



Capacity and Access

Helping practices adopt business changes
to achieve improvement

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What this is...

“Make the
best of
what you
have.”



via curiano.com



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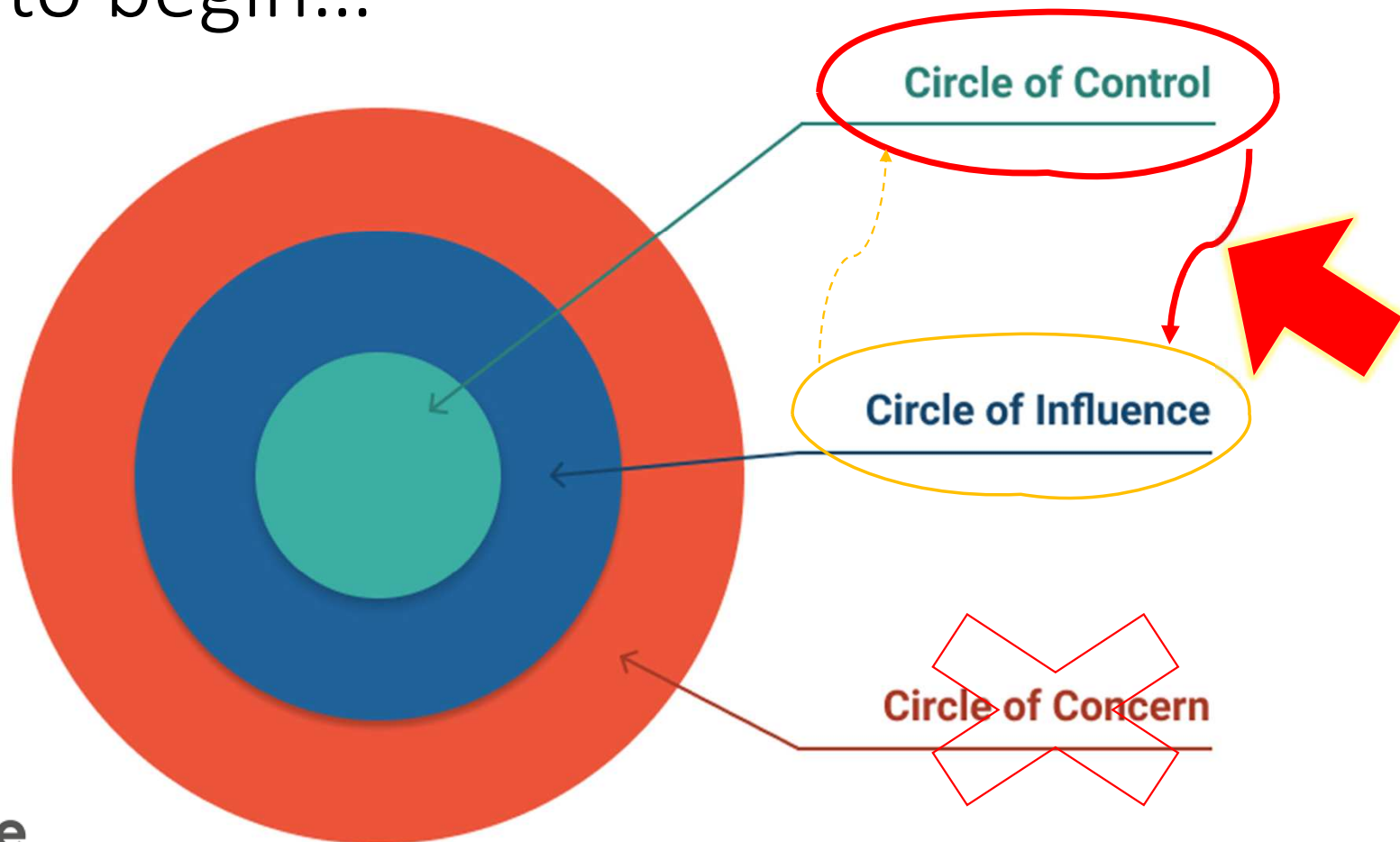
Where it all began...



