

Service  
Improvement  
objectives

QIPP

Strategic  
Objectives

Cost savings

## Service Background

The service is provided by a local GP Practice for patients in the Bradford area. The Practice aims to provide a personal and patient friendly service in a GP environment as opposed to a larger unit or hospital. This means the referring GP can contact the service direct and speak to key staff easily without having to go through automated switchboards or a very busy reception desk. The service undertakes Abdominal, Pelvic and Renal ultrasound scans.

## Solution

The Sonographer copies the report onto the SystmOne record, placed under 'Incoming Communications'. The GP is alerted to this in the form of a 'Task'. This ensures the Practice receives the information directly and securely and the majority of results are sent the same day.

This allows the Practice to provide an excellent service with the wait time averaging one week.

The service employs 2 sonographers. Difficult cases are referred to a Consultant who is emailed details on secure NHS mail. The Consultant looks at the images and then feeds back comments attached to the patient record using SystmOne. The same Consultant is also currently in the process of auditing the service, focusing on quality and record keeping.

## Top Tips

*"Engage with each Practice individually and talk about what your service can offer and what the benefits are. Use your contacts and 'word of mouth' to develop the service through networking."*

*"I cannot praise the Emerald Suite enough, it is fantastic and I feel privileged to be a patient. I could not have had better treatment had I gone private. The service, respect to me and the waiting time for my appointment was brilliant. Thank you so much." Patient*



## Benefits

- ☆ Reduced waiting times
- ☆ Access to information at the point of care
- ☆ Paper-light
- ☆ Allows sharing of information and real-time communications between practices and the service