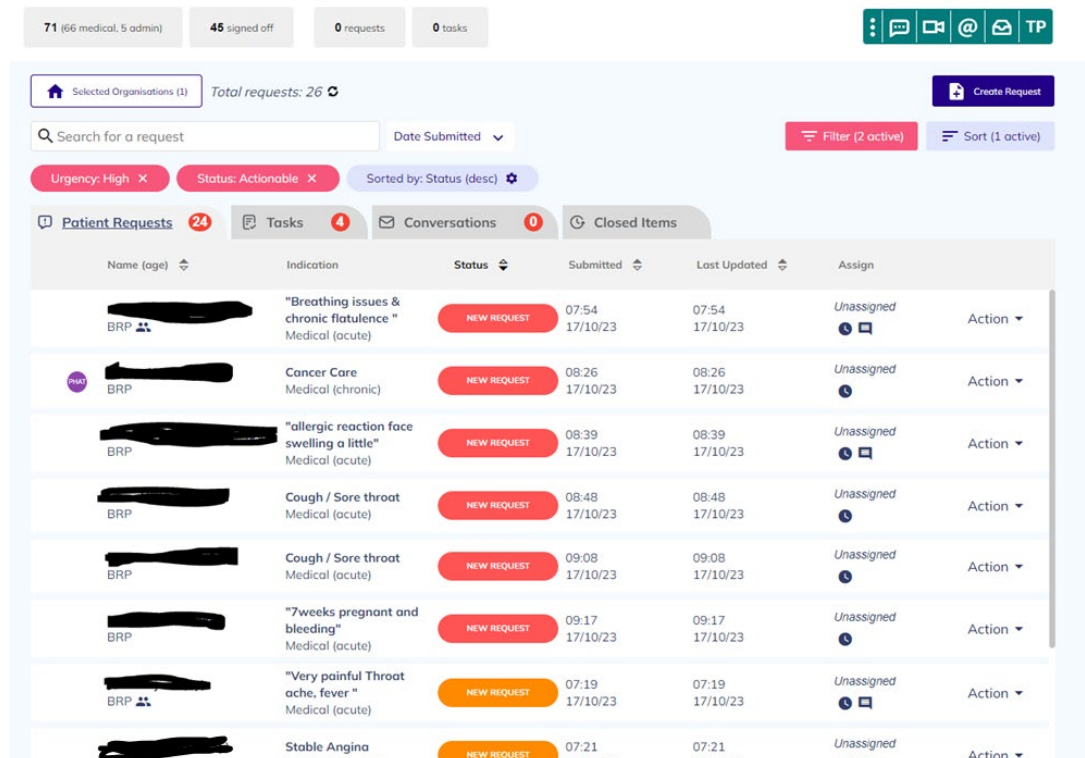
Brookside Group Practice
Partners in Healthcare

Good morning. Enter the Practice by selecting a room.

Reception and Enquiries	Treatment Room	Anima Online Consultations	Covid-19 Support Room
Advice & Help Hub	Health Review and Assessment Clinic	Prescriptions and Medicines Centre	Administration Office

Solutions: UK first embedding of segmentation and digital triage digitally to create dashboard

- Automated stratification brings together the pre-existing conditions and acute condition stratification to provide a genuinely accurate RAG rating.
- Enables largely non clinician management triage to high levels of accuracy with clear protocols

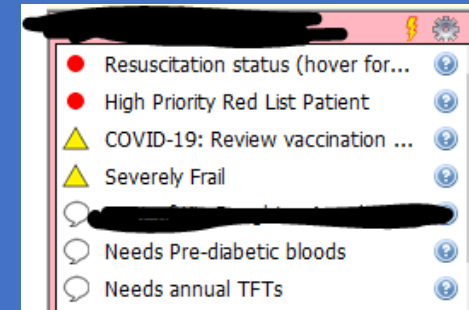


The dashboard displays a list of patient requests with the following columns: Name (age), Indication, Status, Submitted, Last Updated, and Assign. The status of each request is indicated by a colored button: red for 'NEW REQUEST' and orange for 'NEW REQUEST'.