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16th February 2023

Where to begin...



PCN Wider Adoption/ Implementation



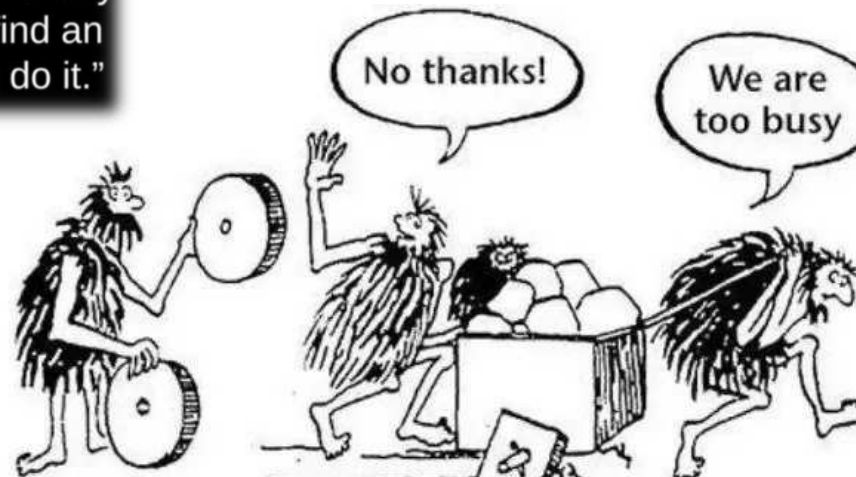
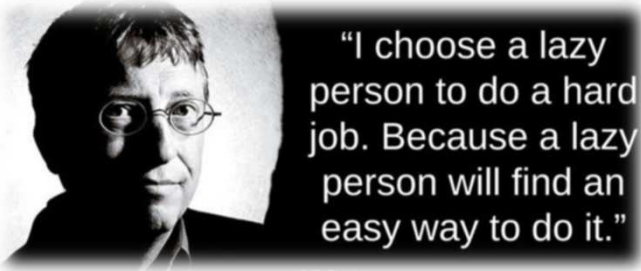


To improve *existing* access across
Rushcliffe in a way that is safe,
viable, effective & beneficial to
ALL stakeholders



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Focus - Improving EXISTING Access



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DATA



KNOWLEDGE

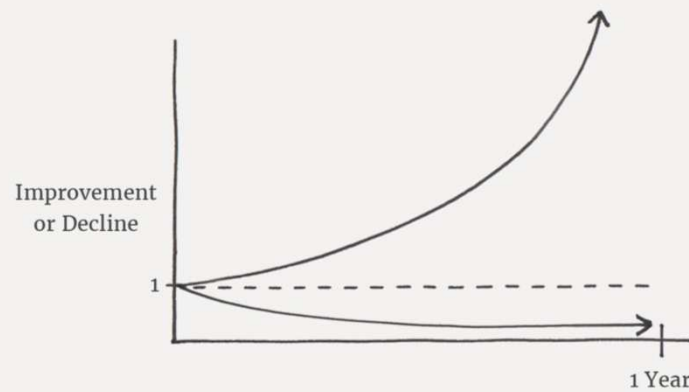


ACTION

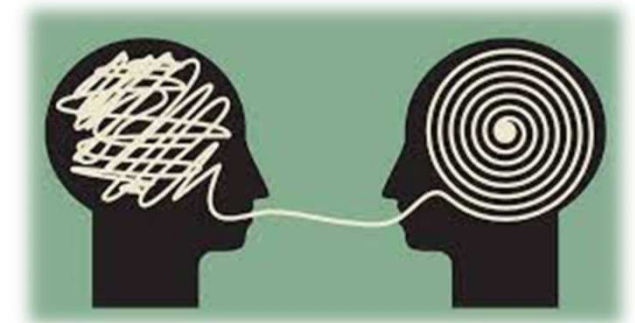
Philosophies...Marginal Gains & Predictability

The Power of Tiny Gains

1% better every day $1.01^{365} = 37.78$
1% worse every day $0.99^{365} = 0.03$



JamesClear.com



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Baseline

- Current Access – thoughts?
 - As a patient
 - As a clinician
 - As a member of primary care staff
 - As a manager
- Challenges
- Circle of control – **Marginal Gains**
- If no/limited control - What is **PREDICTABLE?**



What is Predictable...? Surprisingly, a lot!



