

## Service definition G-Cloud 12

askmyGP enables patients to get help rapidly from the right person whether their own GP, the local PCN or secondary care.

It embodies change to a demand-led system enabled by technology rather than a technology bolt-on to a traditional supply-led ethos.

The software architecture is a two-sided portal, secure both for patients and NHS staff over HSCN, allowing appropriate digital communication channels within normal clinical work.

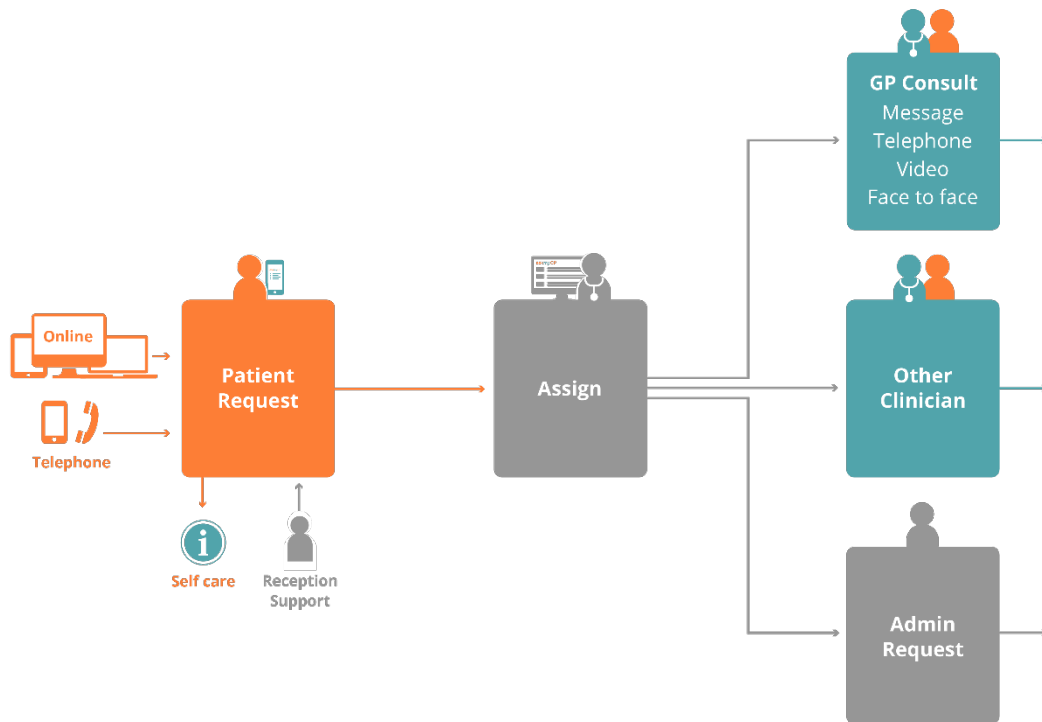
The principles are simplicity of design, ease of use, rapid flow, elimination of rework and support for continuous improvement.

### How it works for the patient:



The patient enters their details to create a secure login, and is prompted to describe their medical problem in their own words with a few questions, and state preferences for a named person and mode.

## How it works within the provider:



The diagram illustrates the total flow model where all demand, online (around 70%) and telephone goes through the same system, equitable for all patients, and most efficient for GPs.

“Assign” is one click, usually by a senior receptionist, and the GP or other clinician will then decide how to consult the patient.

Evidence shows the average is 35% by message, 56% by telephone and 8% resolved by face to face consultation, less than 1% by video.

The question for practices: “How do we reach the new happier state?”

### Pathfinder Diagnostic

The goal is to understand the practice system, the problem to be solved and assess readiness to change, using a suite of online analytics and resources with a comprehensive report to partners.

- We create a complete picture of your operations
- We involve all staff through our online surveys, just 4 questions
- You'll understand your demand, capacity, service and efficiency through our Loadmaster interactive model

- We distil your views, and show how things could be different.
- We report back to your partners, and you keep all the results to play with.
- The goal is consensus on change, and if you reach it, you've done the hardest part, and the first stage of Transform.

