

Digital First Primary Care

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Three step access to general practice



1. Patient request and information gathering

You will be asked for some information while making your request



Telephone call



Online request



Walk in

2. Practice assessment and navigation



Your information will be reviewed

- Clinical requests are passed to the most appropriate clinician
- Admin requests are dealt with by practice staff



Clinicians will prioritise request according to clinical need and the most appropriate clinician will respond,

- GP
- Practice Nurse
- Pharmacist
- Physiotherapist
- Other role

3. Practice response

Practice response is matched to need



Face-to-face appointment



Telephone call




Video call




Text or online message



Home visit

 Digital option

 Non-digital option

National support



Inclusive access comms pilot in Humber, Coast & Vale

Pilot project underway to raise patient and practice awareness and understanding of **all access routes** to general practice. Communication messaging and material are being developed and tested with patients and practices. The pilot aims to create learning for a potential national communication campaign.

Research and evaluation

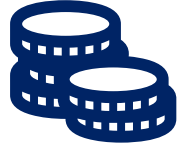
Multiple evaluations have been commissioned to understand the impact of online and video consultation systems, the critical success factors and which elements to retain in the recovery phase. We are also undertaking user research to understand how patients and staff experience the digital solutions currently available in primary care.



Data collection

A dashboard has been set up for practices and commissioners to improve understanding of need, allocation of resources and support quality improvement. The data set is being expanded to include meaningful outcome metrics based on research with practices and commissioners.

National support



Funding support

£65 of funding via ICSs has been made available to provide support to practices to move to the new access model and to support other Digital Primary Care projects.

Digital First Accelerators

Pioneering accelerator projects are being set up across health systems in England, focusing on new approaches in primary care. They are exploring how patients currently access and use primary care services, and how pathways can be redesigned using digital tools to provide a much better experience and services to patients.



Procurement

Launched in April 2021, the Digital First Online Consultation and Video Consultation (DFOCVC) framework means that commissioners, working with GP practices and PCNs, can select quality-assured systems from a broad range of suppliers - improving choice, functionality, accessibility, patient experience and data reporting.

Resources and training

We are developing resources and training offers that address staff needs associated with remote consultation, digitally supported triage and the use of digital tools in general practice.