Principles

Data-Led

Reduce Inefficiency

Continual Monitoring

Safe Working



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For **ANY** improvement – is it...

Possible?

Safe?

Measurable?

Easily implemented?

Financially viable?

Beneficial to **ALL** stakeholders?

Data-Led

- DATA...DATA...DATA
 - Appointments
 - Doctors/Nurses/HCA/Physio/Pharmacist etc
 - Day of the week
 - Unused/DNA
 - Demand
 - Total calls – per month/ day of week/ time of day etc
 - Answered calls
 - Unmet Demand
 - Missed calls
- QUALITY...QUALITY...QUALITY



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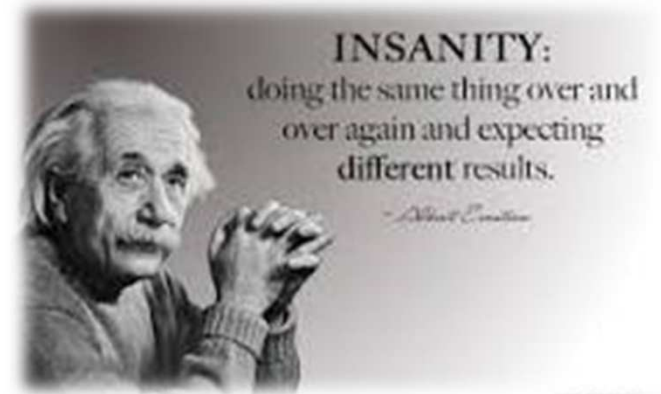
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Myths/Considerations?

- Is demand truly infinite?
- Can you remove an afternoon call back without overwhelm?
- Are 15-minute appointments possible without reducing access?
- Is holding access for same day helpful and protective of access?
- Can you run a viable practice, with reasonable access, working to BMA safe working guidance?
- Where do we draw the line?



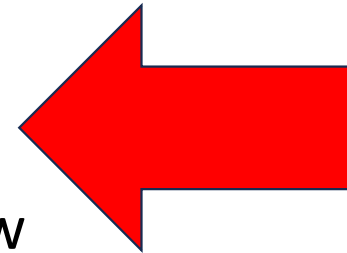
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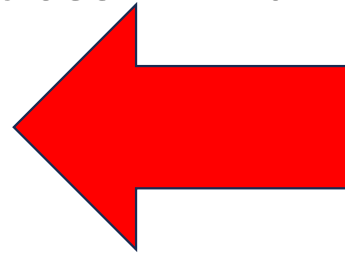
Process

Process

- Data Gathering
- Data Interpretation
- Whole *Practice* System Design Review
- Personalisation for practices – All different challenges!
- Engagement
- Effecting change
- Continual monitoring
- Support



