**Background**

- Delays in patients accessing services
  - In Urogynaecology clinics, I observed patients being referred who could have directly accessed the continence service or physiotherapy from Primary Care
  - Why wasn't the clinical pathway not being followed?

- **Clinical Pathways**
  - Are designed to streamline patient flow
  - Can improve a patient's healthcare journey
  - Remove unnecessary steps and delays

- **Preliminary data revealed**
  - Variable GP involvement in pathway creation previously
  - Distributed to and stored by GPs in various ways
  - GPs have limited time to see patients and search for resources when making clinical decisions

- *'Single points of reference' portals* have been developed elsewhere in the NHS
  - To access all locally agreed clinical pathways
  - Including Royal Cornwall HCT where I worked previously

**Key Learning Points**

- **Working at scale** is challenging
  - Particularly at primary-secondary interface
  - Large, widely dispersed stakeholder group
  - Availability for meetings

- **GP Trainees** are well placed for QI
  - Aligned with primary and secondary care
  - Can create vital links

- **Face-to-face** discussions are invaluable
  - To gain trust from colleagues
  - Identify problems / solutions immediately

- **Learn from colleagues** in the NHS
  - Who have already created innovative solutions to shared challenges

**Western GP Portal**

Jonathan Stewart, Ciaran Mullan, Fergal Durey, Sandra McNeill and Catherine McDonnell

**Aim**

Creation of a portal for all agreed clinical pathways

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**Stakeholder involvement**

**Background**

- HEATHCARE TRUST
- PRIMARY CARE

**Process change**

- Consultants
- Trust Directorate
- FACE-TO-FACE MEETINGS

**GP Leadership**

- GP Training
- IT

**Primary-Secondary Care Link**

- Associate Medical Director
- GP Trainee

**Increased functionality**

- All locally agreed pathways
- New & Updates
- Accessed via icon on GPs' desktop

**Initial testing**

- Within Trust
- Within GP Practice

**Portal creation**

- IT
- Communications

**Portal Live**

- Regular updates for GPs
- Managed long term by
  - Associate Medical Director
  - GP within the Trust

**Next steps**

- Track portal use
- "Hits" on site
- Survey GPs again
- Views on the portal

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