

# Brief Insights

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

## The challenge

The practice had significant demand for same day GP appointments. As a result, urgent requests were being added to the same day appointment list for GPs. The team thought that if they offered a wider range of appointments with more members of the multidisciplinary team (MDT), this would reduce the demand on the GP same day appointment list.

The practice's MDT included pharmacy, physiotherapy, advanced nurse practitioners (ANP) and other services. However, many patients wanted to speak to a GP and administrative staff felt unsure about booking appointments with these services.

# Understanding

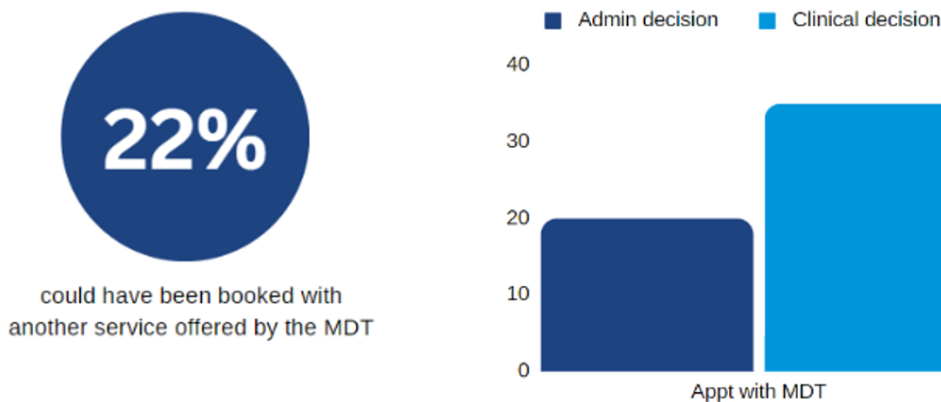
The team wanted to see how many patients on the GP same day appointment list might have been suitable for another MDT service instead.

Over a five day period, they recorded the following information for each patient on the GP same day appointment list:

- date and time of the request
- alternative MDT appointment admin would have offered
- type of appointment a GP would have offered (recorded after each patient was seen)

They also created a questionnaire asking patients if they were aware of each MDT service.

## What they found



The data showed that, compared to administrative staff, the GPs felt that more patients could be referred to the MDT, and fewer patients needed a same day GP appointment. By making appropriate referrals to the MDT, they could potentially decrease demand on GPs by 22%.

During the data collection period, administrative staff had not directly referred any patients to physiotherapy. The patient survey also showed that most patients did not know there was a physiotherapy service at the practice.

# Making a change

The team decided to focus on increasing direct referrals to physiotherapy.

To increase the administrative team's confidence, the clinical team gave them a set of questions to help them identify patients who could be booked directly with physiotherapy at their first phone call. The practice also created a poster for the waiting room to inform patients that they could book directly with a physiotherapist.

## Impact



activity

The number of patients referred directly to physiotherapy increased from 0 to 10 by the second week of testing the new change.



demand

Because these 10 patients were booked in with physiotherapy, they did not use a same day GP appointment slot.

## What people said

'I now feel more confident booking patients directly to physiotherapy'

-administrative staff

'I felt proud when two other practices asked to be sent a copy of our poster advertising that we had physiotherapy appointments'

-administrative staff

# Next steps

1. The practice will use the data tools from the programme to implement any future changes to their appointment system
2. They have begun looking into their medication dispensing procedures after hearing that another practice did this in the PCAP programme

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](mailto:his.pcpteam@nhs.scot).

*Thanks to Glen Mor Medical Practice for working with us to share this learning.*

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