**Thorough/ Granular/
True Understanding**



**Requires high level of LOCAL/
TRUSTED/ FACING input and
navigation – and therefore RESOURCE**



Monitoring

Dashboard



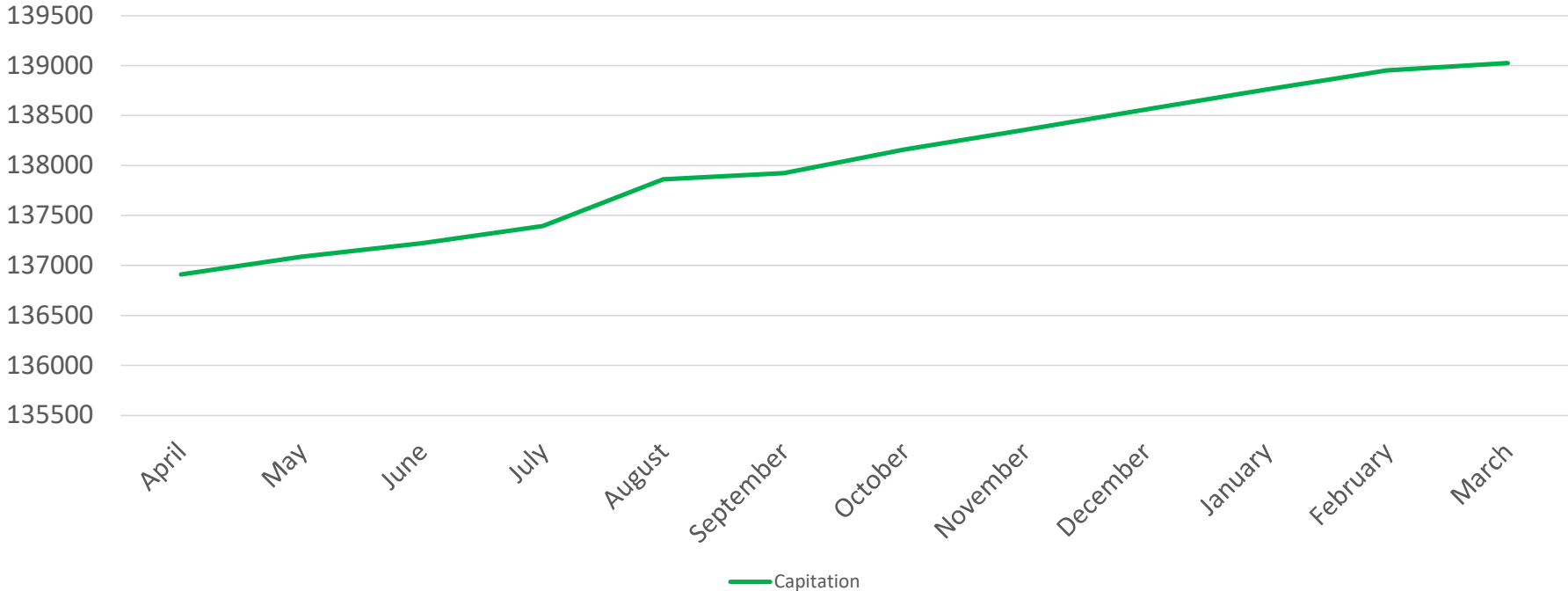
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Impact

Capitation

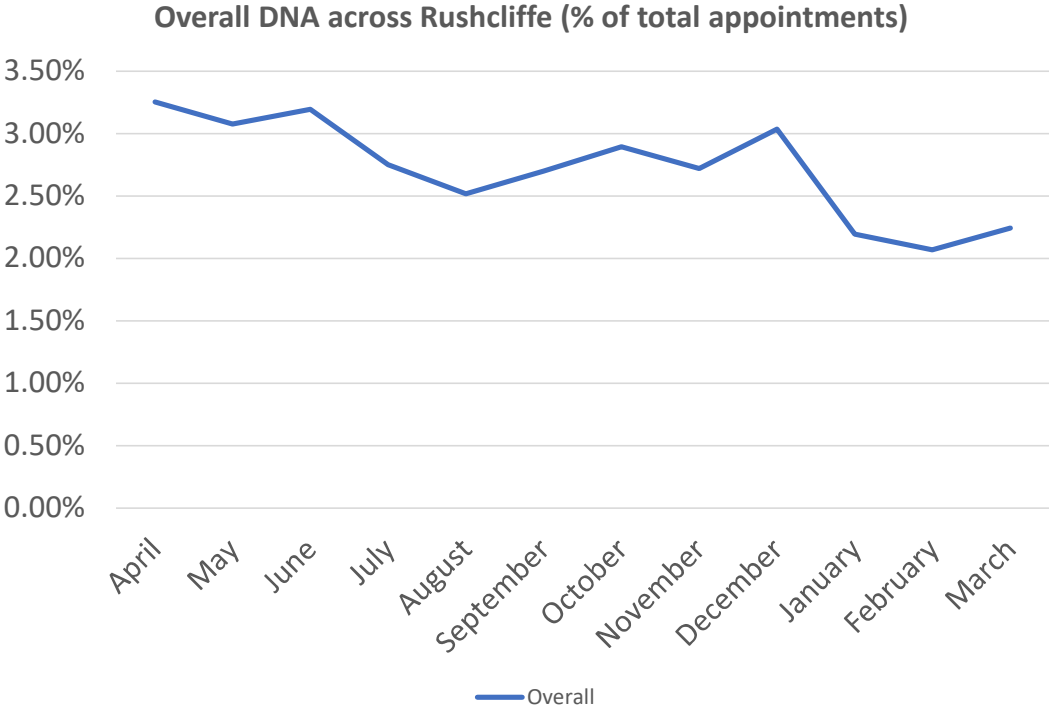
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Comparing April 2023 & March 2024