Name (age)	Indication	Status	Submitted	Last Updated	Assign
BRP [redacted]	"Breathing issues & chronic flatulence" Medical (acute)	NEW REQUEST	07:54 17/10/23	07:54 17/10/23	Unassigned
BRP [redacted]	Cancer Care Medical (chronic)	NEW REQUEST	08:26 17/10/23	08:26 17/10/23	Unassigned
BRP [redacted]	"allergic reaction face swelling a little" Medical (acute)	NEW REQUEST	08:39 17/10/23	08:39 17/10/23	Unassigned
BRP [redacted]	Cough / Sore throat Medical (acute)	NEW REQUEST	08:48 17/10/23	08:48 17/10/23	Unassigned
BRP [redacted]	Cough / Sore throat Medical (acute)	NEW REQUEST	09:08 17/10/23	09:08 17/10/23	Unassigned
BRP [redacted]	"7weeks pregnant and bleeding" Medical (acute)	NEW REQUEST	09:17 17/10/23	09:17 17/10/23	Unassigned
BRP [redacted]	"Very painful Throat ache, fever" Medical (acute)	NEW REQUEST	07:19 17/10/23	07:19 17/10/23	Unassigned
BRP [redacted]	Stable Angina	NEW REQUEST	07:21 17/10/23	07:21 17/10/23	Unassigned

Visibility in EMIS

Appears in QOF pop up box



Option to also/instead add as Warning (enable at setup in protocols)

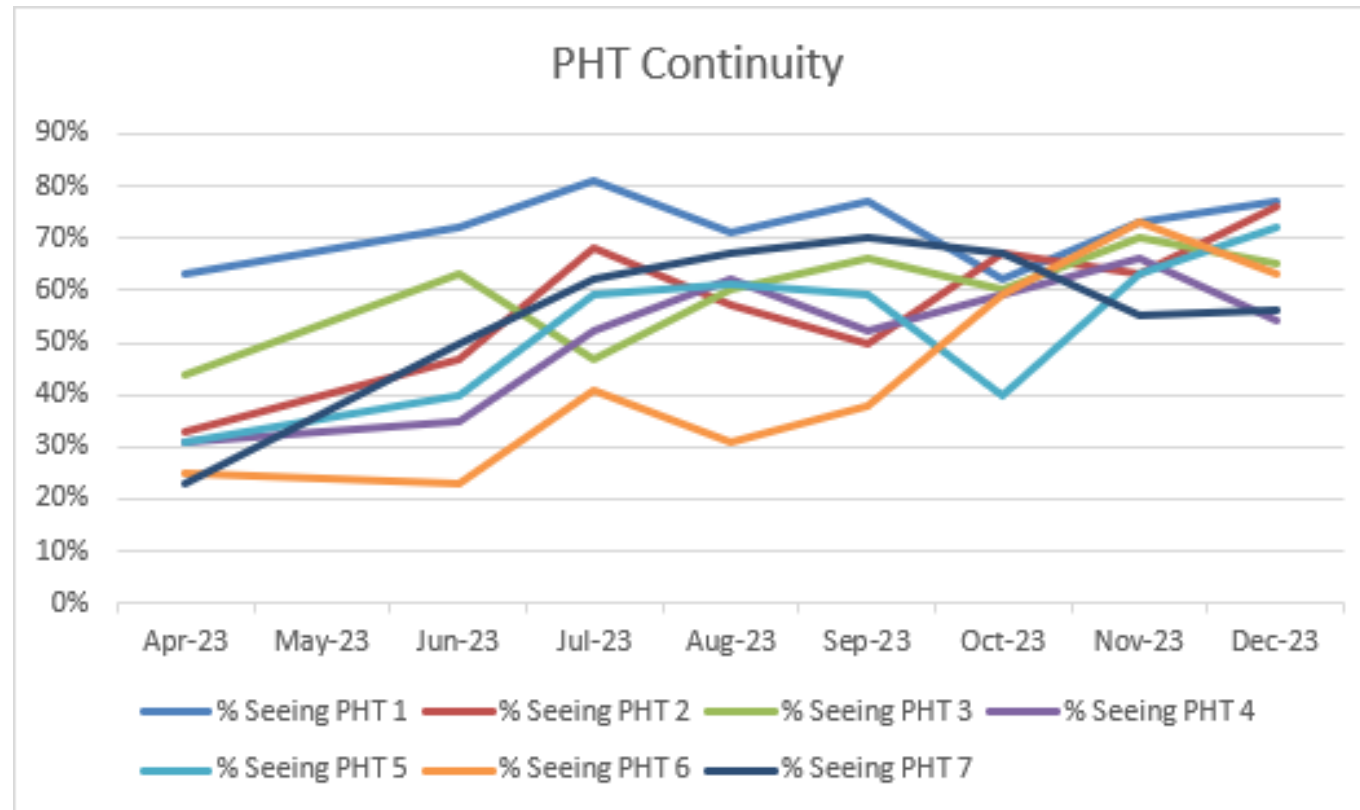
Solutions: Thought through triage protocols including for CPCS

