ACCESSIBLE CARE

webGP - HURLEY GROUP

DR ARVIND MADAN

GP Partner, CEO Hurley Group

OVERVIEW

WebGP is a platform linked to GP practice websites. It allows patients to self-help, sign post, symptom check, request a 111 call back and send an e-consult to their own GP using online condition-based questionnaires.

IMPACT ON PATIENTS

Online platform provides **24/7 access** to a variety of self-management tools

E-consultations with **your own GP** by the end of the next working day

36,000 **website hits** in six months

83% of patients **would recommend it**

95% rated website as **very good** or **excellent**

One-third of patients who accessed it were **aged over 45 years old**

20% accessed it from **mobile phones**

Better access for black and minority ethnic (25%) and **English as second language** groups (28%), unemployed people (11%) and women (57%)

Digital disinhibition e.g. mental health and sexual health

Unleashes **patient power**

Care starts sooner

Shorter waiting times

Prompts patient action (red flags)

"Resolved my issue quickly without needing a face-to-face appointment and wasting time - either mine or that of the doctor."

WIDER IMPACT

Nine online patient interactions for each e-consultation received

One-third of patients used **self-help** and 18% then **self-managed**

50% of call backs from 111 closed

60% of e-consultations **closed remotely**

E-consultations averaged **2.9 minutes**

Facilitated **use of skill mix**

Only 3% supply led demand (so far)

14% of patients **would have gone to urgent care**

Commissioner **ROI over two times investment**

CHALLENGES

1. Fear of supply-led demand: practices that did not reduce face-to-face appointments to accommodate e-consults left with the impression that it increased demand, whereas it actually reduced overall demand on the practice. Lesson is to make space for working differently.

2. We learned to send a clearer message about how the benefits of each e-consult are amplified across a large number of patients. This eased anxieties around workload .

IMPACT ON STAFF

Better use of resources: patients triage themselves and fewer GP appointments are needed

More time for complex cases

100% GPs **confident using e-consultations**

FIND OUT MORE

www.webgp.com

www.england.nhs.uk