



Redmoor Health specialises in supporting staff across health and social care to deploy technology to manage demand, support the workforce and help patients manage their health.

Their team of experienced health professionals work alongside commissioners, general practice staff, IT and software professionals and community partners to ensure maximum benefits are delivered from any solution.

By providing health and social care teams with project management, engagement expertise, training and technical support and communications support, their programmes have brought significant benefits to services and helping them innovate and enhance patient care.

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Supporting GP retention through technology

In Lancashire and South Cumbria an innovative approach to GP retention is underway whereby GPs who are considering retirement or are on reduced hours due to family commitments are provided with equipment and software to run remote consultations with patients. This provides additional capacity into the practice as well as providing patients with a remote appointment should they struggle to get into the surgery. The programme also enables GPs to provide remote clinical support to other health professionals based in the practice via video link.



Park View Surgery, Carnforth (July 2019)

Park View Surgery made all their pre-bookable appointments available online. From Apr-Jun, they sent 1,400 texts to patients, saving 13 hours in admin time; saving approx 40 seconds per message rather than using the phone. Templates were created for all the messages, so staff now feel confident in using this system. This time saved means that administrators now have more time to support clinicians in room stocking and ordering.

The surgery can check the system daily for any inappropriately booked appointments and can contact patients by text if changes are needed. In the summer of 2018, the surgery updated their patient registration form so that each new patient that registers is now automatically given basic online access, unless they choose to opt out.



Stoneleigh Surgery, Milnthorpe, South Lakes (July 2019)

The biggest impact that using online booking has had for their practice has been the reduced workload for the reception team.

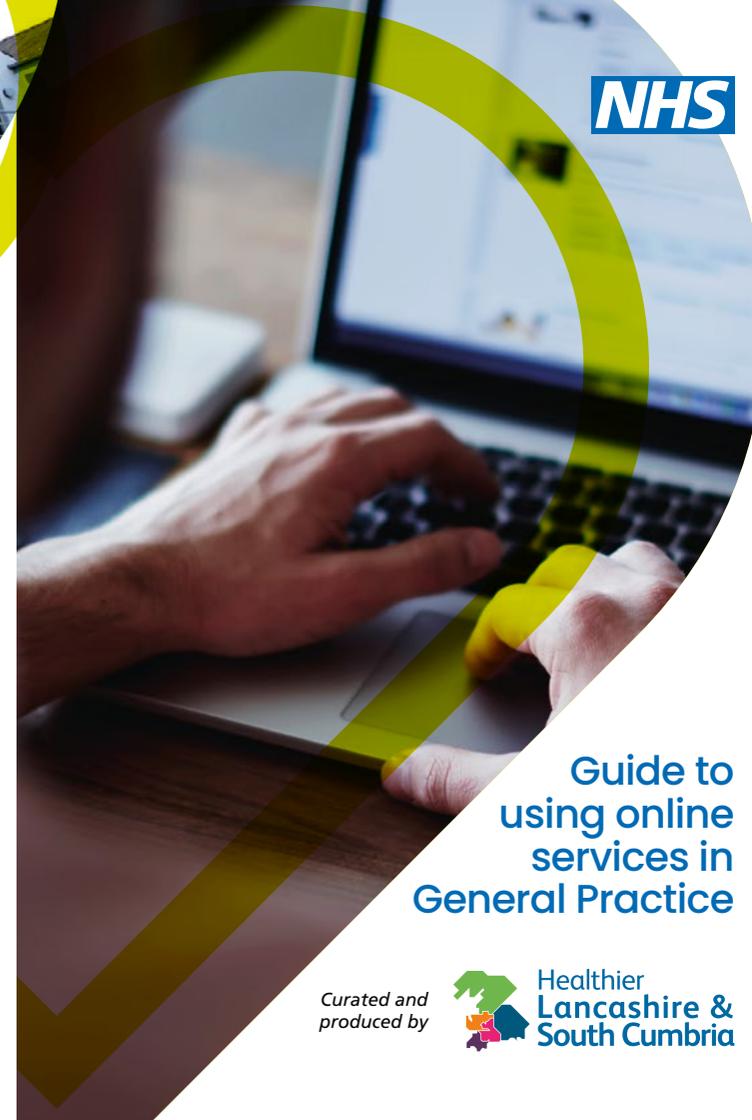
Stoneleigh release appointments for blood tests, INRs, blood pressure, cervical smear, asthma/COPD annual review, pharmacist telephone medication reviews, GP telephone consultations and routine GP appointments online and have easily reached the target of 25% of appointments available online.



Ash Tree Surgery, Kirkham (July 2019)

Ash Tree House Surgery is only contracted to offer at least 19 online appointments a day, that's 580 a month – but they have already more than tripled the number available to their patients to book online up to 28 days in advance. This gives patients more access to book appointments, particularly when the surgery is closed. For staff, it frees up their time, especially on busy days and less phone calls for them to answer.

Routine GP appointments are available along with nurse reviews for asthma, COPD, diabetes, and health checks. Smear appointments in particular are very popular with female patients as they can book them in advance. Ash Tree plan to put ALL routine appointments online in the future.



Guide to using online services in General Practice

Curated and produced by Healthier Lancashire & South Cumbria



Introduction and general online services

Welcome to our guide for General Practice about all things Online. With the increase in use of Online services in our daily lives, it's not a surprise that patients expect the same experience of their local GP Surgery.

This guide helps to explain the various options for Online services and offers practical suggestions how to plan, design and implement various functions to improve online options for the whole practice. If you are confused about where to look for information, we have curated what you need and where to look. We have 8 main sections, paired for easy use so you can pick and choose the sections of most interest.

Messaging and social media communications

Are you helping to remind people with appointments and medication ordering? Are you providing them with options to cancel if they can't make an appointment when you are closed?

Are you maximising your opportunity to communicate with all of your patients? Do you reach every group? Do you communicate in a way that provides Health promotion information? Can you build a network of support in your community for your patients? We can help by providing Social media training and providing example templates for messages and ideas for health campaigns.



Appointment booking and online apps

This guide will help you to configure your appointment system so that it's easy for patients and practice staff to understand. We help you to reduce the numbers of steps involved in contacting and recalling patients. We have extensive knowledge of practice operations and appointment systems and can advise you about configuration.

Where do you signpost your patients to for Apps to help with self care in between appointments? How do you help people to find the best ones to help you in the practice? We will help you to guide patients to the best Apps for their healthcare and how to use for practice services.

Online & video consultations

Are Online consultations confusing to you? The guide provides practices with ideas how to optimise their online consultation system and we can help with ideas so that patients are signposted to suitable alternatives, whilst they are booking appointments.

Video consultations provide many solutions; enhanced home base consultations, GP recruitment and retention, working flexibly, reducing travel distances for team sessions or clinical mentorship. We have worked on the GP Retention project using Video to support GPs to remain in the workplace.



Medical record viewing and medication ordering

We can provide practical guidance how to help patients to access their online records and how to obtain informed consent, so that sharing is safe and secure but increases Health Literacy and reduces unnecessary practice contacts for information.

Ordering medication online can save patients and the practice lots of time and we can help advise how to provide smart messaging, so that patients can be prompted, reminded and updated when their prescription is ready.



Case Studies

Library House Surgery, Chorley (July 2019)

Electronic Prescriptions - From 16,500 patients, 9,800 patients had prescriptions issued electronically versus 1,800 by paper. With an average of 12 scripts per person per year, this adds up to 117,600 electronic prescriptions issued vs 21,600 paper prescriptions.