



AT MEDICS

IMPROVING HEALTHCARE. IMPROVING LIVES.

Innovation from General Practice at Scale

| AT Medics - London's largest primary care
provider

Dr Hasnain Abbasi | GP Director



 35

Primary Care Sites

 220000

Patients

 8

Practices with GPR

 3

CGC 'Outstanding' Practices

 13

Postgraduate Medical
Training Sites

 480

Members of Staff

 6

GP Directors

 500000

Face-to-Face consultations
per year



Who we are

- Led by six GP Directors
- Grown from 1,200 patients in 11 years to 220,000 patients
- 3 CQC Outstanding and 8 RCGP QPA
- 13 postgraduate training sites



RCGP
QUALITY
PRACTICE
AWARD
2013 - 2018

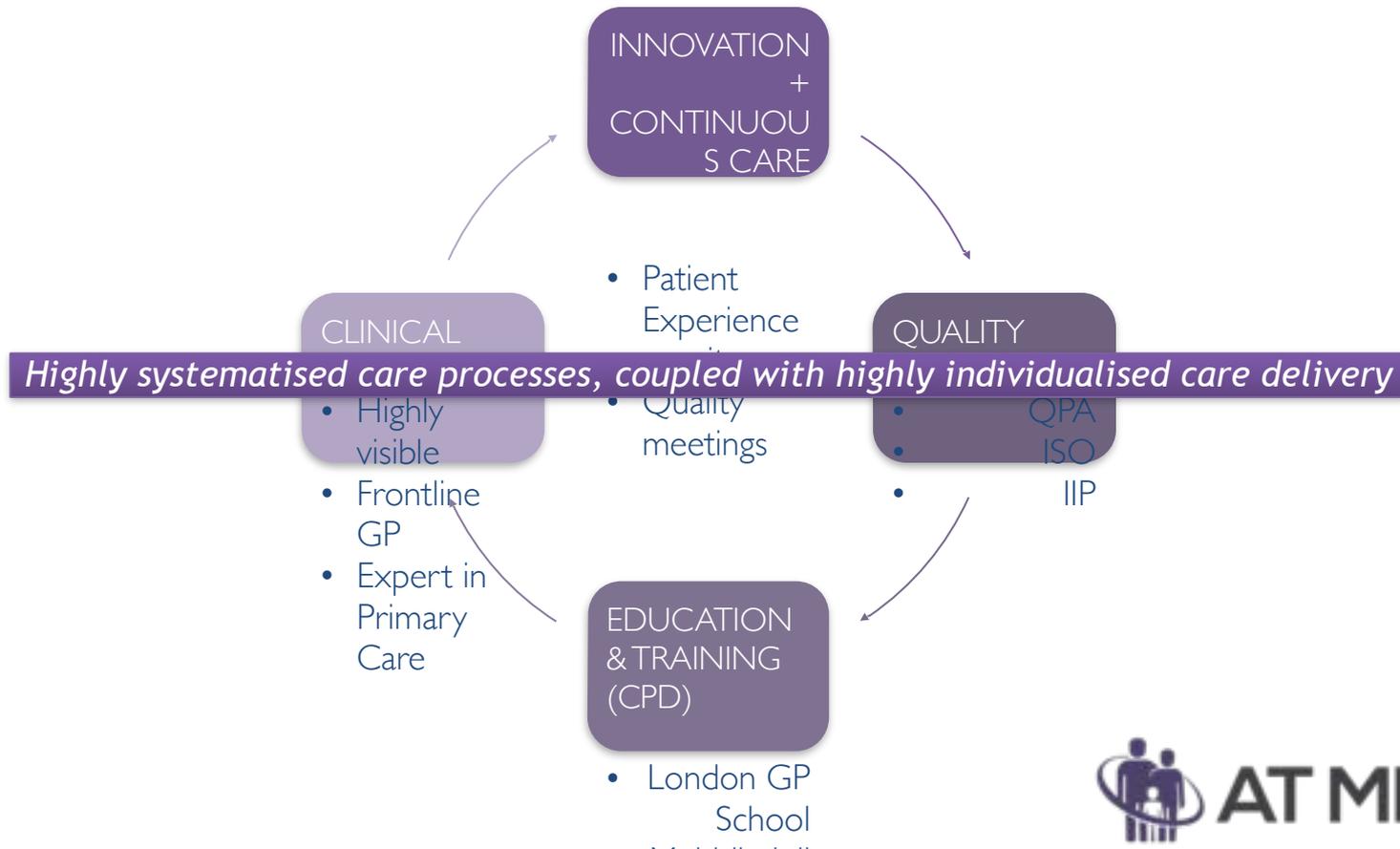


INVESTORS
IN PEOPLE



Outstanding
CQC Foundation
award recognizing
all services

Our approach to quality



Our Innovations in Primary Care

Traditional General Practice



Based around individual GPs



Reactive, focused on presenting the problem



Individual practices, varying processes and quality, even within one practice



Traditional professional silos



Face to face by default

AT Medics



MDT managed & supported by GPs (30 pharmacists | 10 PAs)



