

# Improved Access to Services

## New 'Klinik' System from 3<sup>rd</sup> November

From Wednesday 3<sup>rd</sup> November we are changing our systems to improve access to care, both face-to-face and online. This will help us prioritise urgent cases more quickly and more effectively manage the average 1000+ daily attempts by patients to get in touch with us.

To prioritise care appropriately for our patients, we are introducing a triage system called 'Klinik'. All patients with access to the internet or a smartphone/device are being asked to use this system. Initially you can do three things through Klinik:

1. raise a new health concern
2. request sick notes
3. cancel appointments

Additional features are coming soon such as requests for long term condition reviews, follow-up appointments, referral queries, test result queries and insurance and report requests.

The system is more refined than the online consultation system used previously and should prompt each patient for questions that are relevant to the issue being raised, rather than asking patients to answer seemingly unnecessary questions.

**For those patients who do not have access to the internet, you will still be able to phone the surgery and a member of our team will complete the online system for you, but the more people use the internet the quicker we will be able to answer the phone to those who cannot.**

### WHY ARE YOU DOING THIS?

- We have listened to your feedback and recognise the difficulties patients have in telephoning the surgery
- We are concerned patients who require urgent medical assistance cannot always get through to us.
- All patients will have the same equity of access to services because all contacts will go through the Klinik system.
- We want to make sure patients are seen at the right time, by the right person, with the right priority and ensure those who need to be seen face-to-face receive an appointment promptly.
- We will be able to analyse our patients' needs more effectively to inform levels and speciality of staffing needed for our patient population.
- We recognise the previous online service available wasn't as patient-friendly as we would wish.

### WHAT ARE THE BENEFITS?

- Easier and quicker than calling the surgery, no long telephone queue waits or not being able to get through to us.
- The practice will be able to prioritise patients who need a face-to-face appointment promptly
- Emergency and Urgent problems will be triaged by our clinical team, and will be prioritised.
- Less clinical time will be needed in the prioritisation process, meaning more clinical time is available for one to one patient care.
- You can provide more information about your problem more easily, in your own words, without having to explain it to a member of staff.
- You can receive email or text advice if you prefer.
- You can state when you are not available for an appointment or not contactable.
- Using Klinik reduces waiting times and provides faster access to the right treatment.

### IS THIS A WAY TO STOP PATIENTS SEEING A CLINICIAN FACE-TO-FACE?

- Absolutely not – we are seeing patients face-to-face throughout the day at all sites but not in the previous 'clinic' style which led to full waiting rooms.
- The triaging of all calls will mean we can more quickly identify patients who need to be examined physically and offer them an appointment with the right healthcare professional.
- Once established, the new system should mean we need less clinicians prioritising calls, meaning more clinical time available to spend with patients one-to-one.

We are still actively endeavouring to recruit more clinical staff, including GPs, which we hope will further improve access to care for our patients. A very big **THANK YOU** to the majority of our patients who we know will embrace this change. The service will be available Monday to Friday during our opening hours.