

## Optimising Document Workflow in a GP Practice



Incoming paperwork to General Practice has increased dramatically over recent years. These documents contain information important for patient care - information to code, requests for follow up, investigations, prescribing and onwards referrals. A typical GP spends 1-2 hours or more each day processing this paperwork. This is a threat to the sustainability of General practice.

This information is also important so that we are paid properly and fully. Relying on GPs to undertake this task could be a threat to income! A systematic approach should improve data entry. Even if QoF were to be substantially revised, coding seems certain to remain central to practice income.

With appropriate materials, protocols, training and system support, practices can divert the majority of their document management away from their clinicians. This work can be undertaken by other suitably experienced practice staff.

EPI's experience suggests that a typical practice can effectively deal with 70% of correspondence without it having to reach a GP (NB. Some studies suggest a higher figure – our experience suggests an 80-90% target may be unrealistically ambitious for most practices – we consider our ideas to be safe and achievable).

Implemented systematically this:

- **Should enhance good patient care**
- **Enhance practice income under QoF (and any successor arrangements)**
- **Reduce burden on GPs**
- **Free up time, to work on other priorities, or even get home earlier**

Achieving 70% diversion offers the prospect of saving a typical GP at least 40 minutes, and in many cases more, per whole working day.

EPI's **Optimising Document Workflow** has been developed to support practices considering this process or for those who have partially developed it and wish to develop it further. The target audience is a working group within the practice, typically composed of a minimum of:

- **practice manager (or appropriately senior managerial person)**
- **GP lead**
- **2 or more members of the non-clinical staff, who will be trained to operate document management according to protocols developed by the practice in conjunction with EPI**

The webinar is extremely interactive, with candidates given the opportunity to ask questions either by a chat function or by microphone directly to the facilitator, we use polls and breakout rooms for smaller group work.

Candidates can log in either at work or at home and all they require is a PC/ Laptop/ Tablet or phone (ideally with camera and microphone for full interactivity) to take part.

**Format and Resources:**

- A live interactive training event of 3hrs
- A facilitator (a clinician) with current experience of the primary care sector
- A web host to ensure candidates are able to interact with the facilitator
- A course pack for all participants includes a course workbook; acting as a workbook on the day and a reference for later
- Resources to support toolkit:
  - “Coding template”. The “top 200” conditions and their codes. A template for the practice to build a practice-specific policy onto.
  - Document decision making – filing/action/code/GP view/pharmacist etc.
  - Coding process (including QOF/LES/DES requirements)
  - Communication resources
  - Governance/audits/reviews
- A template for developing and recording a governance process

**Dates :**

April 22<sup>nd</sup> Morning 9-12pm

May 6<sup>th</sup> Afternoon 1-4pm

May 27<sup>th</sup> Morning 9-12pm

May 27<sup>th</sup> Afternoon 1-4pm