Proactive, focusing on the patient



Single organisation with standardised processes and quality monitoring



Wider healthcare team with everyone working at the top of their licence



Face to face when desired or required



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Engaged patients | Improved outcomes



Open Day - Islington



Outreach Engagement - Greenwich



Park Gyms petition
(Mayor of Tower Hamlets)



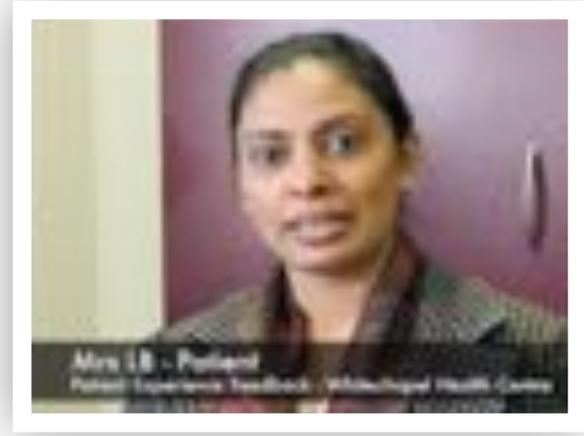
Patient Engagement - Lambeth



Open Day - Lambeth

Patient Experience

- *“With the service now, it’s more like we feel like a family, rather than the management of the surgery and the patient. It’s more interactive, there are more meetings, what we do, say and interact at the meetings get implemented, whereas before it felt like you were banging your head against a brick wall, sometimes.*”



Innovations that release capacity in Primary Care

10 high impact actions



1 Active signposting

Online portal

Reception navigation

2 New consultation types

Phone

E-consultations

Text message

Group consultations

3 Reduce DNAs

Easy cancellation
Reminders
Patient recording

Read-back
Report attendances
Reduce 'just in case'

4 Develop the team

Minor illness nurses
Pharmacists
Therapists

Physician associates
Medical assistants
Paramedics

5 Productive work flows

Match capacity & demand
Efficient processes

Productive environment

6 Personal productivity

Personal resilience
Computer confidence

Speed reading
Touch typing

7 Partnership working

Productive federation
Specialists

Community pharmacy
Community services

8 Social prescribing

Practice based navigators

External service

9 Support self care

Prevention

Acute episodes
Long term conditions

10 Develop QI expertise

Change leadership
Process improvement

Rapid cycle change
Measurement

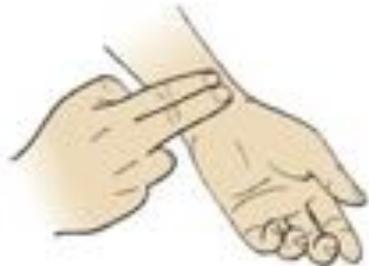


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1 QUALITY IMPROVEMENT

Sustained innovation is underpinned by quality improvement methodologies, enabling adaptive, resilient and scalable solutions.





CLIN DEVELOP

Consultant-led development programme for clinicians

Fortnightly web-based training by AT Medics

PADS

Physician Associates Development System

Monthly face-to-face training by AT Medics

PDS

Pharmacists Development System

Fortnightly web-based training by AT Medics



HANDS

Healthcare Assistants & Nurses Development Support

Fortnightly web-based training by AT Medics



NURSING Matters

Quarterly face-to-face training by AT Medics



ATMAC

AT Medics Admin College

Web-based training by AT Medics



MASTERCLASS

Director & Subject Matter Expert training for clinicians

Monthly web-based training by AT Medics



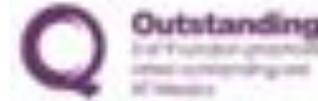
1 QUALITY IMPROVEMENT



Our learning platform

Quality Improvement

- **CQC compliance**
 - 3 of 9 London practices rated Outstanding are AT Medics
 - internal CQC mock inspections enable continuous QI
- **RCGP Quality Practice Awards (QPA)**
 - 8 of 11 London practices with QPA are AT Medics
- **Investors in People**
 - all 35 sites accredited
- **Quality Management System - ISO 9001:2008**
 - all 35 sites accredited





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2 DOCUMENT HANDLING

Administrative staff at AT Medics now manage the majority of incoming clinical correspondence for GPs, reducing GP time spent on letters.