Total INCREASE in patients  2114 (1.54% in 12 months)

DNA Appointments



Actual Impact

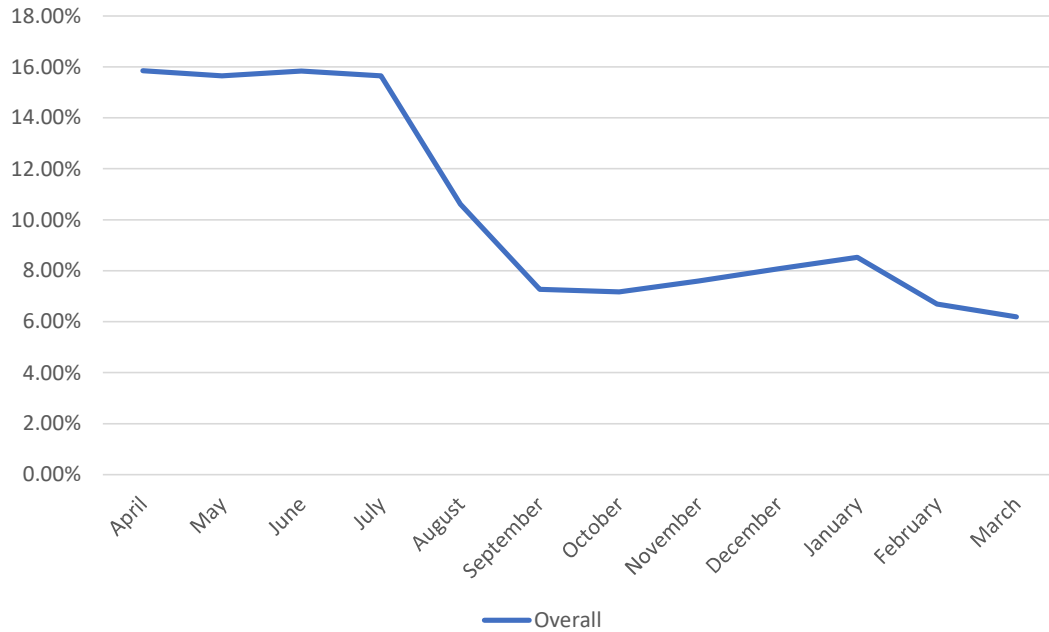
Comparing April 2023 & March 2024

Saving/Day  22 Appointments

Saving/Month  473 Appointments

Unused Appointments

Overall Unused Slots across Rushcliffe (% of total appointments)



