

Project Proposal

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Contents

- Literature Review
- Aims and Objectives
- Research Methodologies
- Resources
- Prototype
- Project Plan
- References



Literature Review

Can doctors booking systems be
improved regarding patient contact
times?

Literature Review



The doctor's appointment system

A website that offers online consultations

Patient contact waiting time

Longer wait time to hear from a doctor

Effects of waiting time

Fixated on what they could be getting on with rather than waiting became more conscious of the time passing by

Development Environment

Website versus a mobile app

Literature Review

Following the implementation of a new online appointment system, the utilisation of doctor's appointments increased in general practices.

- Benefits: message via a website
- Drawbacks: frustrating and challenging
- An appointment/consultation time
- Chosen technology: a website



Aims and Objectives

Aims

Investigate the current doctor's booking system

Objectives

- Prepare strategies
- Literature review
- Design and develop
- Reflect



Research Methodology



Philosophy: Pragmatism



Approach:
Deductive



Strategy:
Action Research



Time Horizon:
Cross-Sectional



Data Collection Method:
Questionnaire and Interview

Resources



Hardware

- Laptop
- Mobile phone

Software

- Windows 10 OS
- Xampp
- MySQL

Prototype

Vale of Neath Practice

askmyGP

Home

Opening Times

Prescriptions

Practitioner Availability

Welcome to askmyGP

Please note that we allocate patient requests received via Ask My GP from 7:00am, until we have reached our safe working capacity Monday to Friday. Once we have reached our safe working capacity for the day, the Ask My GP service is closed to new requests until the following day. If you have an urgent medical need outside of these times, then please call the surgery on 01639 509050.

Sign up or login to make an appointment with your GP

Vale of Neath Practice

askmyGP

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Opening Times

Prescriptions

Practitioner Availability

All appointments must be made either through the receptionist by phone or Ask My GP.

To see a doctor, please call 01639 509050 between 8.30am and 10.30am for a morning appointment and between 13.30pm and 15.00pm for an afternoon appointment. Ask My GP is available from 7.00am until 3.00pm (or until we have reached our safe working capacity). All our registered patients are welcome to register, parents and carers on behalf of patients too. You can sign up now with no paperwork.

You can name a GP if you wish (so long as they are working that day). We can usually get back to you within a couple of hours, and will arrange a face to face appointment for the same day if needed. You may prefer a message, telephone call, video consultation or face to face response.

There are a limited number of appointments. All routine doctors appointments are ten minutes. Clinic appointments may be longer.

Vale of Neath Practice

askmyGP

Home

Opening Times

Prescriptions

Practitioner Availability

Repeat Prescriptions

For regularly prescribed drug, please mark the items needed and put the paper slip in the box provided or hand to a receptionist.

Allow 48 hours for the prescription to be processed.

Repeat prescriptions should be collected from the surgery or the nearby Pharmacy as appropriate.

Additionally we have an online repeat prescription system. Please ask the receptionist for the request form.

Patients sending a stamped addressed envelope with their prescription can have them posted back. Please allow one week for the postal system.

All patients on repeat prescriptions must have an annual medication review.

Note: Repeat prescription requests are not taken over the phone to avoid errors.



Vale of Neath Practice

askmyGP

Home

Opening Times

Prescriptions

Practitioner Availability

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Gripper	08:00 – 18:30	Unavailable	08:00 – 18:30	Unavailable	08:00 – 18:30
Dr Harrowing	08:00 – 18:30	Unavailable	Unavailable	08:00 – 18:30	Unavailable
Dr Hepburn	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	Unavailable	08:00 – 18:30
Dr Ike	08:00 – 18:30	08:00 – 18:30	Unavailable	08:00 – 18:30	08:00 – 18:30
Dr Rinky	Unavailable	Unavailable	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30
Dr Adejuwon	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30
Dr Mikhael	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30
Julie Kemp	08:00 – 18:30	08:00 – 18:30	08:00 – 18:30	Unavailable	Unavailable

Prototype

Vale of Neath PracticeaskmyGP

Back

Do you have an AskmyGP login?

This is not the same as other GP online services you may use.
Patients must be registered at Vale Of Neath Practice.

[Sign up as a new user](#)

[Login existing user](#)

Vale of Neath PracticeaskmyGP

Back

Sign up to [askmyGP](#)

You can do it here and now. Your email address may be used only once.

First Name(s) *

Surname *

Phone Number *

Alternative Phone Number

Postcode *

Email *

Password *

Password must contain at least 8 characters with an upper case letter, a lower case letter, a number and a symbol

[Privacy Policy](#)
We may email you concerning your personal requests. We may process your personal data, which may be shared in anonymised form for research purposes. We do not email patients for marketing purposes or pass your personal details to third parties.

[Confirm](#)

Vale of Neath PracticeaskmyGP

Back



Log in

Email *

Password *

[Login](#)

[Forgotten Password?](#)

Prototype

Vale of Neath PracticeaskmyGP

Back

Hello Stephanie

Step 1 of 4

Enter your problem heading:

50 characters left. You may add more detail later.