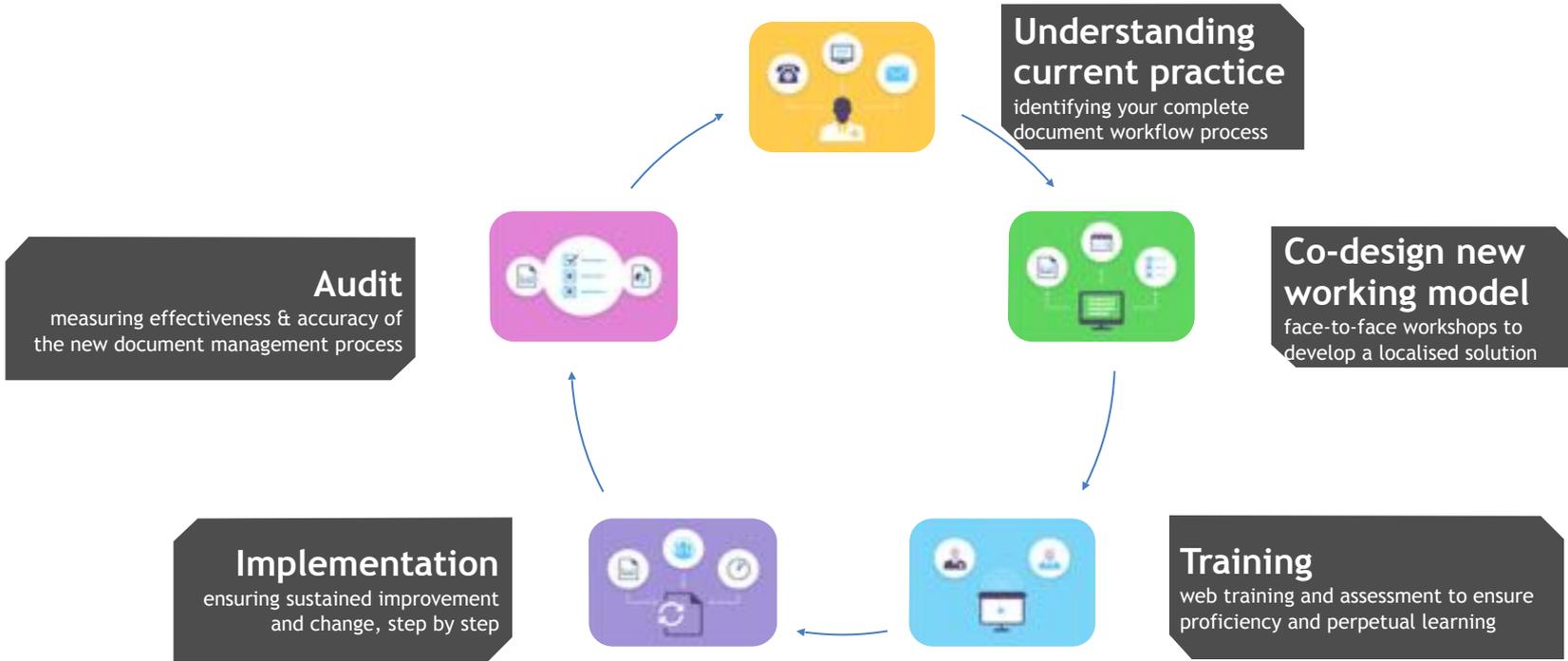


Benefits

- **EFFICIENCY:** hours of GP admin time saved per day
- **SAFETY:** significant improvement in clinical safety
- **POTENTIAL COST SAVING:** £11,000 worth of annual savings per practice, per 1000 patients
- **SATISFACTION:** huge increase in clinical and admin staff satisfaction

