



Optimising Access Through Human fit

Participant Pack

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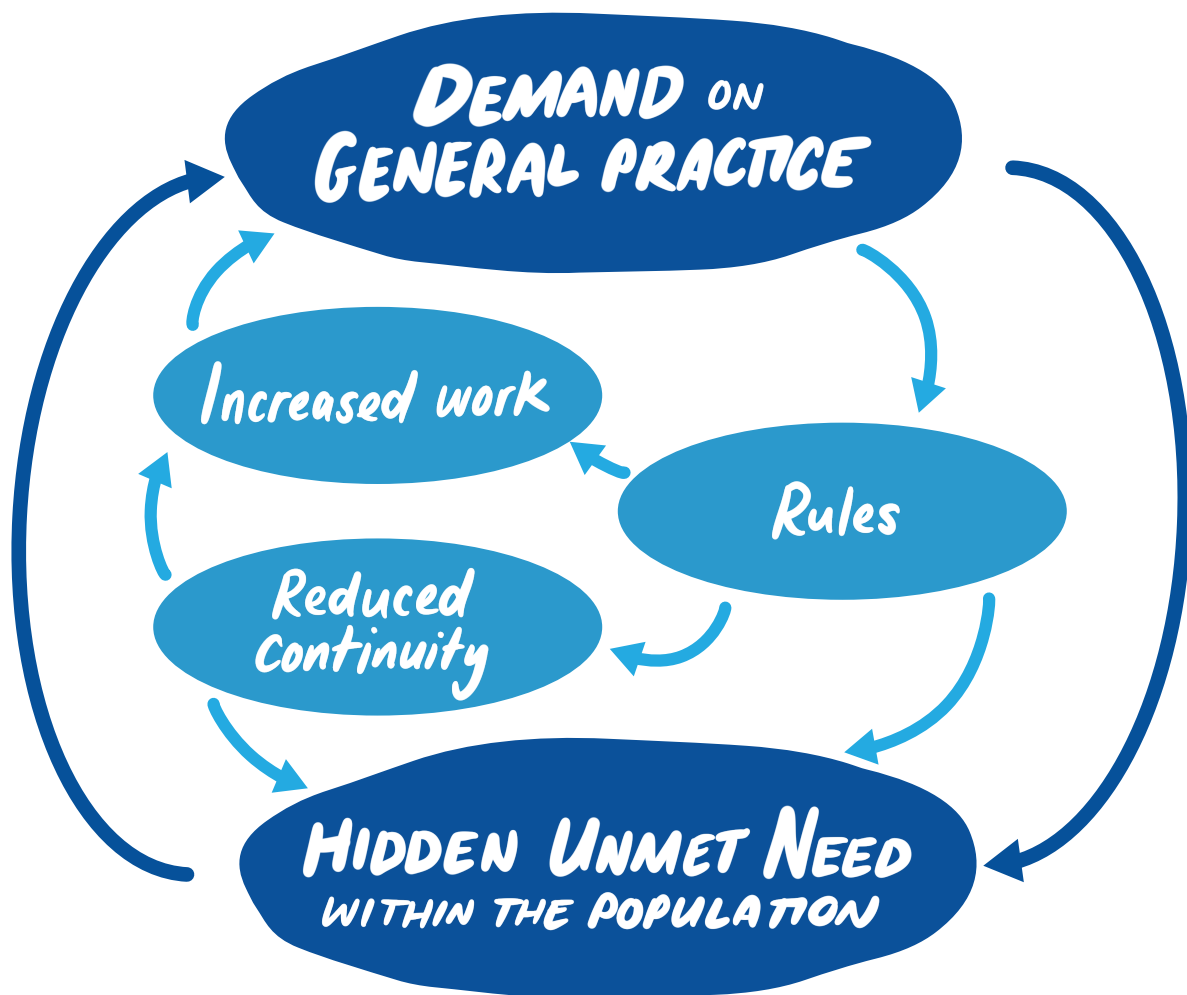
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Problems of Access



