

Department of Health runs GP real time feedback pilot using Fr3dom Health platform

Introduction

Along with the Central Office of Information (COI), the Department of Health ran a six month pilot programme in GP practices in England from October 2009 to March 2010, in 22 GP practices across the country to find out whether real-time patient feedback could help GP practices to better understand patients' views on services, identify opportunities for improvement and evaluate whether changes made in response are effective. Its objectives were to understand how effectively real-time feedback could help drive performance improvement in GP practice settings, and to identify the key learning from the GP practices. A mixture of three devices for collecting patient feedback (tablet PC, kiosk and desktop device – supplied by three different suppliers) was piloted across the 22 practices. The practices varied in size, patient list, staffing levels, geography and demography.

The challenge

Fr3dom Health was asked to work with the Picker Institute Europe (our usual research partner) to provide a range of tools to allow comparison amongst different types of hardware. Practices would change something internally half way through the trial to allow the real time tools to demonstrate that real time data is helpful and is accepted by surgeries but most importantly patients.

The solution

Fr3dom Health deployed a mix of technologies to deliver on Picker Institute content. Channels used were handheld (PDA) devices, Kiosks, online surveys and sms (text messaging). Different practices used different tools as they wished. All data was transferred in real time to Fr3dom health servers from which it was available instantly via our online dashboard. This gave full access to the practices and allowed them to see exactly what their patients were saying in real time.

Achievements

Eight languages were deployed across our practices (seven in one location) and hundreds of patients were interviewed in the process. Some very clear indicators came out that behavioural shifts were one of the most beneficial outcomes. For example reception staff offering hand held devices to patients drove engagement and experience scores upwards. It also became clear that engaging as many people as possible was of great value. In Windhill Green Medical Centre for example volunteers from the patient forum led the gathering of feedback. This led directly to a feeling of involvement and personal value for the volunteers as well as being well received by patients.

"...introducing some simple changes to the reception layout and being able to evaluate the impact of these changes quickly resulted in a significant increase in patients reporting that they had been dealt with immediately they presented. While we may have understood this would happen the real time tools really proved it beyond doubt.."

Lawley medical Practice

GP Pilot: United Kingdom Powered by Fr3dom Health



Inclusive & accessible



100% real time



Right hardware every time

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