

# Patient Impact Project Implementation of a Medical Assistant Role in General Practice

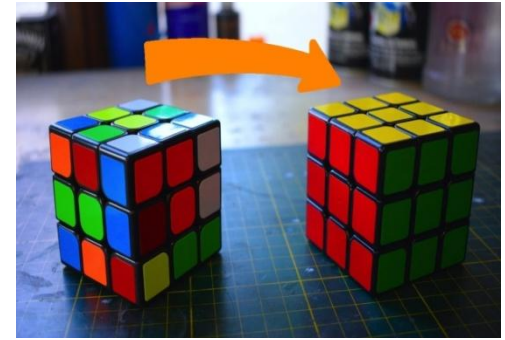
Dr Anjula Mehta

GP & Clinical Director in Primary Care

# General Practice



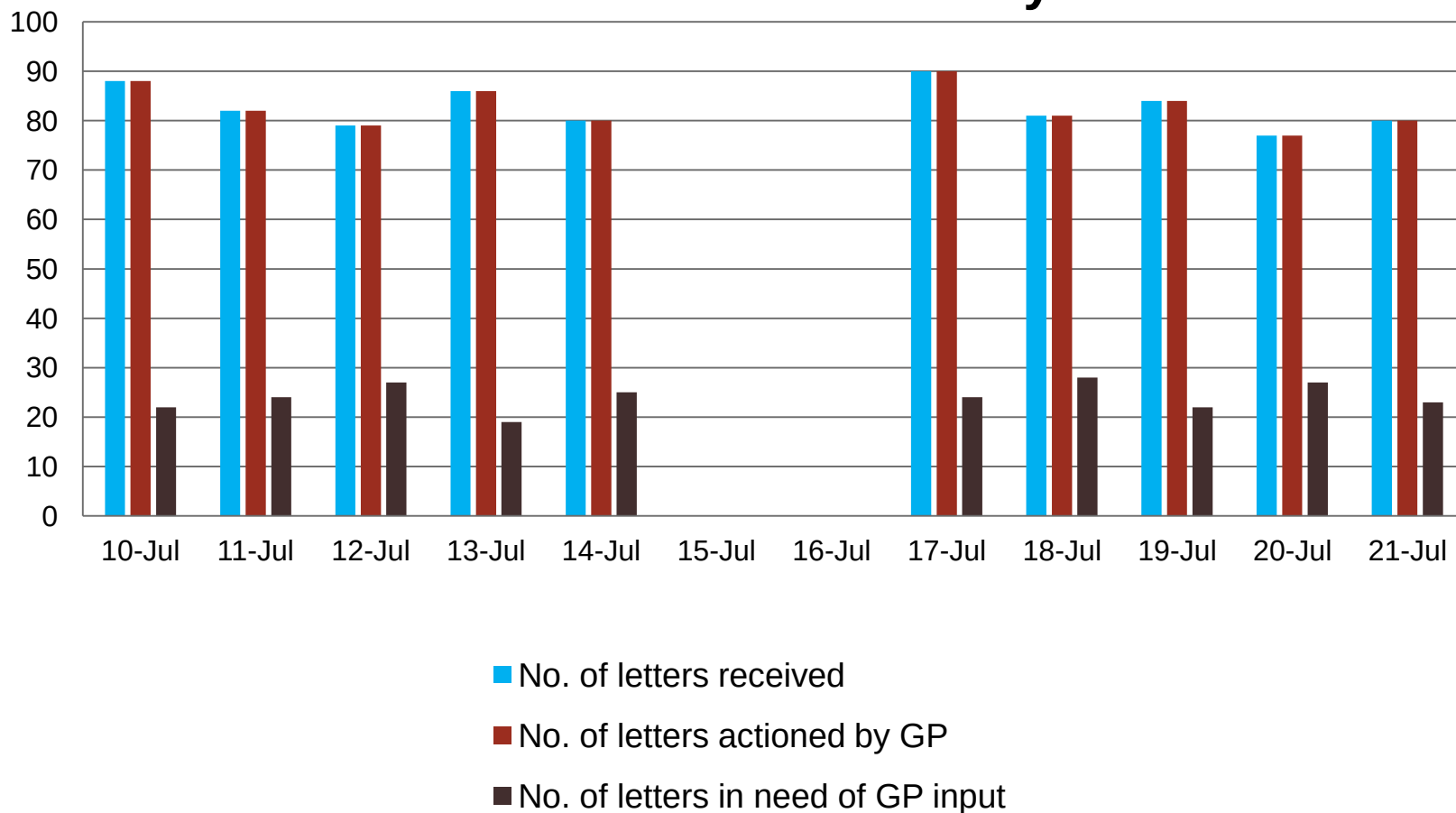
# Challenges & Solutions



- GP Workforce – diversification
- GP Workload – prudent health care
- Infrastructure – new purpose built premises, improved transport links
- Funding – address imbalance primary/secondary care budget allocation

# Status quo

## Docman Workload 10 - 21 July 2017



# Purpose

- GP time is the most limited and expensive resource and needs to be protected
- New role within the administrative team that can ease current GP's administrative workload.
- More timely and efficient process will improve safety and patient service.

