



COVID-19 CLINICAL SOLUTIONS

<p>What did you do?</p> <p>We have developed two city wide triage hubs for our practices in York and Hull, staffed by GPs and primary care practitioners. A new online portal is used as a triage tool, so patients can submit their requests online, with telephone requests being recorded in the same way by reception.</p>
<p>Who are you?</p> <p>Dr Laura Castle Dr Thomas Patel-Campbell Professor Michael Holmes</p> <p>Haxby Group, The Village, Wiggington, York, YO32 2LL, UK</p>
<p>What was the problem?</p> <p>Moving to total telephone triage, as required during the pandemic, created a large volume of phone activity with difficulty for patients getting through. Alongside this, staff-shortages in all areas of the group meant a more efficient working process was required.</p>
<p>What was the solution?</p> <p>Our online portal Klinik allows patients to enter their request online 24 hours a day. It has in built safety netting to direct patients to other services depending on the symptoms they enter. They are asked further relevant questions so useful information is gathered at this stage. Following the move to Klinik-based total triage there has been an increase from 6 to 28% of contacts online in York, and an increase from 0 to 23% in Hull.</p> <p>The information provided by the online portal allows immediate redirection of requests to other team members where appropriate. For example, pharmacists for medication queries, our new shielding support group for questions pertaining to this, or identification of routine requests for pre-booked phone calls. This system allows greater utilisation of all the healthcare professionals available within the group as well as enabling the triaging team to focus on the clinical issues that require same day contact. This has been significantly aided by using video consultations to reduce attendances at the practices. By standardising this process across all Haxby sites with the use of Klinik alongside centralised triaging in each city, it now enables staff absences to be covered at short notice from any site in either city.</p> <p>The feedback from staff and patients has been extremely positive, with support for maintaining these changes. As well as demonstrating benefits of at-scale general</p>

practice, these changes also indicate how a new era of digitally-enhanced care can help with the increasing demands within primary care.

Where can we find our more?

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<https://klinikhealthcaresolutions.com>