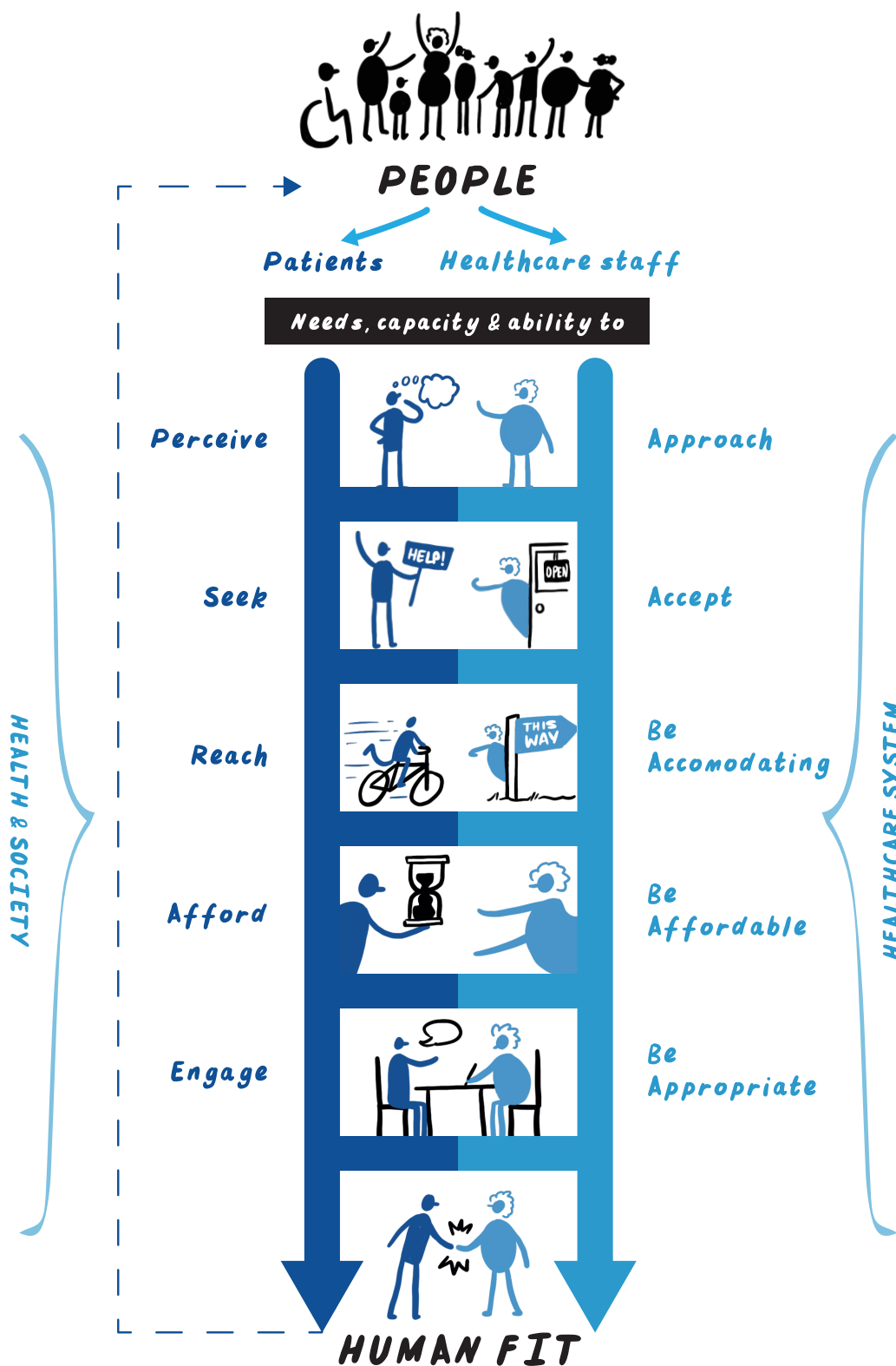
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NIHR | National Institute for Health and Care Research

