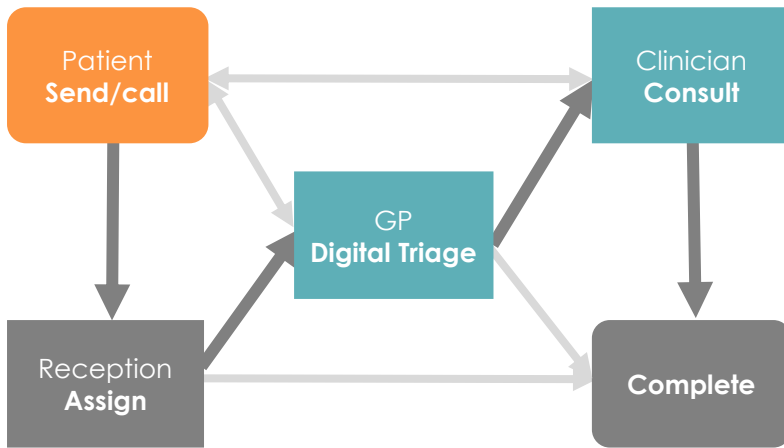


# Digital Triage and the Demand - Flow System

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**Hypothesis:** efficient operation of primary care depends on clinical triage of all demand, to optimise the use of scarce consulting resource - GP time.  
The faster and simpler the system, the more patients will co-operate.

**Who does what, when and how?**

**Patient** "I need help..." Make it easy to provide enough detail for triage. Online, anytime.

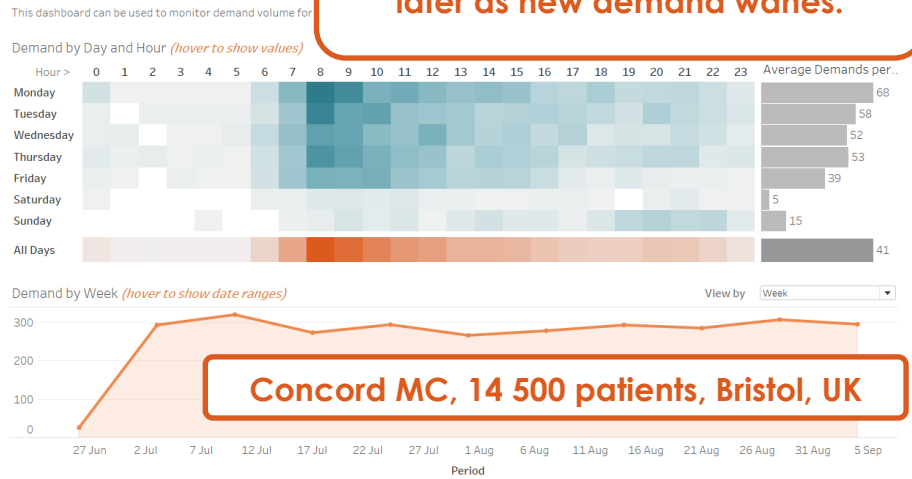
**Reception** "I'll assign you to a clinician, unless I can help you myself" (within minutes, verify patient, choose clinician)

**GP** "I'll work out how to help, usually phone, may see you, send a message, or refer" (take seconds, within minutes, from online entry)

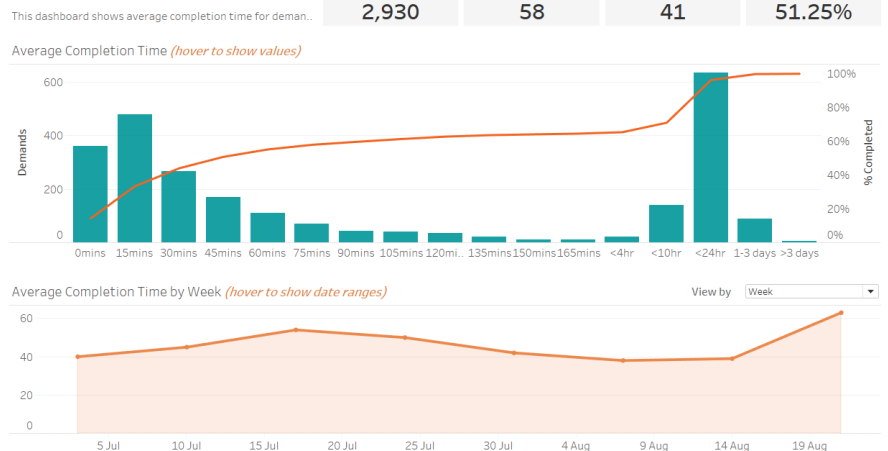
**Consult & complete**

**Predict demand by hour**  
Heatmap by day/hour, use to plan clinical time for rapid triage, consult later as new demand wanes.

## Concord Medical Centre | Demand



## Concord Medical Centre | Completion



**Measure flow in minutes**  
Runchart for improvement. Barchart for performance detail & patient experience.

**Issues for debate:**

- How do we get there from here? With people!
- Design for standard process with high content variation
- Measure for improvement with simplicity and clarity