Current and Future Navigation/Information

Once you have updated the Usual GP field or flagged patient cohorts the table below generates thinking about changes to process to maintain/encourage continuity.

Consider the areas in which patients and patients information is navigated to GPs and if the Usual GP/Continuity of care flag could be relied upon to support this navigation/how buddies and micro-teams could support. Other uses: Summarise current process map and future process map changes; to list and prioritise changes that will be tested via PDSA cycles.

|  |  |  |
| --- | --- | --- |
| Process | Current Navigation | Future/Proposed Navigation |
| **New patient registrations** |  |  |
| **Routine appointment or triage requests** |  |  |
| **Urgent appointments** |  |  |
| **Urgent appointments if fully booked** |  |  |
| **Late appointments squeezed in** |  |  |
| **Test results** |  |  |
| **Test results when Usual GP not in** |  |  |
| **Repeat prescriptions** |  |  |
| **Urgent prescription requests** |  |  |
| **Electronic documents (workflow)** |  |  |
| **Safeguarding** |  |  |
| **Death administration** |  |  |

|  |  |  |
| --- | --- | --- |
| Patients Informed of | Currently Informed By | Future/Proposed Informed By |
| **Who their Usual GP is** |  |  |
| **Knowing Usual GP work pattern** |  |  |