

Push Doctor Case Study



Push Doctor Case Study: North Lincolnshire Health and Care Partnership

The North Lincolnshire Health and Care Partnership is led by GPs representing 19 North Lincolnshire practices, who are assisted by a small team of non-clinical staff who manage the organisation on a day-to-day basis. The Partnership serves between 180,000 and 185,000 patients in North Lincolnshire, with many of the practices located in rural areas with an ageing population.

How did Push Doctor support the practices?

In 2022 due to overwhelming patient demand, the Partnerships North Lincolnshire Primary Care Team, contracted with Push Doctor to help provide more capacity to local practices and much-needed relief across the locality.

The contract allowed the partnership to provide pooled appointments across the majority of 19 practices who signed up to the service. Push Doctor appointments were assigned to practices based on practice list size and usage of the service which was adjusted throughout the year. Our service's flexibility enables us to fully integrate with the practice's clinical systems, providing a seamless solution to patients and staff.

Allowing practices to focus on patients who require face-to-face appointments

North Lincolnshire Health and Care Partnership assigned Push Doctor digital appointments to practices targeting patients who were digitally enabled which would allow practices to free up face-to-face appointments for patients who needed to be seen in the surgeries or may not be digitally enabled.

Extra capacity for when it's really needed

Because the Push Doctor service was valued by all practices in the locality who utilised the service, additional funding was secured, allowing the contract to be extended to cover the winter months when demand would be high. Push Doctor appointments were allocated per practice based on previous demand, easing pressures across the area with an additional 200 appointments per week on average over the winter period.

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Working together in collaboration

When Push Doctor began the contract, the practices were concerned that much of the work would be passed back to the surgeries. However, once the Push Doctor service was established, the practices were fully onboard and found the service hugely beneficial as it relieved some of their pressures. Only patients who needed to be examined physically were referred back to the practices following consultation.

Regular meetings between Push Doctor and The Primary Care Manager kept communication and service levels high, and any issues were quickly resolved. The practices remarked on how simple it was to work with us because all they had to do was complete the digital onboarding process as we can fully integrate with NHS digital services, ensuring the entire process was seamless.

Shelley Guney, NHS Business Development Manager at Push Doctor comments; *“at Push Doctor, we pride ourselves in delivering a high-quality service that is of value to our partners and patients. We work collaboratively with our partners to ensure that always remains the case. Each partner is assigned a Relationship Executive who provides ongoing assistance with everything from onboarding, training, and reporting to the general day-to-day needs. The Relationship Team will link into all areas of Push Doctor, including Governance, Patient Experience and Operations, bringing anything that may be needed to one central point for partners. A truly supportive function that is dedicated to the partners we serve”.*

Adam Ryley, Primary Care Manager at North Lincolnshire Health, and Care Partnership comments; *“Digital Platforms need to be a future focus in order to help reduce workload pressures in Primary Care”.* Adam further states: *“if funds are available, the North Lincolnshire Health and Care Partnership will explore acquiring more Push Doctor appointments during the winter of 2023 to help alleviate winter pressures”.*