

Care Closer to Home: *Access to Diagnostics*

How does Health Care Home improve the service experience for practices and patients?

A PATIENT'S PERSPECTIVE:

What the improved patient experience feels like



I can see all my medical records and notes. This helps when I want to check test results and recalls.

I like being able to see my care plan and record. It makes it so much easier. I don't have to repeat my story multiple times.

The practice has extended hours, so I can be seen in the evenings.

I can receive medical advice when I need it as the after-hours service has access to my shared care record.

The team seem interested in "What matters to me?"

I have a care coordinator who I can contact anytime by email, text or phone and I don't have to go in for everything.

I understand how to take my medication.

I know what to do when I become unwell as I have an acute plan.

My healthcare team are connected and on the same page. No more mixed messages!

A PRACTICE'S PERSPECTIVE:

Insights from deep dive into 'walk-in' patients in a South Auckland practice

Insights helped the practice to mitigate staff stress due to factors such as unknown acute demand and double bookings.

Of the face-to-face contacts at the practice, 50% were walk-in consultations – at times almost double other forms of interaction with patients.

The practice analysed the walk-ins and was able to identify peak days and times of patient demand to better design a future process.

Wait-times could be reduced by new initiatives such as increased portal enrolments and implementing pre-triage forms to direct patients to most suitable clinicians.

The practice gained an understanding of what conditions patients were presenting with and discovered potential for nurses to manage certain cohorts.

Understanding the demand of walk-in patients enabled the practice to provide more planned proactive care and better utilisation of GP and nurse time.



The New Zealand Health Care Home Collaborative sets standards and accredits practices

Northern District Health Board	Te Tai Tokarau PHO	Manaia Health	General Practice NZ	Compass Health
Central PHO	Pinnacle Midlands Health Network	The Royal New Zealand College of General Practitioners	Pegasus	ProCare