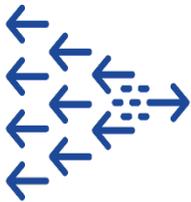


Workflow Optimisation in Coldstream General Practice



Context

Coldstream General Practice (NHS Borders) is a rural practice only 1 mile from England. Their list size is 4000 and a third of the list is registered in England which makes the administrative process more complex. They have the highest elderly population in Scotland.



Why a change was needed

- Struggling with workload - greater administrative burden on already overworked GPs
- Three partners and a Senior Practice Nurse leaving due to retirement or to changing role.
- Needed new ways to work with the resources they have



Impact

- Reduction of documentation going to GPs
- More accurate documentation management → Safer care and GPs have more time to look at complex cases
- Greater job satisfaction for GPs and workflow team
- Better guidance for patients



Top tips

- You need someone that is passionate about workflow to drive the work within the practice, to make things happen.
- It is important to discuss the changes with the practice team to ensure their understanding and buy-in to the change. You may also need other staff to change their hours to enable the new way of working.
- All practice GPs should support workflow optimisation. If they are not on board they will not let go of their correspondence.
- Workflow team and GPs have to work closely to optimise workflow.
- Implement workflow gradually as you learn and your confidence grows.
- Make sure your workflow staff are trained and supported throughout implementation- schedule dedicated support time.
- Set up Docman folders to make correspondence management and the audit process more efficient and safer.
- Explain the rationale behind the quiet workflow station to all members of the admin team to prevent any misconceptions.

Workflow Optimisation in Coldstream General Practice



Where can I learn more?

- View the appendices [in the full case study](#) for template ideas for measurements and protocols.
- View the ihub's [Workflow Optimisation toolkit](#) from the Practice Administrative Staff Collaborative which includes further guidance, examples and templates.
- [View our motion graphic](#) (4 mins) which gives you an overview of workflow optimisation and what you can find in the [Workflow Optimisation toolkit](#).

Tell us your thoughts

We need your feedback to help us improve. Let us know your thoughts on this case study by completing our [online form](#).

