



Healthcare
Improvement
Scotland

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Brief Insights

Riverside Medical Practice worked with Healthcare Improvement Scotland over seven weeks using quality improvement methods to improve access to general practice.

The challenge

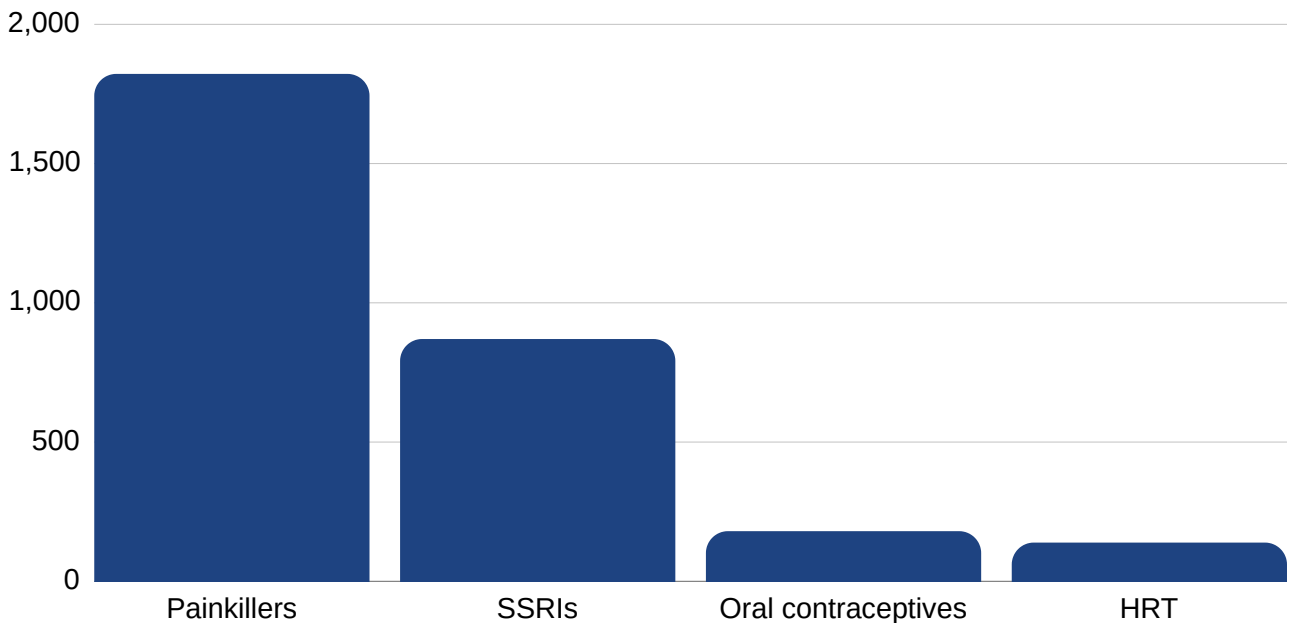
Patients who needed a medication review before they could be re-prescribed an acute medication had to book a same-day GP appointment. If no appointment was available, they had to call back the next day. This led to people calling for a number of days to secure an appointment for a medication they may need to continue with.

Understanding

The practice collected data on prescription requests for medications that were perceived to be generating demand for reviews.

What they found

Prescription requests by category, October 2022



Making a change

The practice chose to focus on HRT as the smaller number of requests made this more manageable. They introduced an online form for HRT prescription requests so that patients could provide the information needed to safely review their medication when making the request.

Where HRT was re-prescribed following a review they increased the supply issued to 6 months meaning patients do not have to order as frequently.

Impact



capacity

Time taken for HRT reviews decreased from 15 minutes to 3 minutes.



activity

Reviewed and re-prescribed HRT increased three-fold, to 78 patients in the first month.

What patients said

"[I] much prefer being able to answer these questions online instead of needing to arrange a face-to-face appointment in the practice."

Patient

"This is a great way of reviewing HRT."

Patient

"Much better, [I] work for NHS and do shifts so this is much easier for me."

Patient

89% of patients asked said that the new process 'did' or 'may' represent an improvement on the old process.

Next steps

1. The practice is introducing online processes for the review of painkillers and SSRIs.
2. They are process mapping changes required to internal systems prior to making Vision Online available to patients to further improve the prescription ordering experience.

To start your own access improvement journey, you can join our [Primary Care Access Programme](#), download our [GP access tools](#), or email us for more information at his.pcpteam@nhs.scot.

Thanks to Riverside Medical Practice for working with us to share this learning.

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