## Transform – year one programme for all new providers



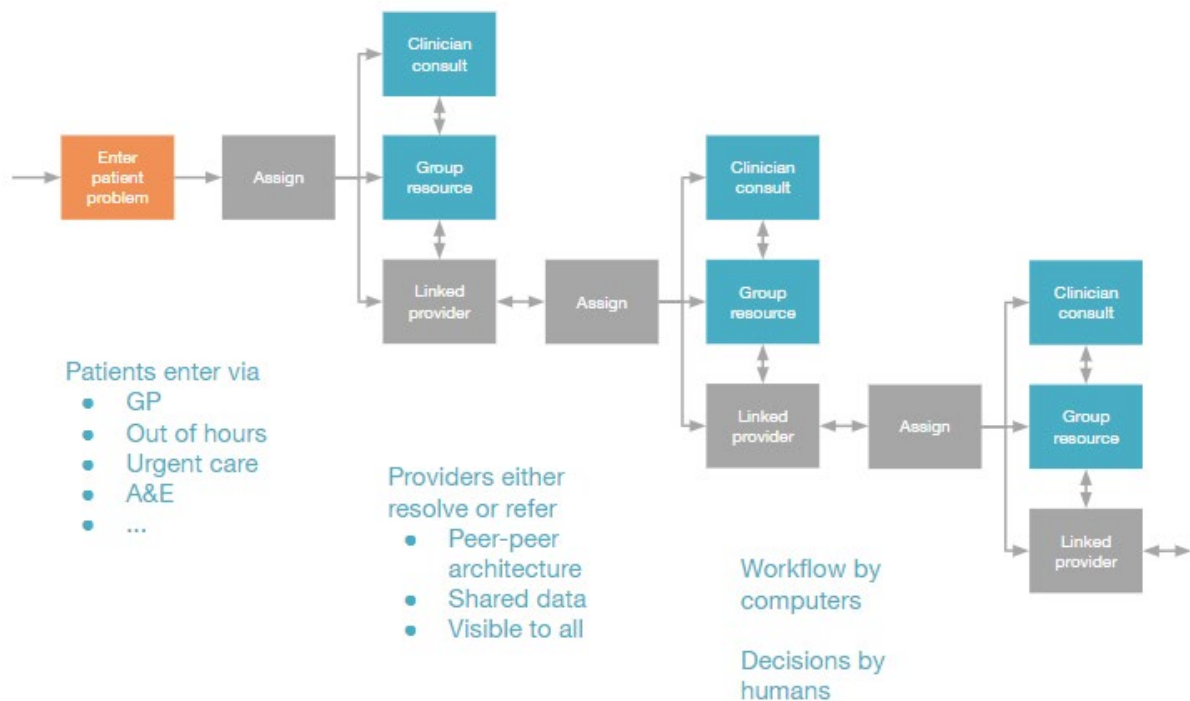
- The programme is aimed at practices who want to make a step change in performance
- They will become demand led in their thinking and operation
- They maximise use of online consultations as each saves 2 minutes of GP time vs telephone consulting, 4 minutes on average compared with face to face.
- They improve continuously, supported by the method and resources proven in over 200 practices
- The change programme is in 5 stages
  - Consensus
  - Preparation
  - Launch
  - Adapt
  - Waypoint
- A personal Training Partner works with the practice throughout, guiding the process and dealing with all questions arising, meeting the whole team at points in the programme.

- The evidence base, case studies and further information can be found on our website.

Support continues for the full year, including all Improve features from the table below. In subsequent years, no change programme is needed but support for continuous improvement is provided through our Improve packages.

## Networked Providers

As shown below, providers can be linked to enable workflow of patient requests so that requests can be resolved at the right level, eliminating waste, delay and rework.



## **Ongoing software, support and continuous improvement**

See below for the options and features table

Pricing is shown for annual or monthly subscriptions.

## **Improve Options and Features for subsequent years**

### **Improve Pro**

Maximise savings with time saving features for GPs and all practice staff. Integrated Isabel symptom checker and video consulting help GP clinical practice, while online face to face booking for triaged patients saves reception time. Interactive analytics through Tableau empower all users to improve performance.

Improve Pro is ideal for the single provider managing all patient requests internally.

### **Improve for Networks**

Managing the flow of patient requests seamlessly between member organisations means they can share resources simply and fairly, understand demand and capacity and respond as fast as a single practice. All Pro features apply, and more.

Primary Care Networks find they can take full advantage not only for their members, but as a whole body, without management costs sapping energy and time from what should be better patient service.

At local and regional health economy levels, seeking advice between linked providers is seamless and in real time, enabling precisely the right help to be given to each patient, avoiding the delay and rework resulting from inappropriate referrals.

The full range of providers can now be linked, including general practice, primary care networks, acute hospitals for both outpatient specialties and A&E, out of hours and community services.

Feature	Improve Pro	Improve for Networks
Annual plan, per patient	79p	97p
Monthly plan, per patient	7p	9p
Patient portal for new requests and history	y	y
Proxy access for parents and carers	y	y
Staff portal to manage all workflow	y	y
Demand, capacity and rota planner	y	y
Integrated real time reporting with Tableau	y	y
Email, chat and telephone support	y	y
NHS Spine lookup	y	y
Patient identity management	y	y
Isabel symptom checker	y	y
Video consulting	y	y
Online appointment booking for patients	y	y
New patient online registration	y	y
Multi-provider network management		y
Workflow between linked providers		y
Inter-professional referrals		y
Network capacity and demand		y
Network reporting & analytics		y
Network implementation support		y

