



5 Productive work flows

Efficient processes

Proactive medication reviews, The Robert Darbshire Practice

The GP is given a list each week of patients whose medication review is due in the next month. Using a quick paper-based review, the GP is able to update medication and undertake other actions, reducing the need for face-to-face appointments and saving time.

The idea

The practice was unhappy with the fact that around 1 in 20 GP appointments were created just to reauthorise a patients repeat medications. In about half of these cases, no clinical review was needed. Most were booked at short notice, and only about a third with the patients usual GP.

A new system was introduced, which produces a weekly list for each GP of their usual patients whose medication review was due in the next month. The paper-based review takes 6-10 minutes each week per GP.

Impact

Continuity has improved, as the record of usual GP has been found to be inaccurate in only 3% of cases. For 24% of patients on the weekly list, the review avoids a face-to-face appointment (10 minutes each). This frees up an average of 1.6 appointments per GP per week, as well as reducing frustration for patients and GPs.

Implementation tips

In the early days of running this process, practices may find that a number of patients have the wrong GP recorded on the notes as the patients usual GP. While this will reduce the continuity of care benefit of this approach, it provides an opportunity to correct the inaccuracy, which is helpful for future.

Link(s)

www.rdp.org.uk