

# Patient Access Improvement Plan

## OVERVIEW

In 2023, the NHS amended the GP Contract and published the new Delivery Plan with a focus on prioritising patient access. The IIF has been redesigned so that 70% of funding will be provided to PCNs in monthly instalments in order to improve access and experience. The remaining 30% will be awarded by ICBs after assessing improvements in **March 2024**. By **30th June 2023**, PCNs must have measured their baseline metrics and created a plan to submit to commissioners.



30th June 2023

Establish baseline performance and submit plan for improvement



March 2024

Improvement assessed

## THE SOLUTION TO MAXIMISING PCNs INVESTMENT AND IMPACT FUNDING

1. Baseline Metrics
2. Medloop's 'digital front door' can improve patient experience and access

## BASELINE MEASUREMENTS METRICS 3 AREAS:

### Patient Experience

Annual GP Patient survey data  
Friends and Family Test Score

Targeted areas to improve:

1. Additional local surveys
2. Patient Participation Groups utilisation
3. PCN methods of analysing and processing feedback

### Ease of Access and Demand Management

Targeted areas to improve:

1. Digital Telephony (CBT)
2. Assessment of Online Tool Functionality and Use

### Accuracy of Appointment Data

Targeted areas to improve:

1. Improving accuracy of GPAD to understand practice activity and workload, identify pressure points and plan deployment of staff processing feedback



## MEDLOOP AND PATIENT ACCESS SOLUTIONS

### Our Digital Front Door Solution ([watch video on Vimeo](#))

- Patients able to self-refer
- Telephone or video optionality
- Access to the patient record
- Close the episode of care
- Patient management system
- Utilisation of a multidisciplinary team to triage and treat
- Auditable appointment data
- Available in multiple languages including Ukrainian

## How does this relate to NHS guidelines and the 2023 Delivery Plan?

### Same-Day Directly Bookable Appointments

Tackling the 8am rush is a central ambition of the 2023 Delivery Plan: “patients should no longer be asked to call back another day to book an appointment” and must understand how their request will be dealt with. NHS England has highlighted the importance of self-referral services in achieving this goal of “faster navigation, assessment and response”.

Our Digital Front Door Solution allows patients to self-refer and access same-day acute care. Our self-referral rates are very successful with approximately 75% of patients having accessed our services via their practice website.

### Medloop’s Multidisciplinary Team

Medloop operates a skill-mix model for our clinical services, in alignment with national policy goals of expanded multidisciplinary teams.

The NHS Long Term Plan highlights the direction of travel for General Practice. £4.5 billion of new investment will be allocated towards Primary Medical and Community Services and “will fund expanded community multidisciplinary teams aligned with new primary care networks based on neighbouring GP practices”.



## Video Consultation:

The NHS Digital Requirements Guidance states that practices are required to “offer and promote” to their patients:

1. an online consultation tool
2. a video consultation tool.

“The aim is to provide **increased choice and flexibility** for patients in how they access care, and to also provide benefits to practices in **workload management**. Patients should be able to **conveniently find and use the tool** and it should be available to them to use”.

The Delivery Plan has further outlined that online requests should be **simple, easy and dependable**. With increasing pressure on estates, video consultations provide a means of retaining a F2F feel.

Patients can **easily** access our same-day care services via the practice website and complete our user-friendly survey prior to their consultation.

**Figure 1. Medloop Website Integration as displayed by our Partner Patford House Partnership**