## Example monthly reporting pack

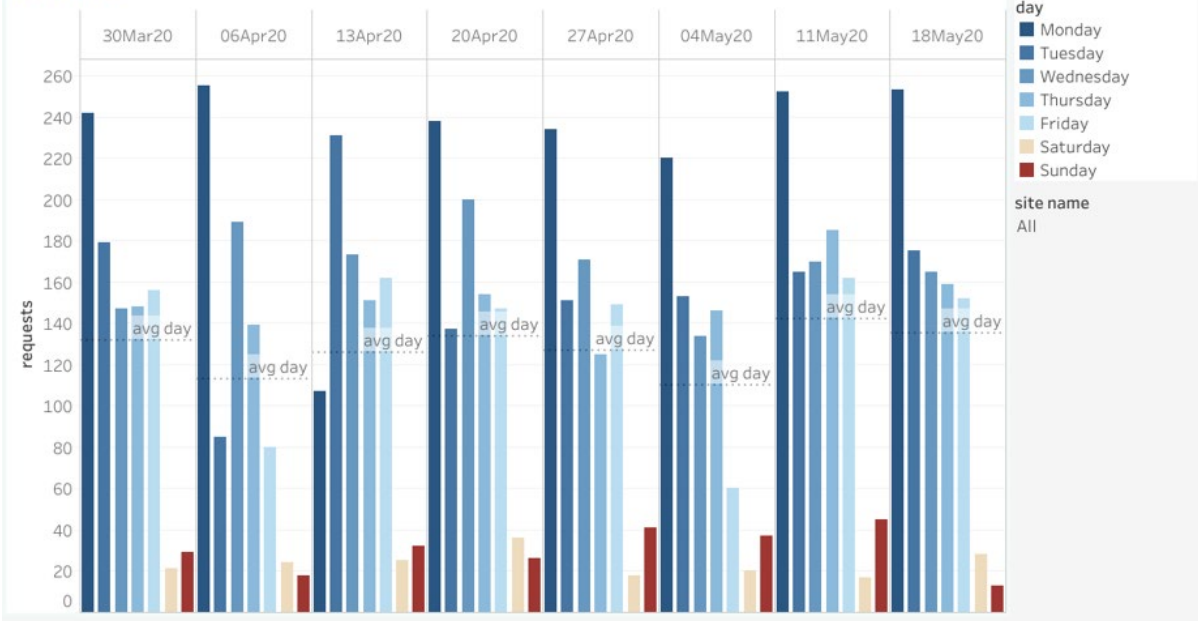
See below an example of the monthly charts produced for each practice. (some removed for confidentiality. Others are live in app).

The practice concerned is Witley & Milford, used with permission alongside the case study video on <https://askmygp.uk/dave>.

Some slides show other practices for comparison, including weekly patient volumes, response times and patient feedback.

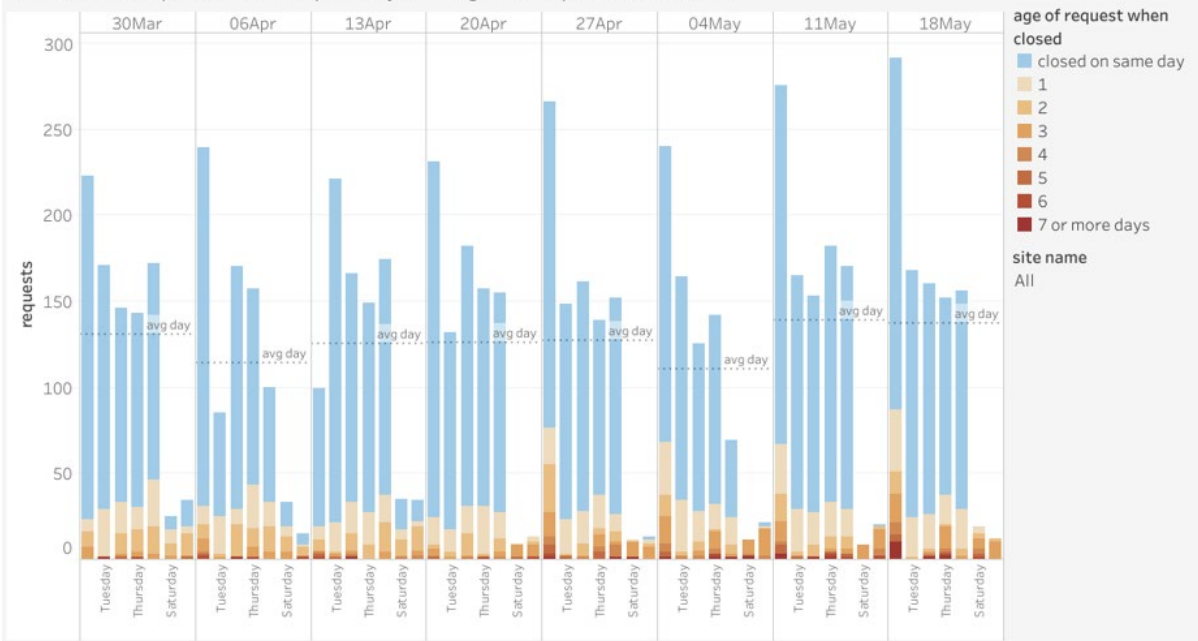
Witley and Milford Surgeries H81031  
site = All