# What does success look like?

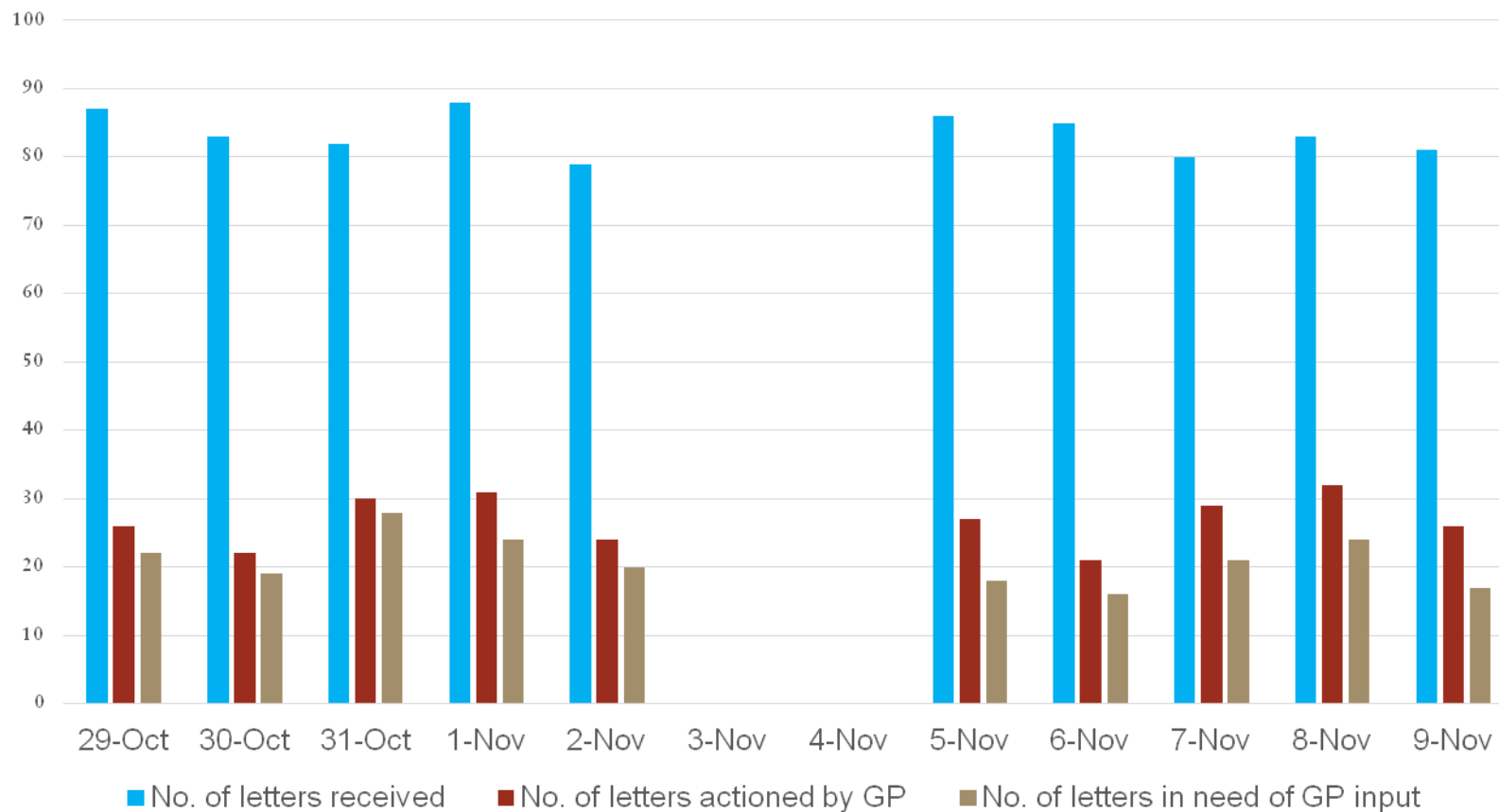
- GPs:
  - 50% reduction of administrative workload
- Patients:
  - Improved safety and efficiency.
  - More personalised
  - Completion of process within 72h
- Medical Assistant:
  - new and innovative role
- Wider ABMU Primary Care:
  - Implementation across ABMU GP footprint

# Key activities

- Process mapping – what is currently happening?
- Implementation of Medical Assistant role - scope of practice, training, support, CPD
- PDSA cycles to test out and analyse change
- Project summary and evaluation