Actual Impact

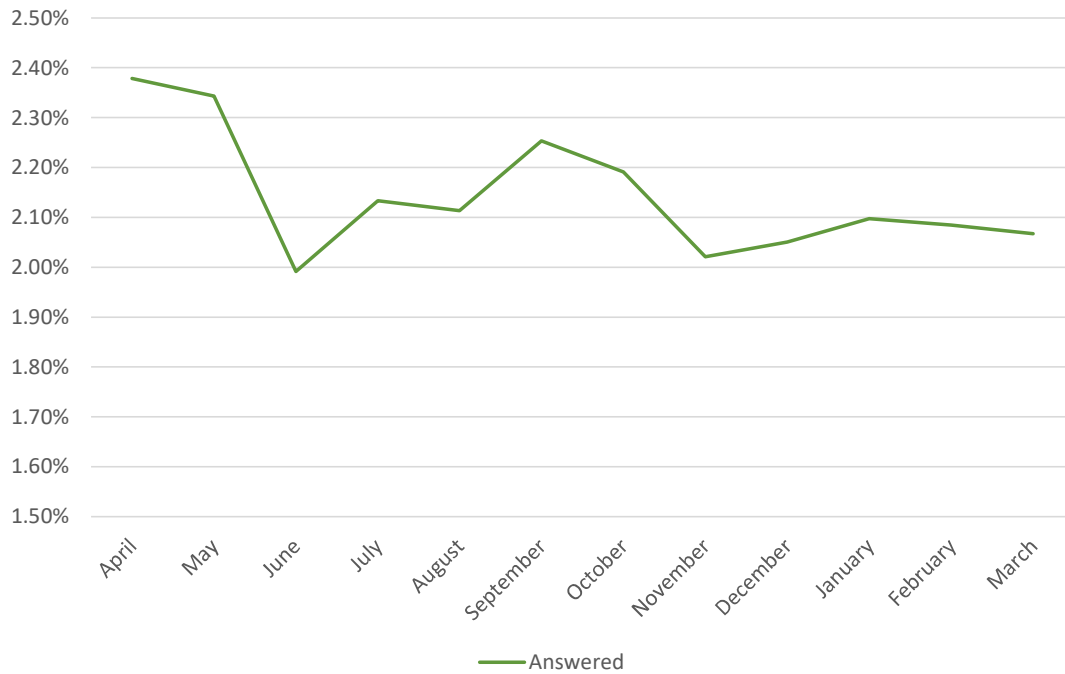
Comparing April 2023 & March 2024

Saving/Day  257 Appointments

Saving/Month  5568 Appointments

Answered Calls

Answered Calls/Capitation/Working Day (%)