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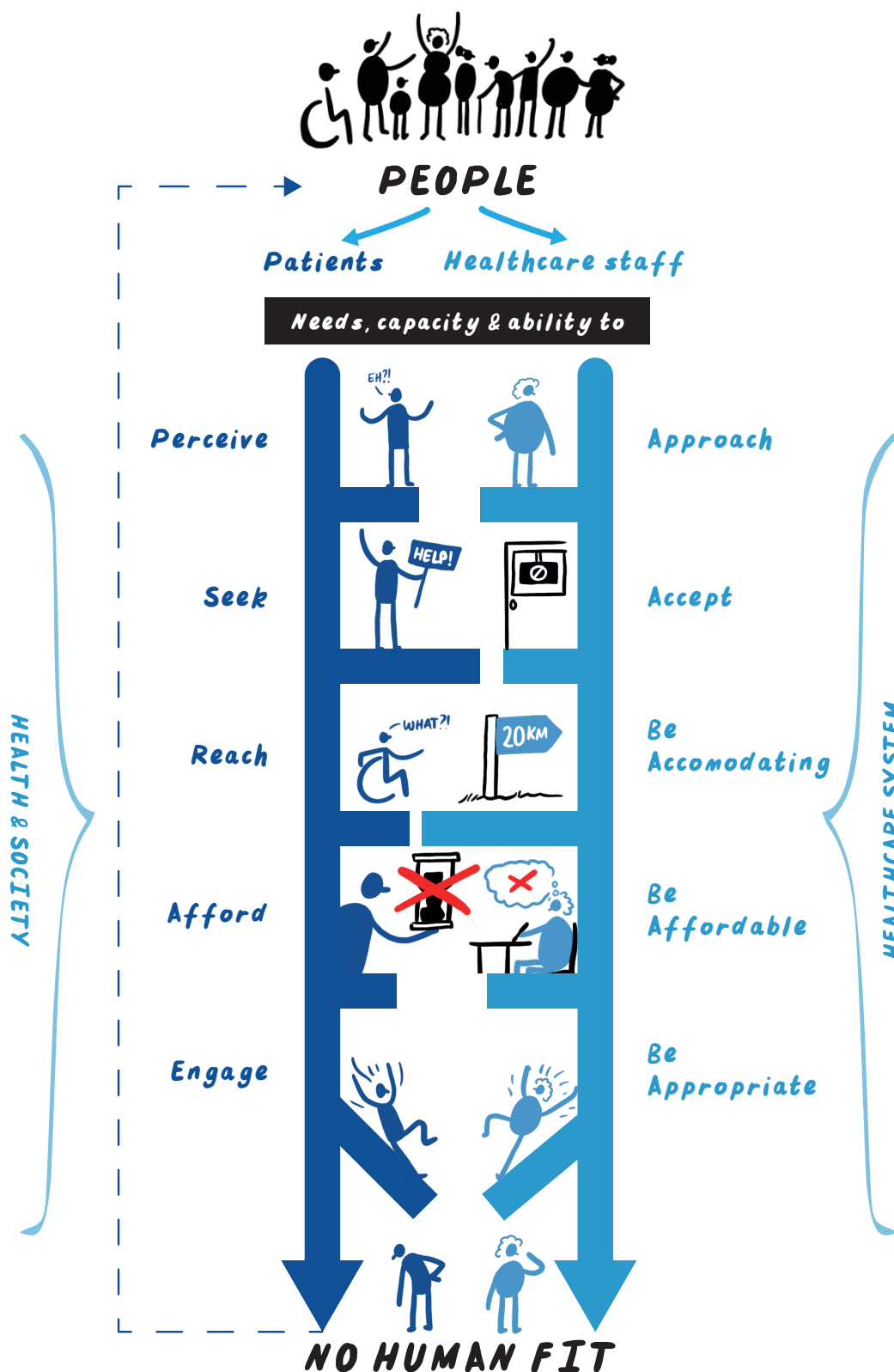


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Access vignette activity #1

Prescription request

Fred is a patient, and Lizzie is a care navigator. Fred arrives at the reception desk at 10:20 on a Tuesday.