UC	GP/PA	Decision required	MSK	Comm Pharmacist	Who to book with from our UC team
Abdominal (tummy) pain	Difficulty passing urine	Elites	Ankle problem	Acne - if spoken to GP/PA before can be booked with them again and req photos. If had meds previously and req again, book with our pharms and request photo	Asthma - Karen Ellaby (Nurse), Emma Donachy (Paramedic)
Animal bites	Erection difficulties	General advice	Back problem (check pharmacy list 1st)		
Blood in the urine for men	Excessive sweating	My child is generally unwell	Elbow problem		
Blood in the urine for women	Genital herpes in men		Foot problem		
Breast problems in men	Genital warts in men		Hand Problem	Acute sore throat	COPD - Tom Michiels (Paramedic)
Breast problems in women	Insomnia (tried meds before)		Hip problem	Allergic reaction (rash only)	Diabetes - Fiona Rowlandson (nurse), Karen Janeba (Nurse), Serena Palmer (Nurse), Kelly Brazier (Paramedic)
Breathing problems	Menopause and HRT		Knee problem	Blisters	
Cystitis in men	Migraine		Leg problem	Cold sores	
Cystitis in women	Periods - delaying		Neck problem	Conjunctivitis/stye/eyelid problems (over 2)	
Earache	Periods - heavy		Shoulder problem	Coughs, colds and nasal congestion	
Eye Problem	Periods - painful		Wrist problem	Dandruff	Dressings - not for UC but if nothing else available within timeframe, must be booked with Nurse
Head injury	Pregnancy			Diarrhoea (in adults)	
Headache not responding to painkillers	Snoring	Triage - main items to discern		Dry eyes/sore tired eyes	
Heartburn and Indigestion	Testicular problem			Earwax	
Mastitis	Thyroid review	1) Length of problem		Excessive sweating	Women's Health e.g. Contraception - Serena Palmer (Nurse)
Rash with fever >38	Vaginal problem	2) Under care of clinician/request specific clinician		Fungal nail infection	
Rash, spots and skin problems		3) Red flags noted		Hay fever	
Rectal bleeding		4) Are they a Red, Amber or Green Pt		Haemorrhoids/constipation	
Sinusitis with fever or blood from nose				Headache not tried painkillers	
Urinary incontinence		Any problem going on for more than 3 weeks should be GP not UC		Heartburn and Indigestion	
Urine Problem - NOT difficulty passing urine		Any econsult for blood in urine/cystitis/urine problem/urinary incontinence where Pt has been seen >twice in the last 6 months (use search function and word urine to check) should be GP not UC		Infant Colic	
Vomiting and Diarrhoea under 2yrs or lasting 5d or more		Already seen a GP/PA for the problem please book appt with the same clinician		Infrequent migraines	
		If someone has a problem seen in UC and they come back with the same problem within 1 week they can be seen in UC, otherwise they need to go to GP/PA.		Ingrown toenail	
		ALWAYS CHECK PT NOTES		Lower back pain with no leg symptoms lasting <1 week	
				Minor burns and scalds	
				Mild cystitis	
				Minor conditions assoc with pain, discomfort and fever (e.g. aches/sprains, headache, period pain)	
BGP Pharmacist	Nurse	Florey Unit	MH (HwAs)	Minor insect bites and stings	
Adrenaline Pen - text Pt and ask to reply with current weight or if phonecall have this to hand for Pharm team	Blood pressure review	Chlamydia	Anxiety	Morning after pill	
	Contraception	Contraception advice	Depression	Mouth ulcer	
	COPD review	Emergency Contraception	Difficulty sleeping	Period delay medication	
	Diabetes Review	Genital warts	Mental health	Rash/itching without temp >38	
Medication Review		STIs	Panic attacks	Ringworm and Threadworm	
			UNDER 16s = CALL TO PARENT	Sinusitis with no fever or blood from nose	
				Sleep problems (not tried meds)	
Admin		Minor Injuries/A&E		Travel sickness	
Administrative help		Any injuries in last 48hrs		Teething/mild toothaches	
		?fractures (any duration)		Vaginal discharge/ Bacterial vaginosis	
Dermatology Clinic				Vaginal thrush/itching/soreness	
Skin Moles				Vitamin and mineral supplements	
				Vomiting >2yrs and <5 days no severe pain	

