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**DIGITAL SKILLS AND
RESEARCH METHODS
(LCHS4002_LON)**

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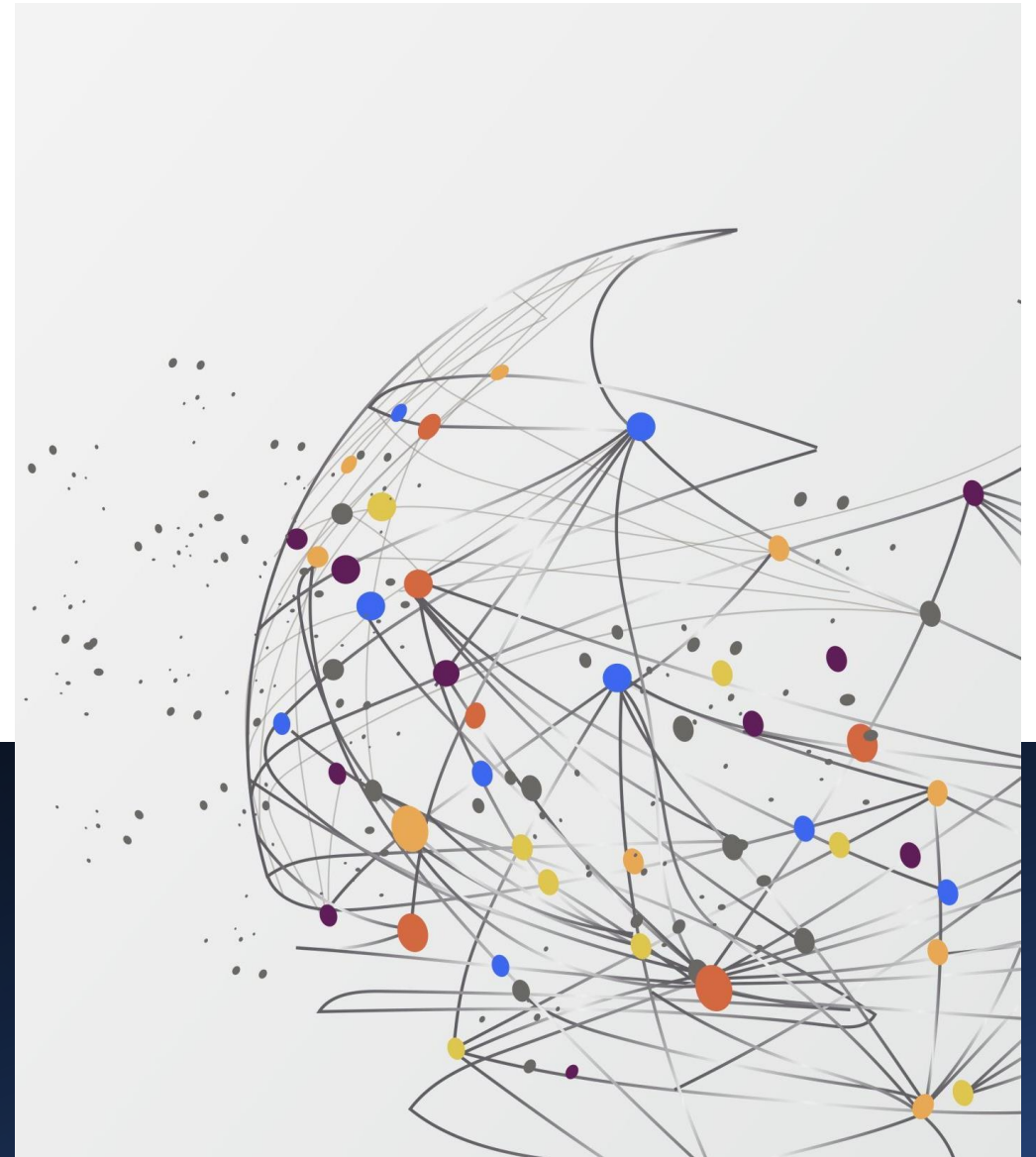


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INTRODUCTION

- I would like to write about GP (General Practitioner) Surgeries in this report.
- The main role and responsibilities:
- "General practitioners (GPs) treat all common medical conditions and refer patients to hospitals and other medical services for urgent and specialist treatment".