incoming requests received per day  
last 8 weeks



Witley and Milford Surgeries H81031  
site = All

volume of requests closed per day and age of request at closure

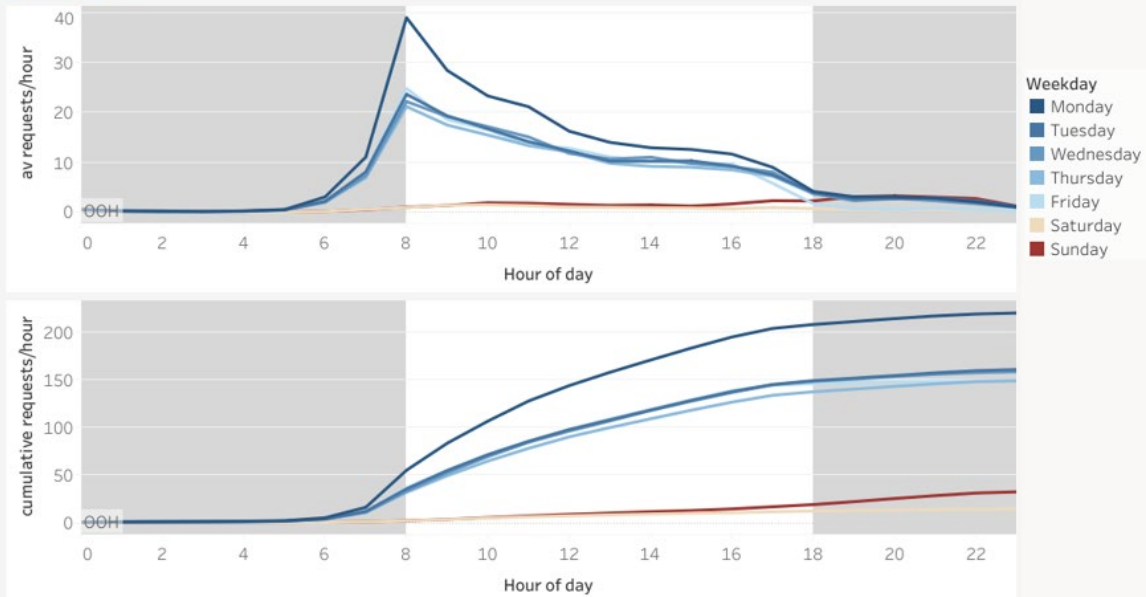


## Witley and Milford Surgeries H81031

site = All

mean hourly demand by day of week

all v3 demand



## Witley and Milford Surgeries H81031

site = All

volume and performance trends

closed requests since start



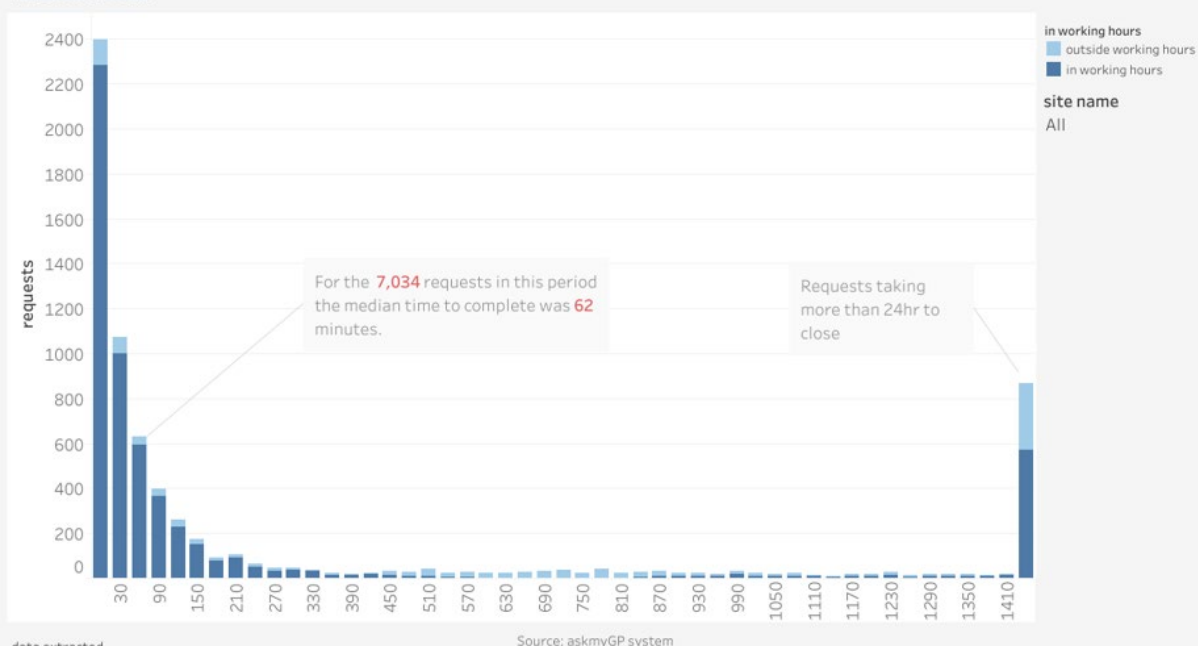


## Witley and Milford Surgeries H81031

site = All

### distribution of completion times (30m groups)

latest 8 weeks