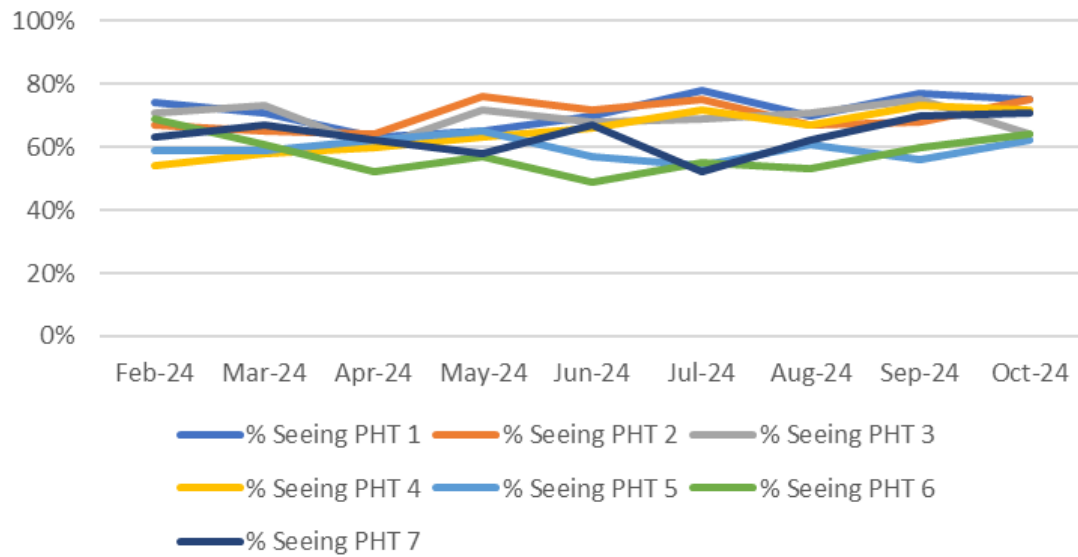
Outcomes: Continuity has risen dramatically

Using SLICC method, average continuity in 6 months gone from 36% to 66% seeing their patient health team

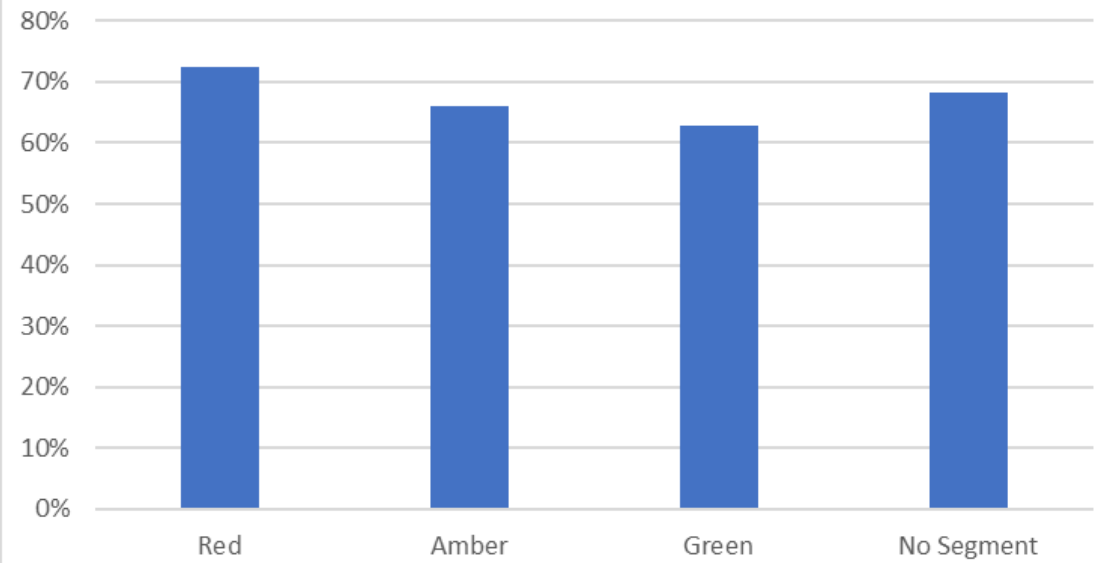
- But 2 week access IIF target for routine appointments reducing- as more people happier to wait to see their team



PHT Continuity



Average Continuity per segment March 24



Solutions: Next Steps for digital triage/segmentation

- LTC management and Scheduling
- Functionality/Integration!
 - Segmentation updates straight to EMIS
 - Rules for different segments in Anima
 - Community Pharmacy
 - System providers and potential future use in same day access hubs across PCNs

Outcomes: We are influencing the system



Delivered presentations to practices, PCNs, localities and region.



Winner Improving Primary Care through Digital in Primary Care HSJ awards in June 2024



Presented at Best Practice in London and Birmingham



NHSE primary care team including Claire Fuller visited April 2024 and involved in national policy discussion around access and continuity

HSJ DIGITAL AWARDS 2024

In Partnership with: **TECH**
mahindra



Outcomes: We are influencing the system