Enter your problem details:

300 characters left.

Next

Vale of Neath PracticeaskmyGP

Back

Hello Stephanie

Step 2 of 4

Select practitioner:

	Practitioner	Tuesday
☐	Dr Gripper	Unavailable
☐	Dr Harrowing	Unavailable
☐	Dr Hepburn	08:00 – 18:30
☐	Dr Ike	08:00 – 18:30
☐	Dr Rinky	Unavailable
☐	Dr Adejuwon	08:00 – 18:30
☐	Dr Mikhael	08:00 – 18:30
☐	Julie Kemp	08:00 – 18:30
☐	I don't mind	

Note: If in grey, practitioner is fully booked or unavailable

Next

Vale of Neath PracticeaskmyGP

Back

Hello Stephanie

Step 3 of 4

December 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Note: Date cannot be changed, appointments made on the day only

Select morning appointment time:

9:00

9:15

9:30

9:45

10:00

10:15

10:30

10:45

11:00

11:15

11:30

11:45

Note: If time is in grey, appointment has been taken

Next

Vale of Neath PracticeaskmyGP

Back

Hello Stephanie

Step 3 of 4

December 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Note: Date cannot be changed, appointments made on the day only

Select afternoon appointment time:

14:30

14:45

15:00

15:15

15:30

15:45

16:00

16:15

16:30

16:45

17:00

17:15

17:30

17:45

Note: If time is in grey, appointment has been taken

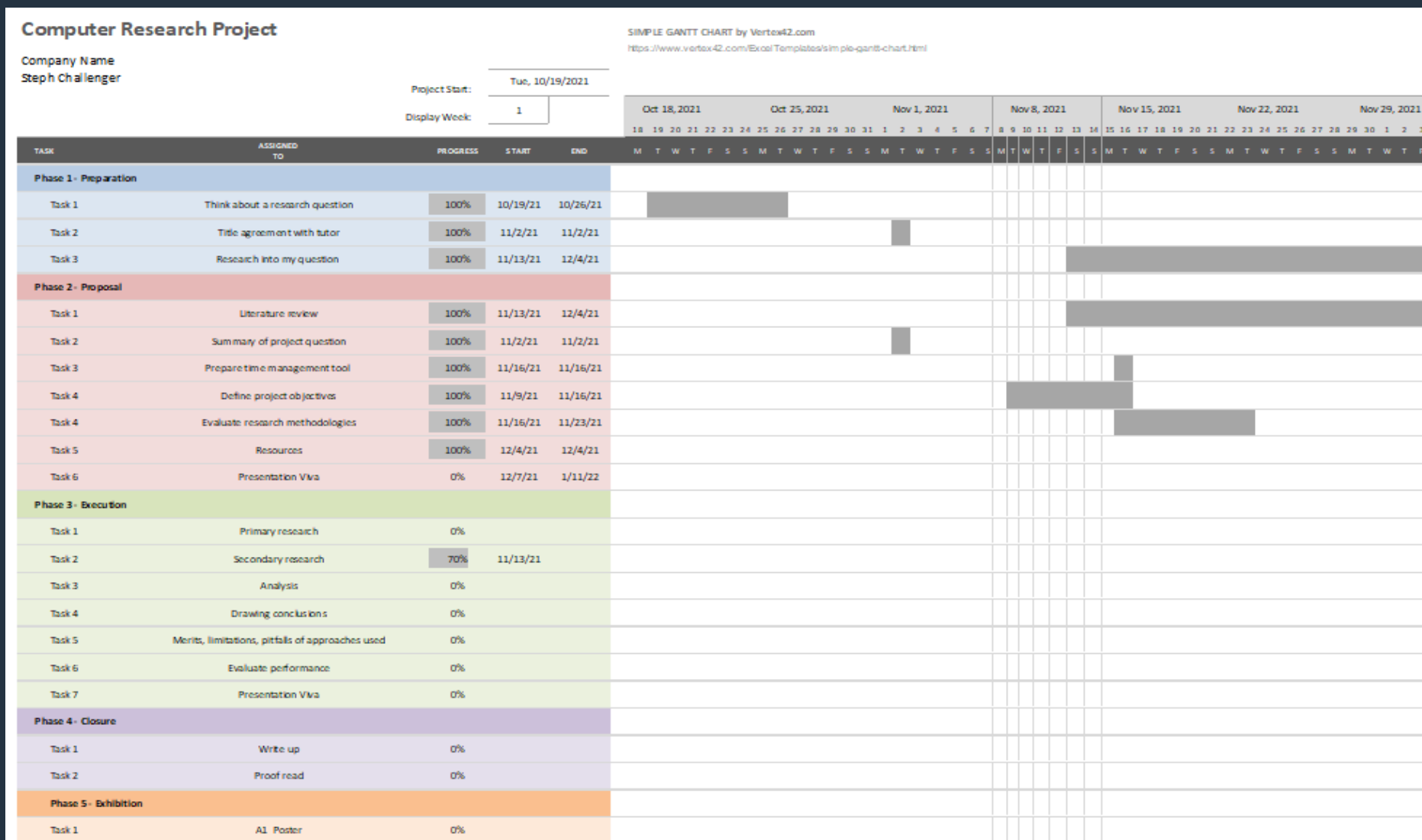
Next

Prototype

Vale of Neath Practice	askmyGP
Back	
Hello Stephanie	
Step 4 of 4	
How would you like to be contacted:	
☐	Telephone Call
☐	Email
☐	Video Consultation
☐	Face to Face
Next	

