



NHS Forward View

The General Practice Forward View publication issued by the NHS in 2016 outlines ten high impact actions GP practices can initiate to help address their workload pressures. Representing a change in the level of investment and support for general practice it includes help for struggling practices, plans to reduce workload, expansion of a wider workforce, investment in technology and estates and a national development programme to accelerate transformation of services.

Surgery Connect's features assist practices to address a number of the Forward View actions.



2 New consultation types

Phone
E-consultations

Text message
Group consultations

Consultation options are increased with Surgery Connect's triage features. With an outside line always available and every call recorded and cost free, triage processes are a cost effective, efficient way to perform consultations.

For those implementing Surgery Connect's integration with Patient Management Systems there's access to a fully managed triage scheduler and dialler which further enhances this consultation method.



3 Reduce DNAs

Easy cancellation
Reminders
Patient-recording

Read-back
Report attendances
Reduce 'just in case'

Surgery Connect's integration with Patient Management Systems allows patients to manage their appointments without the need to queue to speak to a member of your staff. This makes it easier to cancel and book and will reduce the number of DNAs.

Further to this, removing the reliance of staff to process these requests means their time can be used to focus on other tasks, improving efficiency.



5 Productive work flows

Match capacity & demand
Efficient processes

Productive environment

As well as the triage and unattended patient appointment management outlined above, Surgery Connect's integration also offers auto switch to patient record on answering and access to call recordings associated with the active patient.

All features improve surgery efficiency and productivity. Monthly emailed Management Reports provide in-depth statistics and performance analysis to allow Practice Managers to make informed decisions on resource allocation.



7 Partnership working

Productive federation
Specialists

Community pharmacy
Community services

Whether a single practice, a multi-site organisation, a Federation or CCG, Surgery Connect can be configured to suit all. Allowing appropriate access and functionality from the practice level up to the management level provides a centrally managed solution.

Data and configuration is specific to each practice within the organisation, providing a completely scalable and flexible structure.

SS.SC910.0