



Smart Management Support



Full details from www.smartmanagementsupport.com

A & E SURVEY TOOLKIT TASTER

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The aim of this study of A&E is to find out what leads patients to go to A&E within surgery hours when they could attend the GP surgery; and how to design the service to cater for them. All the evidence comes from the patients who have recently used the A&E service.

Benefits of the Toolkit

This is a tried and tested way of discovering what has motivated YOUR patients to go to A&E and whether they would have come to the surgery if you had provided a suitable service.

The database enables you easily to analyse the returned questionnaires.

The guidelines for use of a focus group ensure any alternative service you set up will be used as intended.

The full version of the toolkit is available with the Silver or Gold Membership.

Go to MEMBERS on the main menu.

The questionnaire used in the study was developed with the help of a PCT public health research lead and has now been successfully used by a number of practices who have subsequently developed a nurse-practitioner-led service and have done some in-service training with the whole nursing team. They have also developed new protocols around requesting X-rays. This has resulted in reductions in expenditure at A&E especially at the lower rate.

The graph below is real data from a practice using this toolkit.