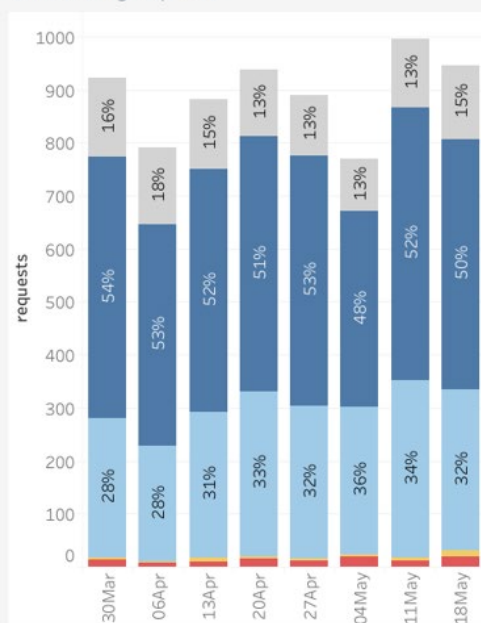


## Witley and Milford Surgeries H81031

site = All

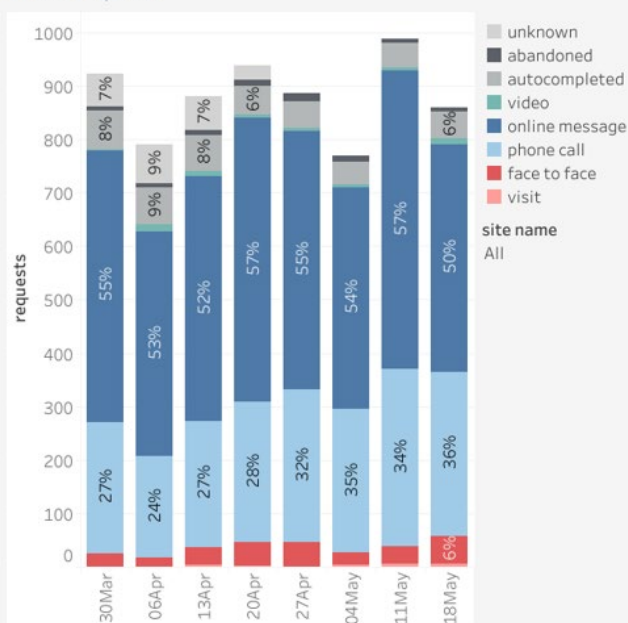
### patient preferred contact method

all incoming requests



### resolution of request at closure

closed requests

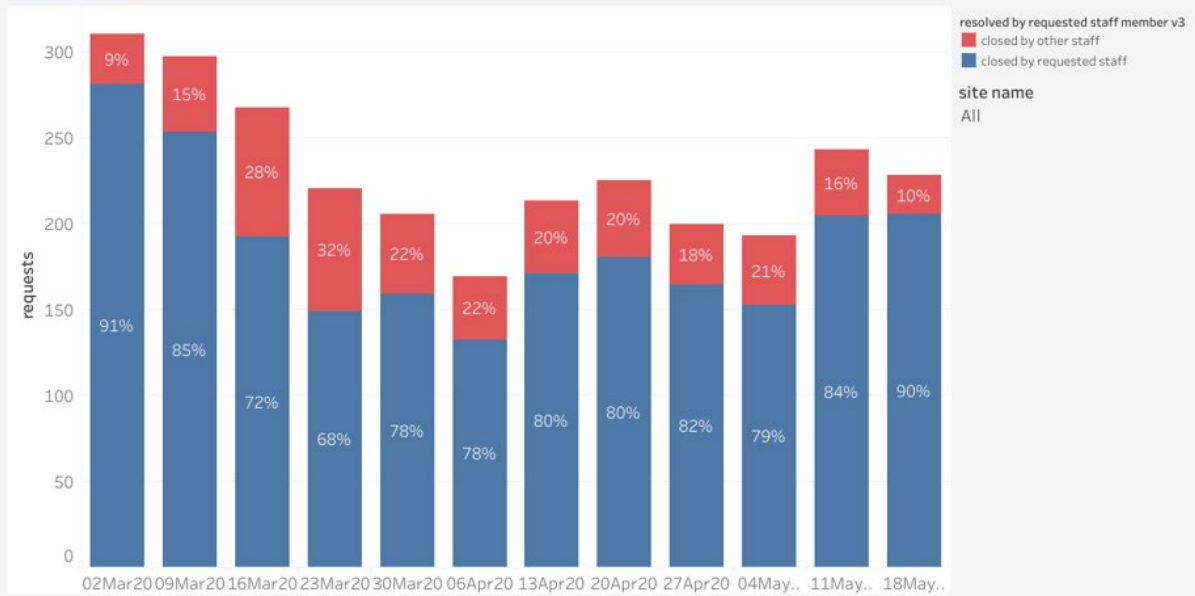


## Witley and Milford Surgeries H81031

site = All

### continuity: did patients get the staff they requested?

Based on requests where patients chose a named member of staff (the majority of patients didn't want to request a specific member of staff)