L: Good morning, how can I help?

F: I'm here to drop off a prescription request.

L: You can just pop it in the box over there.

F: I've added a note, because I'm going on holiday on...

L: That's fine.

F: I'm going on holiday on Saturday. That's why I'm putting the request in early.

L: Okay.

F: I will need that this week so I don't run out while I'm away.

L: Okay, I can take that for you.

F: I wouldn't ask for more than I need.

L: I'll pass that on to the doctor for you.

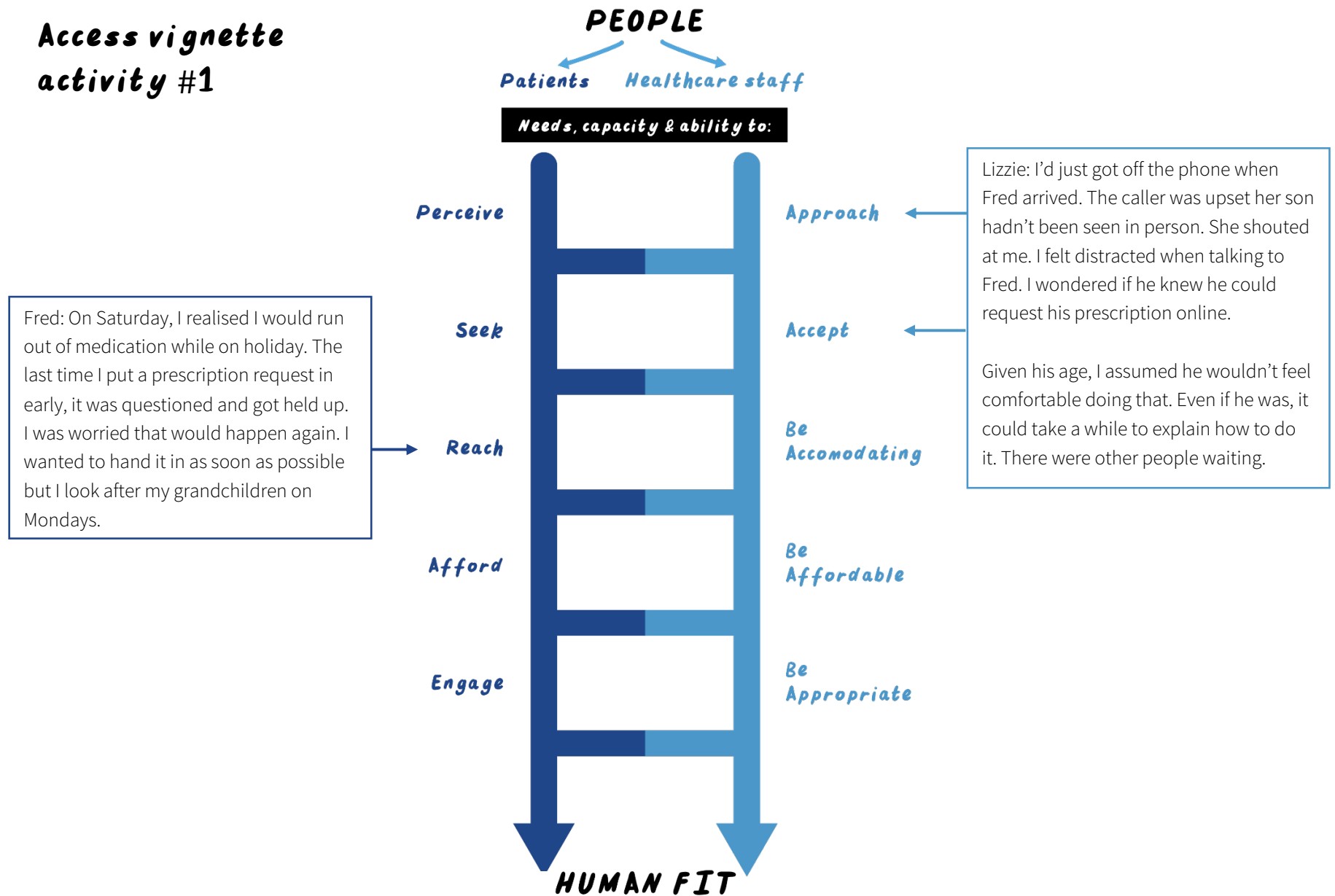
F: Okay.