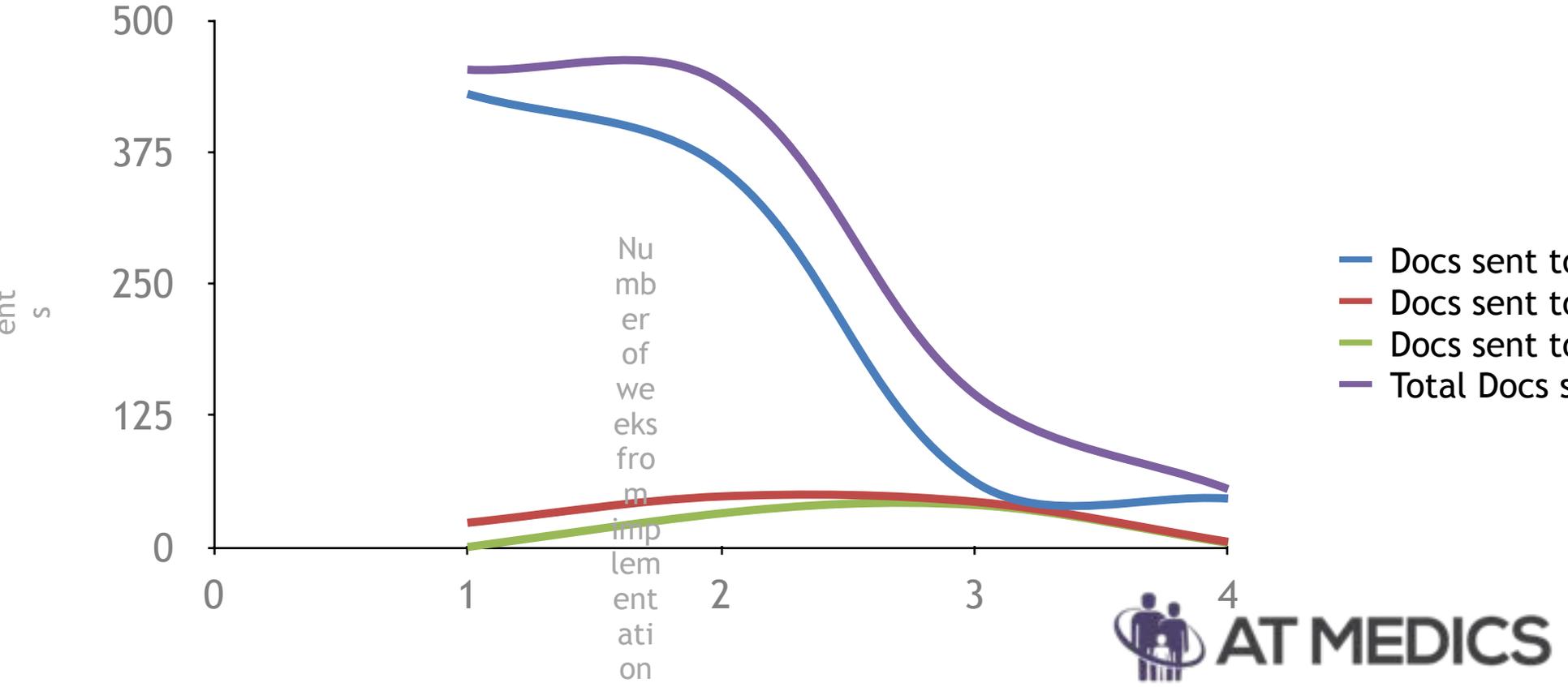


QI Process



Implementation Impact

measured at Edith Cavell Surgery





EZ DOC™

An easy way to reduce GP admin

'If you can introduce a process that improves the service you provide for your patients, and reduces GP workload, why wouldn't you do it?'

Dr Lauren Parry

Our admin staff are now the first point of contact for all GP correspondence. They have been upskilled and empowered to safely triage and manage the majority of incoming documents, reducing admin time for GPs from 1 hour to approximately **10 minutes/day**



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3 ACTIVE SIGNPOSTING

Receptionists at AT Medics can now actively signpost patients to the most appropriate person to address their need, freeing up appointment slots and saving patients time



Process



Bespoke Training

3 ACTIVE
SIGNPOSTING



Digital Patient Activation

3 ACTIVE
SIGNPOSTING



@SusanThomas @ECS_OP Great to see so much Symptomcare innovation at @ATMedics. Thanks for being me



James Hospital

Great meeting with @ATMedics discussing there innovative ways for Online services. Impressed! Thanks Kingsroadpractice



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PROVEN INNOVATIONS THAT RELEASE STAFF TIME AND IMPROVE PATIENT CARE

4 BUDDYING

Administrative staff now assist GPs during telephone consultations with patients, improving the efficiency of the consultation and reducing GP admin









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5 DIGITAL MATURITY

Business Intelligence, Patient Engagement Platforms, Virtual Consultations and Access Hubs: AT Medics is improving access and enabling digital maturity through Information Management & Technology.