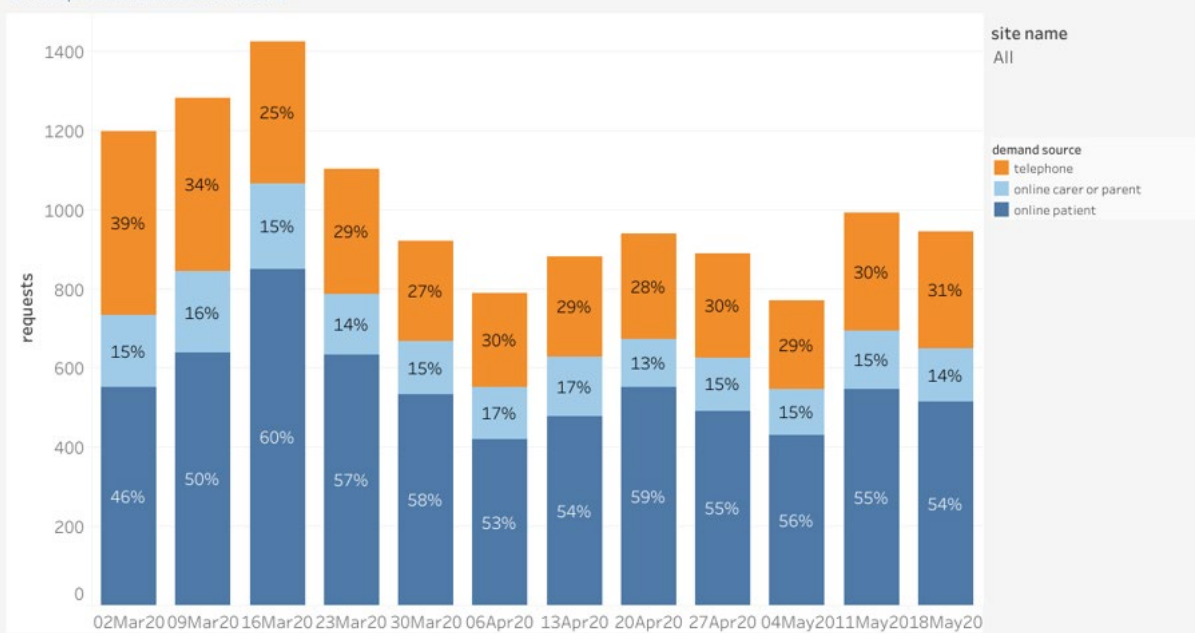
data extracted

Source: askmyGP system

Witley and Milford Surgeries H81031  
site = All

source of demand

all requests latest 12 weeks

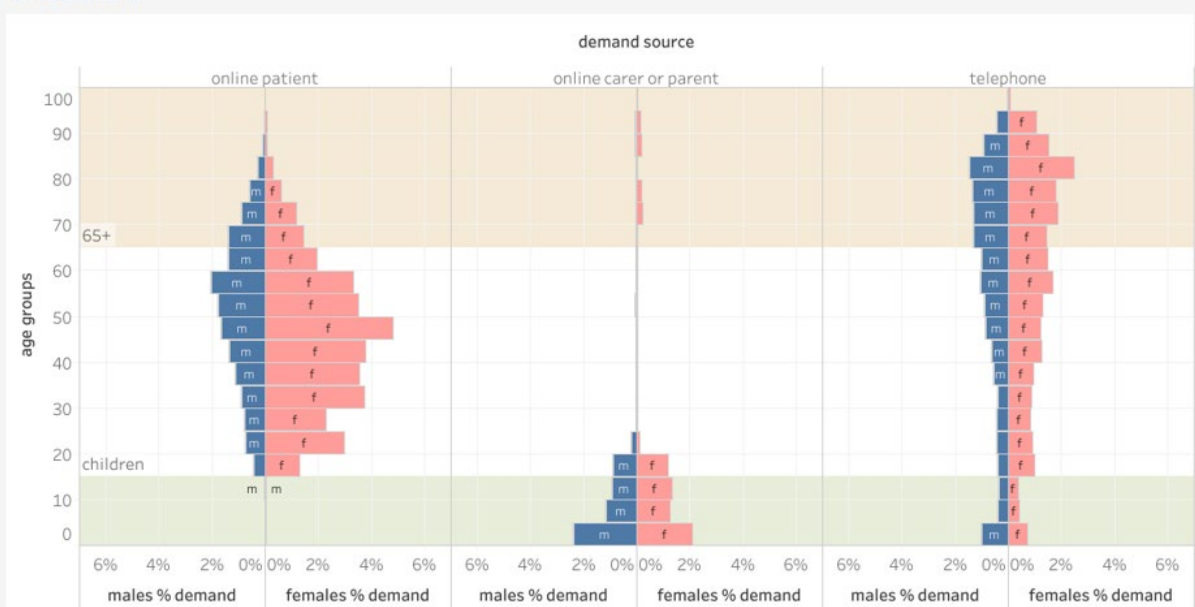


Source: askmyGP system

Witley and Milford Surgeries H81031  
site = All

demographics of demand

all v3 demand



Source: askmyGP system

site = All

**askmyGP fee**

Month	Better	Same	Worse
Sep18	10	0	0
Oct18	85	10	5
Nov18	87	10	3
Dec18	88	10	2
Jan19	86	10	4
Feb19	89	10	1
Mar19	85	10	5
Apr19	88	10	2
May19	91	10	1
Jun19	90	10	0
Jul19	94	10	0
Aug19	92	10	0
Sep19	89	10	1
Oct19	90	10	0
Nov19	94	10	0
Dec19	85	10	5
Jan20	90	10	0
Feb20	89	10	1
Mar20	86	10	4
Apr20	87	10	3
May20	81	10	9

**FFT response**

Month	Extremely Likely	Likely	Neither likely nor unlikely
Sep18	0	0	0
Oct18	0	0	0
Nov18	0	0	0
Dec18	0	0	0
Jan19	0	0	0
Feb19	0	0	0
Mar19	0	0	0
Apr19	0	0	0
May19	72	0	0
Jun19	96	0	0
Jul19	94	0	0
Aug19	85	0	0
Sep19	78	0	0
Oct19	92	0	0
Nov19	90	0	0
Dec19	80	0	0
Jan20	93	0	0
Feb20	94	0	0
Mar20	94	0	0
Apr20	95	0	0
May20	92	0	0

