



07/12/2017

Good day TH Improvers,

A few practices have been working on docs workflow so we thought would be good to share more about this and ask you, if you are interested, what would be the best next step to share such learnings and looking at scaling up some of the work you have been doing in your practices with other practices

First and foremost, here are the **PRECIOUS 5 top tips** from practices that you might want to consider seriously when you work reducing the volume of correspondence. (Thank you for sharing this to the practices involved!!)

1. **Project set up : Have whole team involved in document workflow process, e.g. admin team, nursing team and independent prescriber, not just GP's**
2. **Remove duplicates – electronic documents trump paper**
3. **Start with 'low hanging fruit' – DNA letters, appointment notifications, internally generated documents e.g. consent forms**
4. **Classify documents to help identify who needs to see them e.g. information only, medication request, needs coding**
5. **Measures you want to start with are:**
 - **Total number of documents (denominator)**
 - **Total number of documents to GP (numerator)**
 - ***Top tip* one piece of A4 paper weighs 4.5 grams. Got lots of documents? Don't count them, weigh them and divide the weight in grams by 4.5 et voila you have the number of documents!**

A bit more about the practices working on this

Correspondence project @Harford Health Centre #103288

Aim: To **reduce volume of correspondence being workflowed to the GP by 50%** by end of March 2017 and 75% by end of Sep 2017 (Correspondence here = internal and external mail only) Also to free up GP appointments.

Change strategy highlight: Scanning protocols, Consistent training, Coding list, Safety process

Outcomes: The number of documents going to GP workflow **has been reduced by 61%**. The team hopes to demonstrate cost savings in locum time spent managing correspondence and increased appointment capacity. Boom!

Distribute paperwork to reduce partners workload @Island health Centre #103288

Aim: **Streamline and distribute paperwork to reduce the partners workload by 50%** by the end of October 2017

Change strategy highlight: Significant revamp of post distribution system. This includes scanning relevant documents straight to patients' notes, before distribution as an alternative to handing hardcopy documents to GPs, sharing all mail that came in equitably amongst all doctors on site, thus

reducing pressure on duty doctors. We even factored in GPs that work half-day by ensuring mail was allocated in a way that was proportional to hours on site.

Outcomes: Comment from a GP partner “**the new process has saved me 2 hours per day** – gone from 56 pieces of mail to 11”. *Swoon.*

Document workflow @Jubilee Street Practice #103226

Aim: The **number of documents in GP workflow reduced by 70%** by 31st October 2017

Change strategy highlight: Reduce number of docs to GP workflow that require no actions, Redirect docs requiring action to most appropriate member of the team, Stream out requests for non-clinical info, Improve scanning environment and management of electronic workflow.

Outcomes : Number of documents being sent to GP workflow each day has gone from about 30 to 4 per GP, with **a reduction of documents going to GP workflow of over 70%. Result!!**

So What's next?

Practices have tested quite a wide range of change ideas we could learn from and accelerate change. But *how* is the question – how do you want to hear and learn about ways that will power-blast the amount of time you spend with documents to a smithereens? We would like **you to choose the option that would work best for you**: just click [here](#) (you can do this from your phone, PC, tablet, marble slab, whatever) to pick you option:

- Workshop
- WebEx – online conference
- A comprehensive step by step guide to set up your project

Lastly, just to let you know, our first learning system kicked off, and six practices are looking at how we can start offering patient access to their full records in the super near future... Here we are, grinning at the camera on day one of our journey. We'll keep you posted around how this goes. And with these cheery smiles, goodbye for now and hope to see many of you at our general practice forum tonight, 18:00 at Mile End. Ciao, folks!