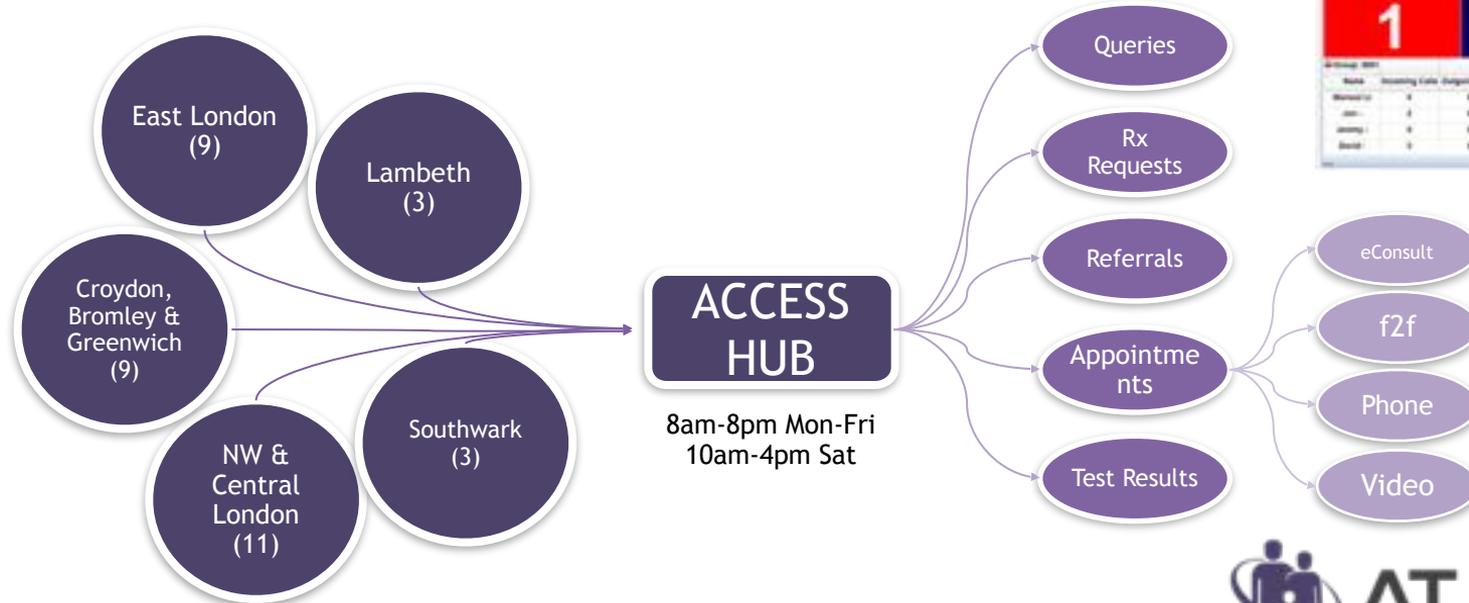
Business Intelligence

- Performance reports:
 - Clinical safety, efficiency & compliance
 - Finance
 - HR
 - Web analytics & patient feedback
 - 100+ KPIs comparison



Access Hubs

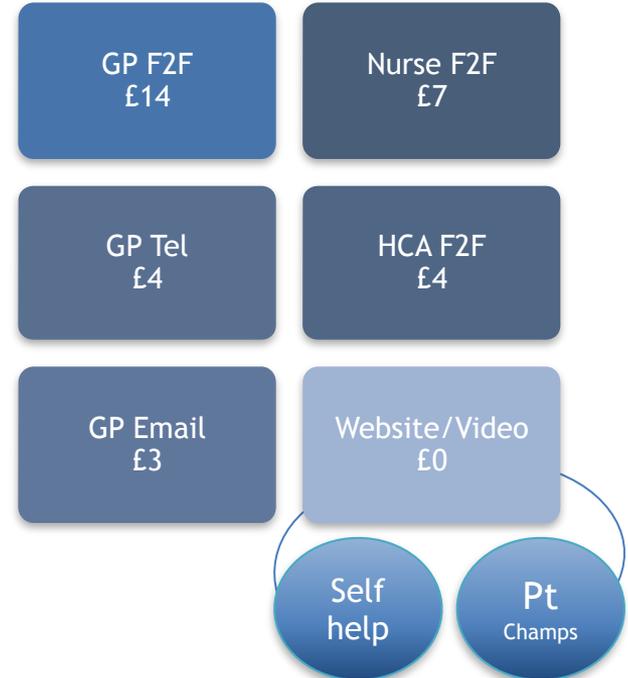
- Enabling “The Quiet Surgery”
- Proactive recalls for LTC management



Virtual Consultations

Aspirations

- Increase Telephone Consults from 260k to 520K pa
- Increase E-consults from 15K to 150K
- Shift 20% to Pharmacists, Physician Associates & HCAs



There is nothing better than adversity. Every defeat, every heartbreak, every loss, contains its own seed, its own lesson on how to improve your performance the next time. Malcolm X



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