The image contains two line charts. The top chart, titled '% saying better', shows a blue line representing the percentage of patients saying 'better' over time. The y-axis ranges from 80% to 90% with a red dotted line at the average (avg) of approximately 88%. The bottom chart, titled '% top FFT score v2', shows a blue line representing the percentage of patients with a top FFT score over time. The y-axis ranges from 80% to 95% with a red dotted line at the average (avg) of approximately 90%. Both charts share a common x-axis with months from Sep to May. A legend on the right indicates four feedback categories: 'Don't know' (dark blue), 'Very good' (medium blue), 'Good' (light blue), and 'Neither good nor poor' (brown). The data source is cited as 'askmyGP system, patient feedback questions'.

Month	% saying better	% top FFT score v2
Sep..	82%	87%
Oct..	86%	91%
Nov..	88%	93%
Dec..	88%	94%
Jan..	88%	94%
Feb..	89%	95%
Mar..	86%	93%
Apr..	86%	96%
May..	90%	94%
Jun..	90%	93%
Jul..	92%	90%
Aug..	91%	85%
Sep..	89%	78%
Oct..	90%	92%
Nov..	92%	90%
Dec..	86%	80%
Jan..	90%	93%
Feb..	89%	94%
Mar..	88%	94%
Apr..	88%	95%
May..	81%	92%