(NHS Health Careers,06.2017)

RESEARCH INTEREST : GP SURGERY

- "A General Practitioner (GP) is your family doctor and is the main point of contact for general healthcare for NHS patients. All UK residents are entitled to the services of an NHS GP. GPs are highly skilled doctors who support patients throughout their lives. They help you to manage your health and prevent illness and are trained in all aspects of general medicine".
- "Some people go to A&E and staff wonder why they've come because it's obvious to them that it's not an emergency and the person doesn't need to be there. People who lead difficult lives, and vulnerable groups, can find appointments systems much more difficult to deal with than others. Currently some general practices ask patients to call at 8.30am when they want an urgent appointment and then call the next day if the appointments have run out. If patients don't want an urgent appointment, just a routine one, they may have to wait weeks. We might also need to educate people about the years of experience most GPs have, and make access to tests more efficient in general practice. We found that half of the adult population of Britain thinks it's hard to get an appointment with their GP and one in 10 did not have confidence in GPs at their surgery. The quality of GPs and access to GPs varies around the country. In another part of our research we talked to people who spoke positively about their GP, could get appointments easily, and so used their GP and not A&E. But this was not true for everyone and those having negative attitudes and experiences may end up at A&E because they couldn't get an appointment, thought they wouldn't get an appointment if they tried, or as a way to avoid their GP.
- "It's clear that if we are to reduce numbers of patients heading to A&E when they could go to their GP, it's important to strengthen general practice, and the valuable work doctors do there".

(NHS(Royal College of General Practitioners)It's Your Practice – A patient guide to GP services, 07.2011)

(NIHR,08.2019)

TECHNOLOGIES USED IN MODERN HEALTHCARE

- "The use of technology to streamline processes, reduce workload, improve quality of care and deliver better outcomes to the public, are all factors that highlight its importance".
- "Technology in health and social care can come in various forms and have many different purposes. We are going to consider technology to be any IT tool or software designed to improve health and social care processes, administrative productivity or to provide new insights into patient care, medicines and treatments".
- "The health and social care sector is well known for facing many pressures, with demand often outweighing the time and staffing resources available".
- "During the COVID-19 pandemic these pressures have been magnified and the use of technology has been essential – from telephone and video consultations being required to the use of various apps to help manage the spread of the virus. Technology in these circumstances has proved a positive addition to the sector, notably as a means of helping service users maintain contact with their loved ones when they were unable to see one another face to face, greatly increasing their active participation and wellbeing".
- "Technology is present in many daily operations within health and social care settings. Where there were once reams of paperwork, many organisations are now using electronic processes instead, such as online applications for timesheets, producing staff rotas, or ordering prescriptions. Many community nurses carry with them an electronic tablet to access and update their patients' records and many hospitals and GP surgeries allow patients to check themselves in for appointments electronically, therefore no longer having to queue for a receptionist".

(Using Technology in Health and Social Care, Victoria O'Regan,11.2021)

CONCLUSION

- Digital technology is helpful in many ways but my research shows that people still struggling to solve their health problems. When they want to make an appointment they have to wait weeks or sometimes even months. This is the part that needs to improve in Health Sector.

REFERENCE LIST

1- www.highspeedtraining.co.uk

(Using Technology in Health and Social Care-Victoria O'Regan 01.11.2021)

2- www.healthcareers.nhs.uk

(Youtube video- A Career in General Practice 12.06.2017)

3- www.nhs.uk/choiceintheNHS

(A patient guide to GP services- It's Your Practice, 07.2011)

4- www.nihr.ac.uk

NIHR(National Institute for Health and Care Research, 15.08.2019)