

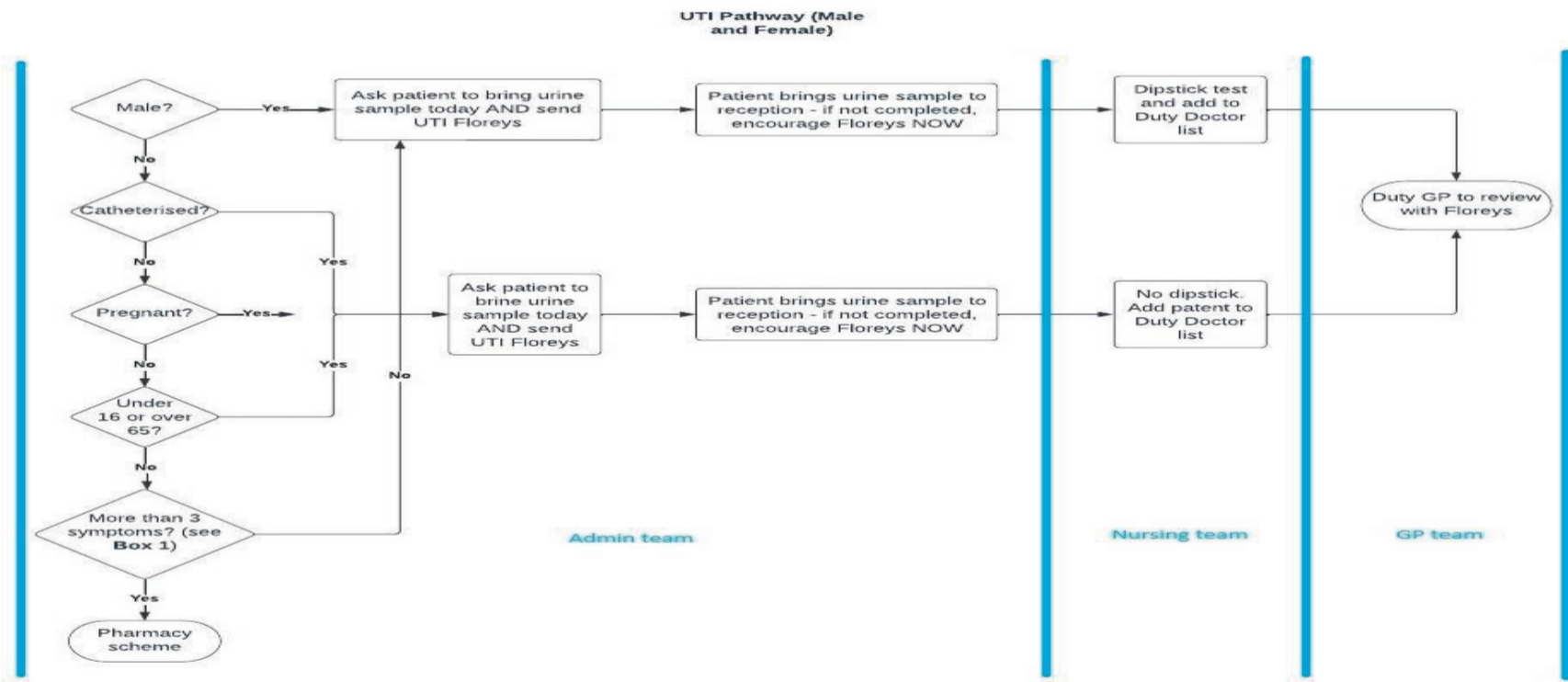
Urinary Tract Remote Monitoring Pathway

The pathway and purpose.

We chose to sign post patients presenting with symptoms of a urinary tract infection (UTI) in a different way. The pathway below had been developed by one of our clinical team and put into place within the practice in mid October 2023. The aim of the pathway - to handle the UTI patients without the need for them to see a General Practitioner and to free up appointments for those who needed them for more complex needs.

The administration team were trained, briefed and given access to a protocol within the EMIS clinical system to help them navigate the patient to the right point of care.

The pathway



Problems encountered and has it worked?

Appointments saved since launch

October (launched mid-month) – 7
 November – 23
 December – 19

Total appointments saved in Q3 – 49

Florey response rate

October 42%
 November 43%
 December 31%

We did encounter a patient that entered on to the pathway but was not contacted within the timeframe allotted.

It was established that the urine dip results were being communicated to the duty doctor in various ways.

A quick alteration to the pathway and this problem has been solved ensuring no patient is missed.

Next steps

As a result of developing the remote UTI pathway, the surgery now offers a further remote monitoring pathway for contraception requests.

This involves the use of patient floreys and requests being processed by our pharmacist team instead of a GP!

We are also very close to launching a remote monitoring pathway for Hormone Replacement Therapy requests and reviews.