L: Thank you

F: Okay.

L: Goodbye.

Access vignette activity #1



Access vignette activity #2

Online consultation form referral

Belinda is a receptionist, and Fatima is a patient. Fatima phones the practice at 08:00 on a Wednesday morning.

B: Good morning, Belinda speaking, can I take your date of birth please?

F: Hello. It's the 20th of June 1976.

B: And your name.

F: Fatima Begum.

B: Thank you, Fatima. How can I help you today?

F: I want to see a doctor.

B: I'm afraid all the GP appointments have gone for today. What's the problem?

F: I rang yesterday and was told the same thing.

B: You could try again tomorrow.

F: It's not easy for me to phone at 8 o'clock. I should be on my way to work.

B: Could you go online and complete one of our consultation forms after 5 o'clock?

F: Consultation forms?

B: Have you filled one in before? If not, you'll need to sign up. I can send you the link via text.

F: Okay.

B: The form has a few questions. If you fill all those in it will help reduce the consultation time.

F: Okay.

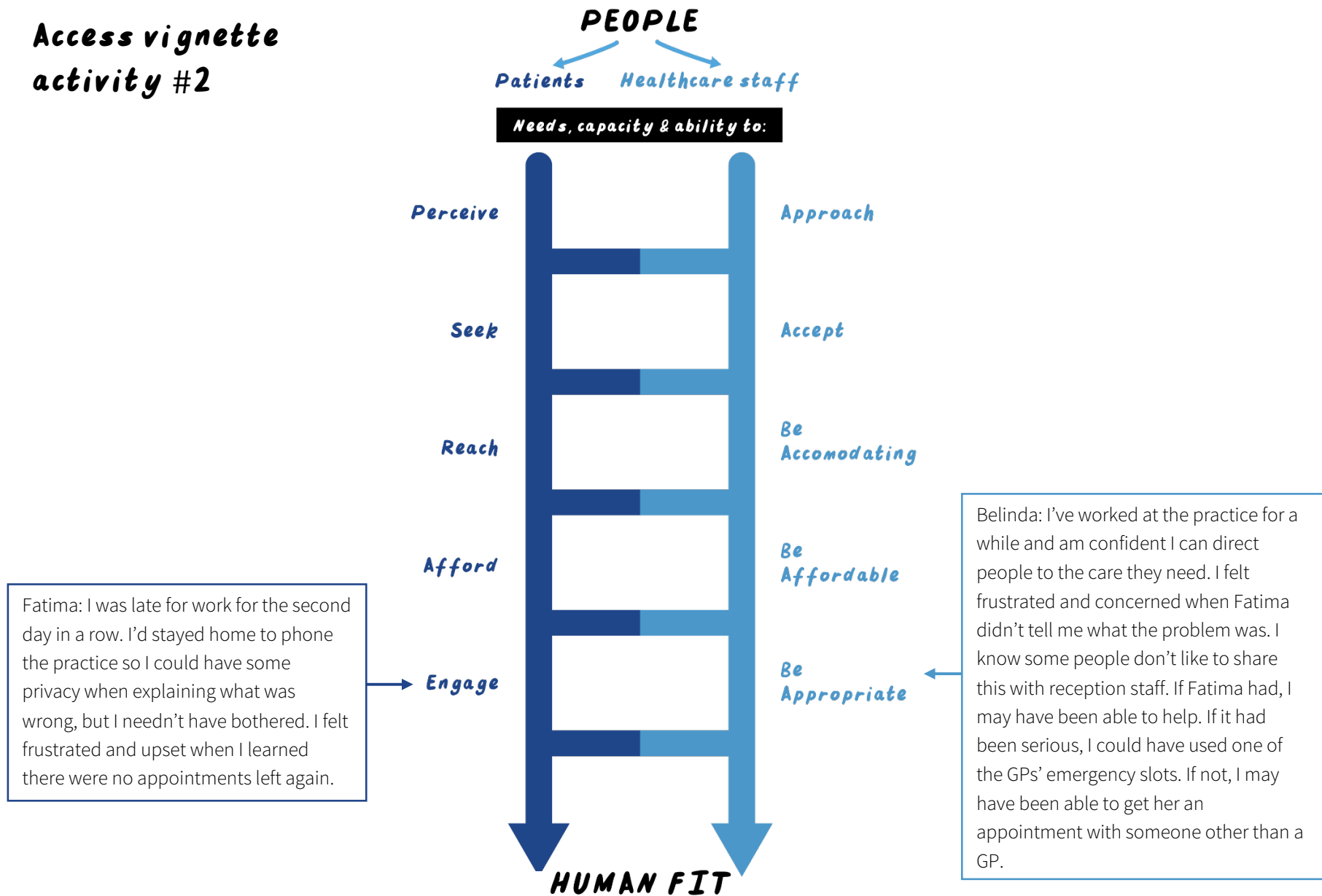
B: Great. I've sent you the link.