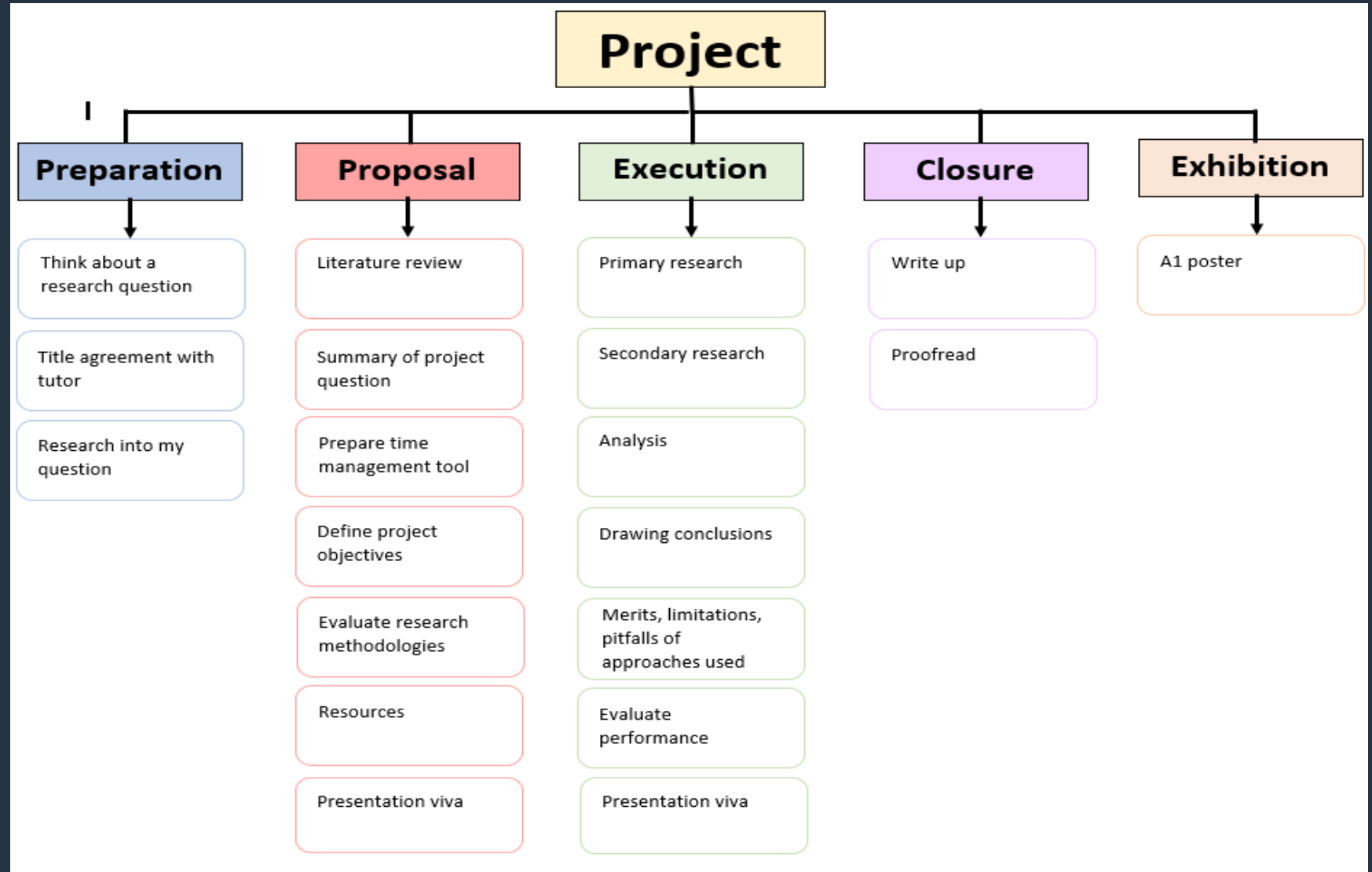
Vale of Neath Practice	askmyGP
Back	
Hello Stephanie	
Thank you for using the AskmyGP service. Your appointment has been made successfully. We will get in touch with you around your selected time.	
Please bare in mind of emergency calls that could delay your appointment time slightly.	
Exit	

Gantt Chart



Project Plan

Work Breakdown Structure (WBS)



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Any Questions?
