

The View from General Practice

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Our Practice

List size 5700
White middleclass
above average women 24-44
Lots of children under 5.

3 Female Principals
6 p/t reception/admin staff
2 p/t nurses
EMIS
Linked Practice for all IOS
Not paperless

PRACTICE OVERVIEW

- Out of Hours considered a vital part of Practice Life.
- Necessity for information from Out of Hours provider
- Continuity of care to patient
- Electronic messaging a vast improvement on old fax Information
- Electronic messaging has improved as the system has developed
- Secure confidential system

GP VIEWS

- Speedy messaging essential when following up patient care
- Vast improvement on hand written information
- Information exported directly into computer record
- Worried about length of information from NHS Direct

STAFF VIEWS

- User friendly
- Quick
- No paper/ filing
- Useful reply option

IMPROVEMENTS

- Content needs to be more consistent
- Content needs to be more comprehensive
- NHS Direct information needs to be specific