F: Thank you.

B: Goodbye.

F: Oh. Err. Goodbye.

Access vignette activity #2



Access vignette activity #3

Background

Fran knew she needed to call her general practice. She'd been putting it off but things weren't improving. Eventually she picks up the phone and dials.

Greg was quite new to the practice and had only recently started taking calls on his own. He was grateful Sophie was working in reception today. She seems to know everything. The phone rings. Greg answers.

The Interaction

Greg: Good morning. Gold Street Practice, Greg speaking. Can I take your name and date of birth, please?

Fran: It's er Frances Hall. 6th September '89.

Greg: How can I help you?

Fran: I'm er, I've been. I'm feeling very down. I have been for ages and I'm not getting better.

Greg: Ok, Frances. Is there...

Fran: I'm just... I'm struggling to even get out of bed and can't make it out of the house. I've got no energy at all.

Greg: Let me see.... Can you just hold for a minute please?

Fran: Er yeah. Okay.

[Greg puts the phone on hold and looks over at Sophie]

Greg: I've got a patient who sounds depressed and can't get out of bed. What do you think I should do?

Access vignette activity #3

Scenario A

Sophie: Just get her on the telephone triage list and put an urgent flag on the system.

[Greg takes the phone off hold]

Greg: Hi Frances. I've put you on the telephone list. A doctor will call you back at some point today.

Fran: Oh. Okay. Thanks.

Greg: Goodbye.

[Later that day... Fran's phone rings]

Fran: Hello?

Dr Shaw: Hello, this is Dr Shaw, is this Frances Hall?

Fran: Er. Yes, it is.

Dr Shaw: How can I help, Frances?

Fran: It's... Well. I'm... I don't know where to start. I've been depressed for a really long time. It comes in these waves, and I'm not doing so good at the moment.

[There's a pause – Fran hears clicking]

Dr Shaw: I'm just having a look through your record. Has anything helped you in the past?

Scenario B

Sophie: Let me have a look. Oh, Fran. She's seen Dr Singh in the past. Add her on one of her black slots. I'll deal with any issues.

[Greg takes the phone off hold]

Greg: Hi Fran. I see you've seen Dr Singh in the past I've put you down for her to give you a call later this morning.

Fran: Okay. That's great. Thank you!

Greg: Goodbye.

