

Health Care Home: *The Journey*

THE MODEL OF CARE IS SHOWN TO:

- 1 Increase practice capacity and productivity (up to 30%)
- 2 Improve patient and practitioner satisfaction
- 3 Improve quality of care and efficiency

10

ProCare
practices on the
HCH journey

12%
of our total enrolled
population



10 PRACTICES = 98,663 PATIENTS

PROCARE PROVIDES:

- Quality improvement
- Change management
- Project management
- Clinical support

THE BENEFITS:

- Sustainable general practice
- Reduced demand on secondary care
- Better management of acute demand
- Improved patient access
- Time to work proactively with patients
- Only those patients who need to be seen by a GP are

Better access to urgent and unplanned care

Daily morning telephone triage by GP; streamlined appointment systems

Technology and infrastructure changes

Patient portal used for prescription reordering and results collection; open notes; virtual consultations

Workforce mix and teamwork

New roles; nurse clinics; multi-disciplinary team meetings

Efficiency focus

Lean thinking; standardised consultation rooms; pre-ordering clinical tests; telephone calls away from the reception area