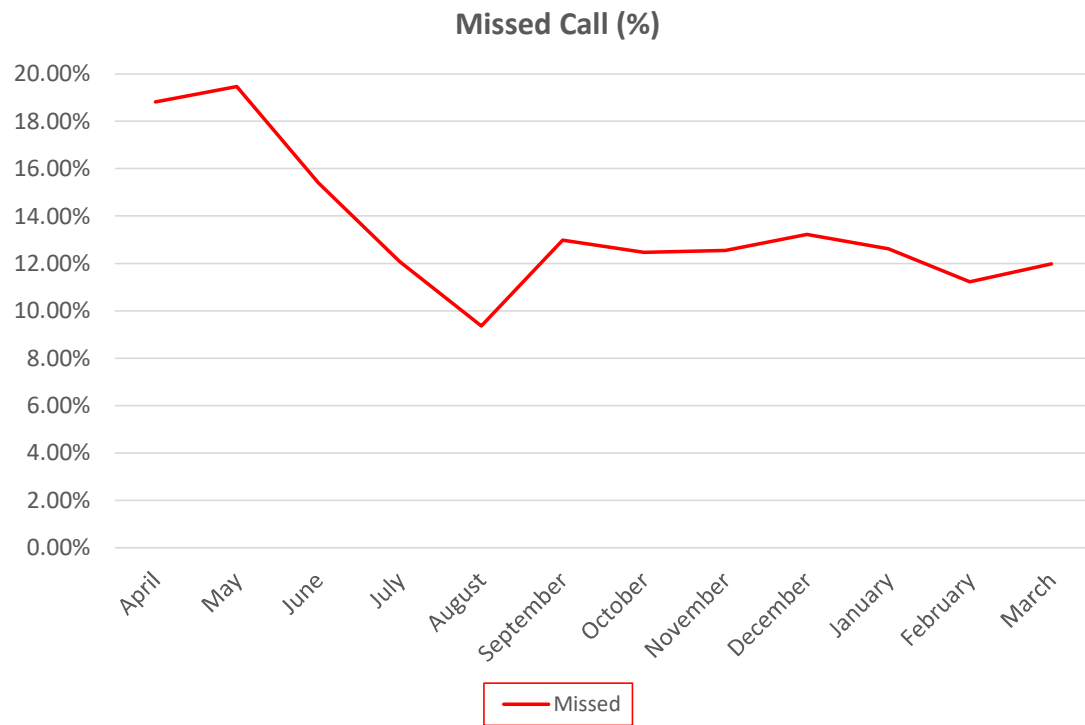
Actual Impact

Comparing April 2023 & March 2024

Saving/Day  382 LESS calls

Saving/Month  8281 LESS calls

Missed Calls



Actual Impact

Comparing April 2023 & March 2024

Saving/Day



268 LESS missed calls

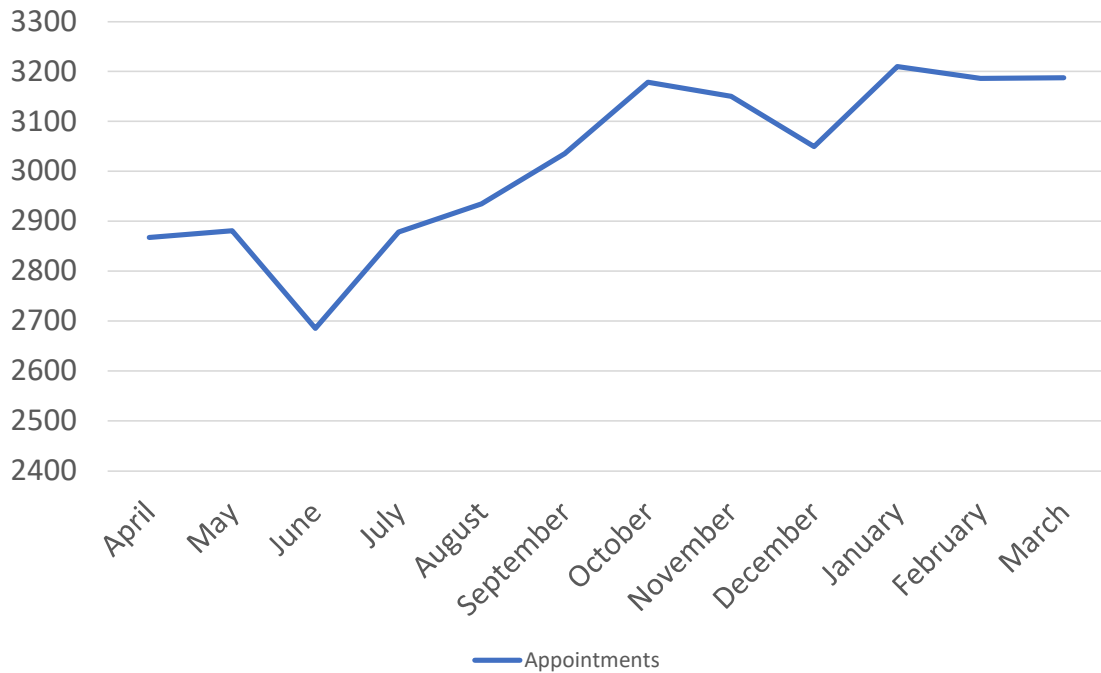
Saving/Month



5808 LESS missed calls

TOTAL Appointments

Total Appointments/ Day