[Later that day... Fran's phone rings]

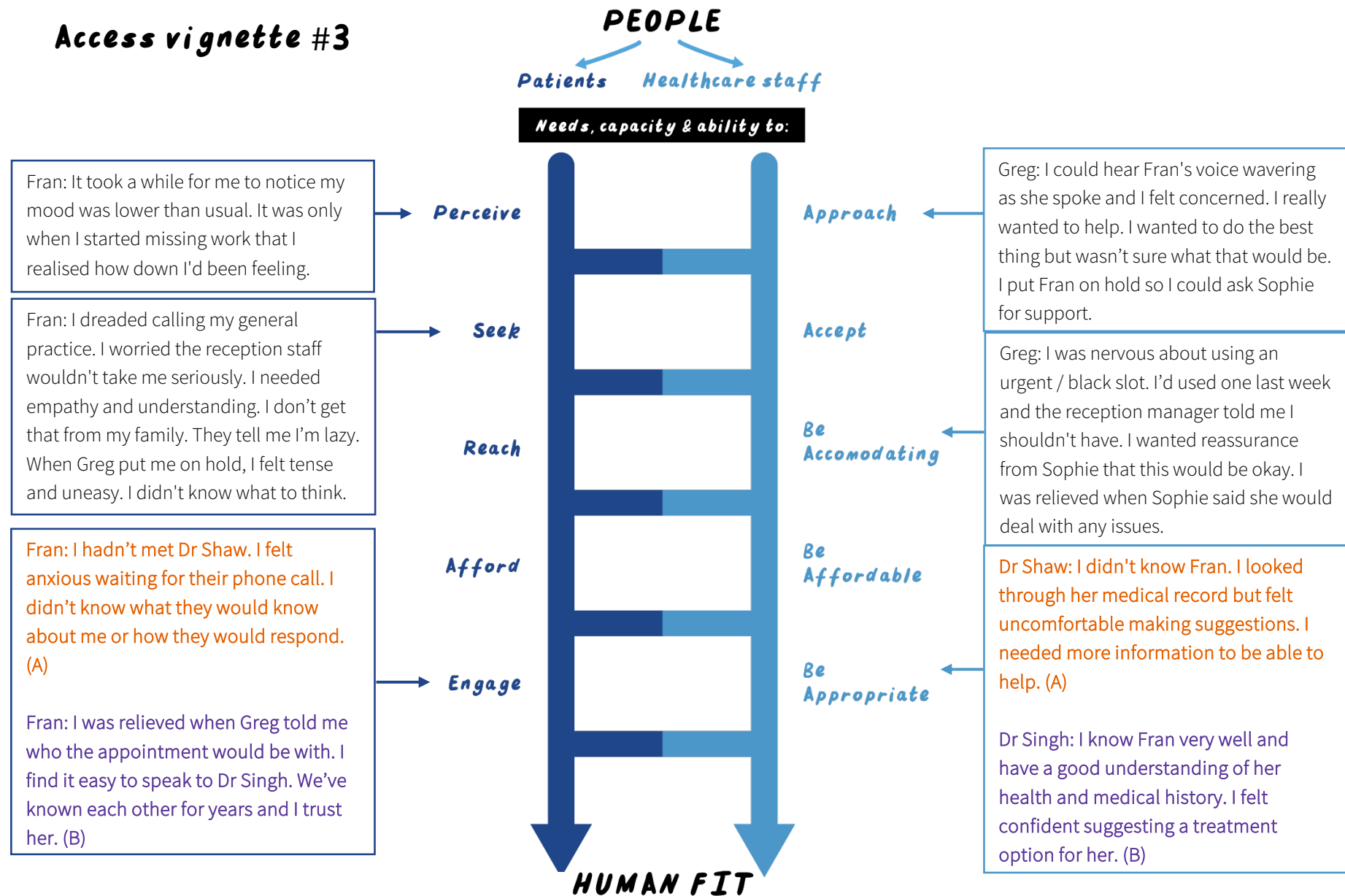
Fran: Hello?

Dr Singh: Hi Fran, it's Myra, GP from Gold Street Practice. You're having a tough time?

Fran: Yeah, as bad as last year. I just feel really down. I can hardly get out of bed.

Dr Singh: I'm sorry to hear that. I remember that adjusting your medication worked before. We could do that again. Is there anything else you'd like to try?

Access vignette #3





Action Plan template

Date: _____

How could the OATH resource set help with issues of access locally?

What is needed to improve the fit and experience of access for all?

What can I do about it?

What barriers might I face? How can I overcome them? Who else should I ask?