Source: askmyGP system, patient feedback questions

data extracted

Source: askmyGP system, patient feedback questions

site = All

monthly friends and family test responses

latest month may be incomplete

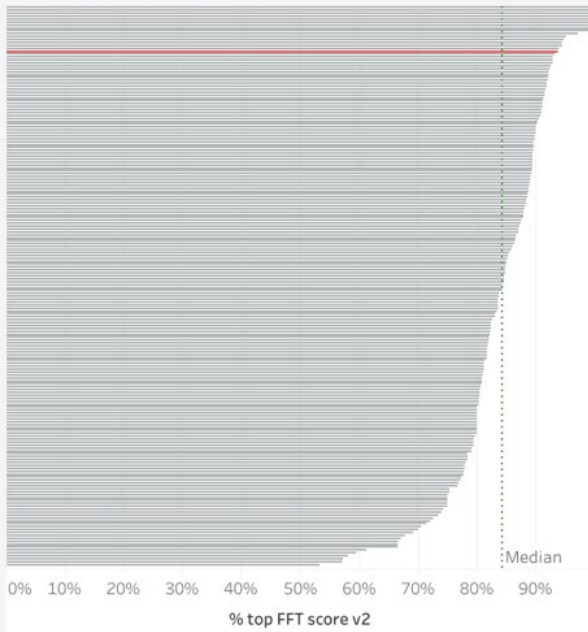
[illegible]

Witley and Milford Surgeries H81031

site = All

% top FFT benchmark

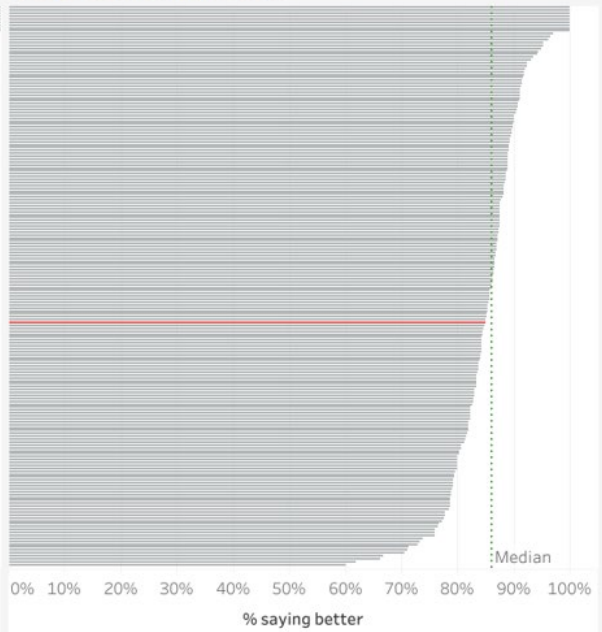
compared to active practices



data extracted

askmyGP patient feedback benchmark

compared to active practices



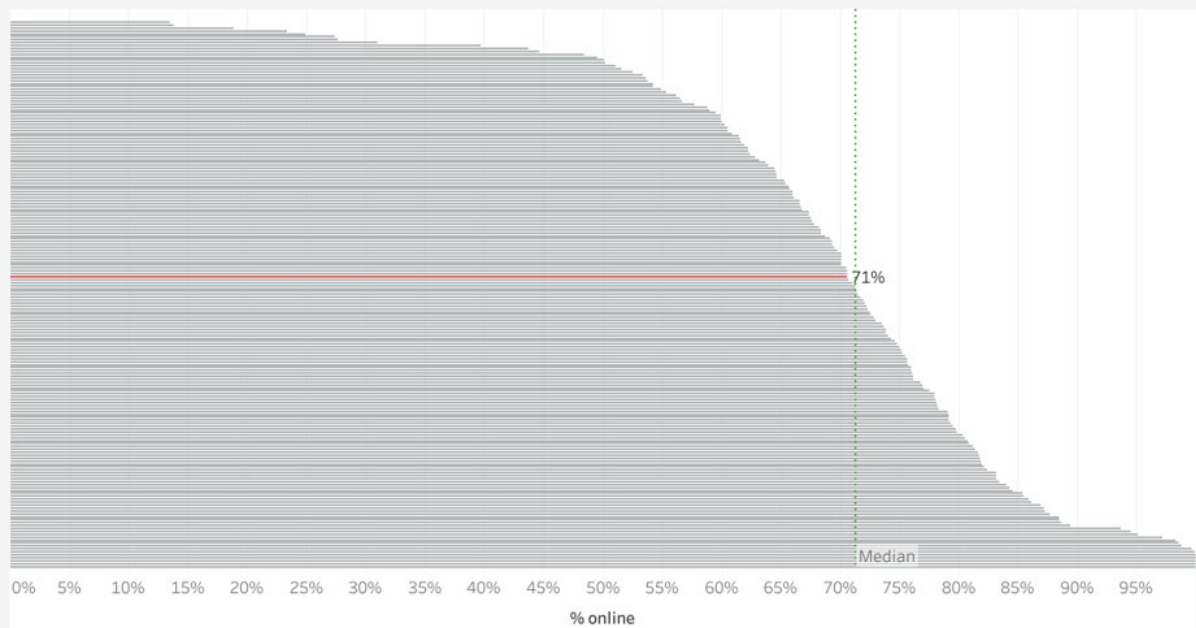
Source: askmyGP system

Witley and Milford Surgeries H81031

site = All

proportion of activity online

total flow practices only



data extracted

Source: askmyGP system