Actual Impact

Comparing April 2023 & March 2024

Increase/Day



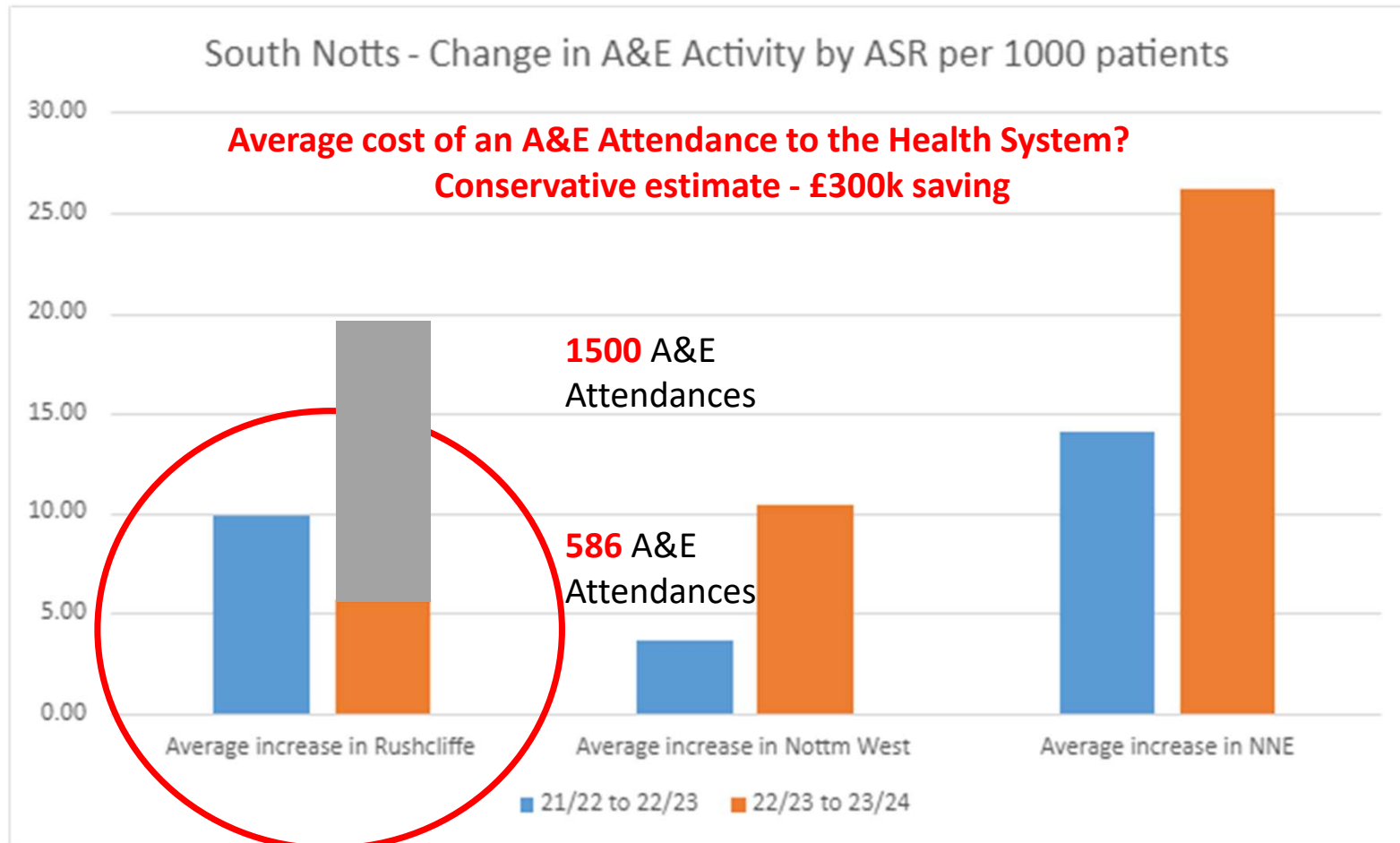
320 MORE
appointments

Increase/Month



6926 MORE
appointments

A&E Attendances



Where are we now?



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The Future...



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Thank You For Your Time

Any Questions?