

Access and Care Re-design Session
Practice Health Assessment & Interactive Improvement Discussion
APCC SEQ Local Learning Workshop Four 26th February 2011

Top tips from practices to ensure appointment systems run efficiently.

Idea	Suggestions for how to implement
Incorporate a script only clinic into appointment system	<ul style="list-style-type: none"> • This is for repeat scripts only • Rotate doctors • Communicate to all staff the purpose of this clinic
Implement an acute clinic into appointment system	<ul style="list-style-type: none"> • Allocate an hour in the morning for acute illnesses (especially useful for sick children) • Use another room or treatment room and have the nurse do some clinical observations before GP sees the patient • Educate patients that this is a one item, acute clinic
Block early appointments to ensure that patients who work full time are able to get in before work	<ul style="list-style-type: none"> • Tell your patients that this option is available • Ensure staff understand and utilise these appointments appropriately
Protected catch up time for GPs	<ul style="list-style-type: none"> • Block off some appointments during the day as “do not book” • Ensure staff understand and utilise these appointments appropriately
Educate patients to ensure they fully understand your booking systems	<ul style="list-style-type: none"> • Written information displayed in the waiting room • Reception staff relaying this information to patients • Include appointment information on new patient sheets • Ensure that all staff are on the same page and understand why certain systems are implemented into your booking system
Doctors to take some responsibility to ensure that where possible that appointment are kept to time	<ul style="list-style-type: none"> • Use coloured cards (e.g. blue is a short appointment, yellow is a standard and green is a long) to give to the patients so the GP can easily identify the allocated appointment time
Data entry - time saving	<ul style="list-style-type: none"> • Identify and use shortcuts when writing notes • Seek out software tip sheets • Encourage all staff to pool knowledge on known time savers
Appropriate reception triage	<ul style="list-style-type: none"> • Decide as a practice team what process to use • Use resources such as “Popguns” • Educate admin staff on appropriate triage measures