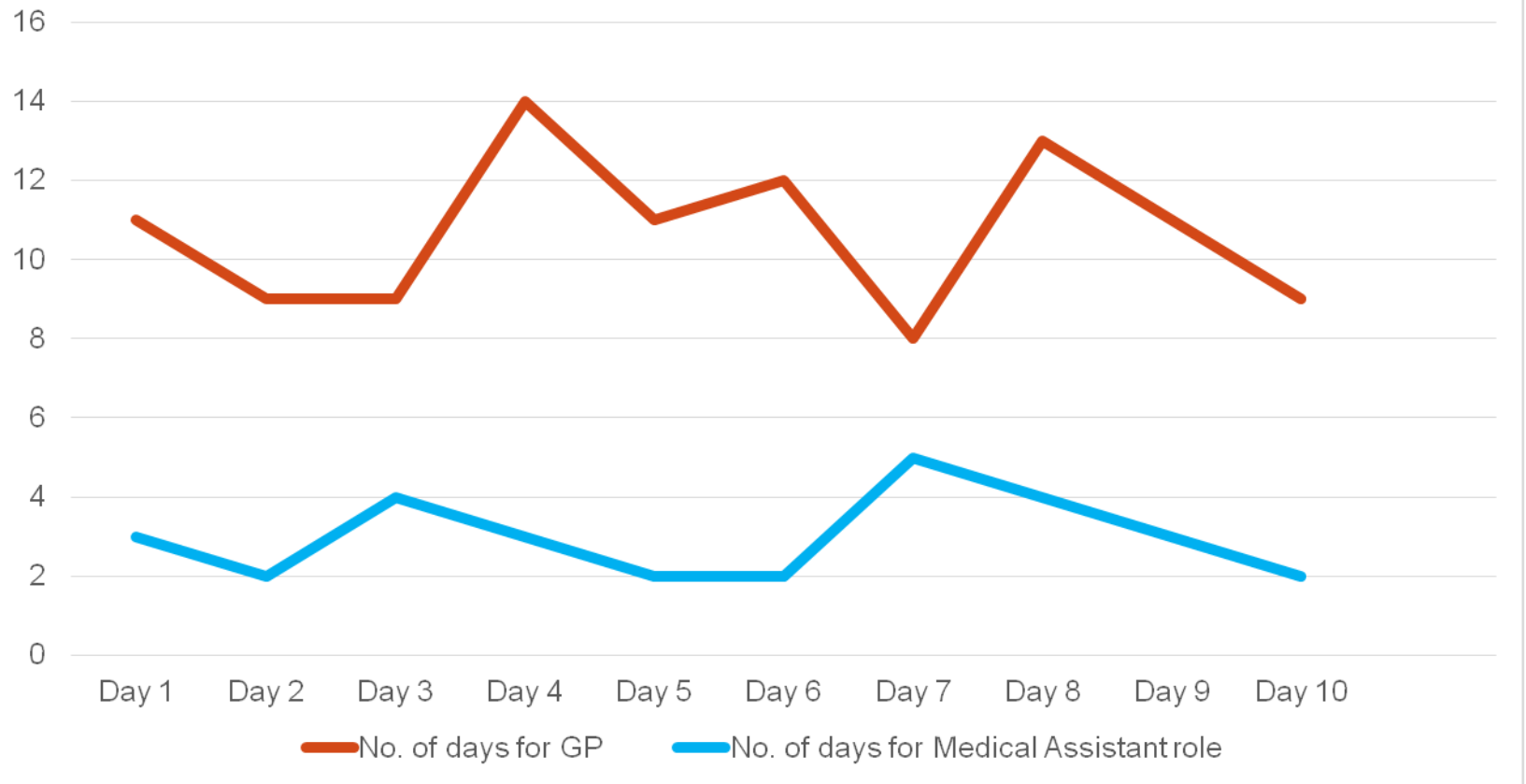
# PDSA 1

Docman workload: PDSA 1



# PDSA 2

Associated Timeframe to Complete Docman Tasks: GP versus Medical Assistant role



# The good, the bad...but no ugly!

- 68.9% reduction of GP workload
- Reduction of process time from 10.8 to 3 days
- Time of Medical Assistant role was not protected
- New role and need for more experience and confidence in decisions

# It's all about good communication!

- GPs/Medical Assistant/Admin staff
- Shared vision and purpose
- Be visible, lots of personal interaction, listen, communicate
- Early conflict resolution, early problem solving
- Be altruistic, helpful, caring, genuine, honest
- Invest in relationships, collaboration, team work



# Time for reflection

- My leadership style
- Influencing – Push and pull
- Change management



# Ok, what's next?



- Positive results of PDSA have led to continuation of the role
- Expansion of Medical Assistant role is being considered – Care navigator
- Share project outcomes with ABMU practices
- Continuous evaluation and monitoring of performance via quantitative and qualitative data collection.

