

Reducing documents sent to GPs as part of the Practice Administrative Staff Collaborative (PASC)

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Introduction

General Practice in Scotland is experiencing significant challenges:

- rising demand
- increased complexity of needs
- additional workload from secondary care, and
- challenges with recruitment and retention.

To support these challenges the Practice Administrative Staff Collaborative (PASC) was launched in February 2018.

Four teams from six Health and Social Care Partnerships took part in the collaborative.

One element of the collaborative was to reduce the amount of documentation sent to the GP for review.

More than Minutes poster from the PASC celebratory event



Results

44% average reduction in documents going to GPs (across 17 participating GP practices)

5,258 less documents seen by GPs (across 17 participating GP practices)

Some GP practices in the collaborative have achieved in excess of **80% reduction** in correspondence going to the GP.

A digital toolkit has been developed by the PASC teams to support practices to implement Workflow Optimisation.

Workflow Optimisation Toolkit Launched

For more information, visit ihub.scot/pasc

Method

The PASC teams developed and tested tools and resources with GP practice teams. These included:

- process mapping
- correspondence management systems
- reviewing administrative staff roles within GP practices, and
- developing additional educational materials and testing protocols.

Weekly data was collected by GP practices on the amount of correspondence sent to GPs.

Mixed models of delivery were implemented and include:

- a dedicated staff member responsible for the documentation process
- all staff members “workflow” as part of their daily duties, and
- a tiered approach - where each staff member is responsible for different parts of the process.

Conclusions

- Staff education and locally developed and tested protocols can allow documents to be safely workflowed without being viewed by a GP.
- Individual GP practices must decide the level of risk attached to workflowing documents and build in safety checks to ensure the process is safe and effective.