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Key to stages in the patient journey:

 Access
  Triage
  Consultation mode

Challenge	Stage(s) in patient journey	Key areas of work underway						
		Procurement	Insight	Primary care co-design	Citizen co-design	Comms & education	Telephony	Mental health support
Lack of empowerment								
Education & understanding								
Accessibility – e.g. people with learning difficulties or sensory disabilities								
Not having clarity around the right health care professional or service to use								
Uncertainty of request progress								
Inconsistency of access channels and availability								
Reception = gatekeepers / blockers								
Website usability								
Variability of experience of Primary Care access								
Expectation of immediate response (online)								

Challenge	Stage(s) in patient journey	Key areas of work underway						
		Procurement	Insight	Primary care co-design	Citizen co-design	Comms & education	Telephony	Mental health support
Confidentiality								
Unknown number								
Unscheduled calls								
Lack of confidence in triage by non-clinical staff								
Lack of confidence in triage by artificial intelligence (future)								
Preference to see GP face to face								
Multiple touchpoint - repetition								
Lack of awareness / trust in Health Care Professionals other than GPs								
Preference to see GP face to face								
Want to speak to real person								



Remote Consulting Strategic Procurement

Requirements gathering to ensure the practice tools address challenges.



Second Phase Insight

People with learning disabilities, English as a second language, etc.



PC Co-Design / Train & Support

Including co-design of solutions, best practice of sharing.



Citizen Co-Design

Research with PC and citizen to develop operating model(s).

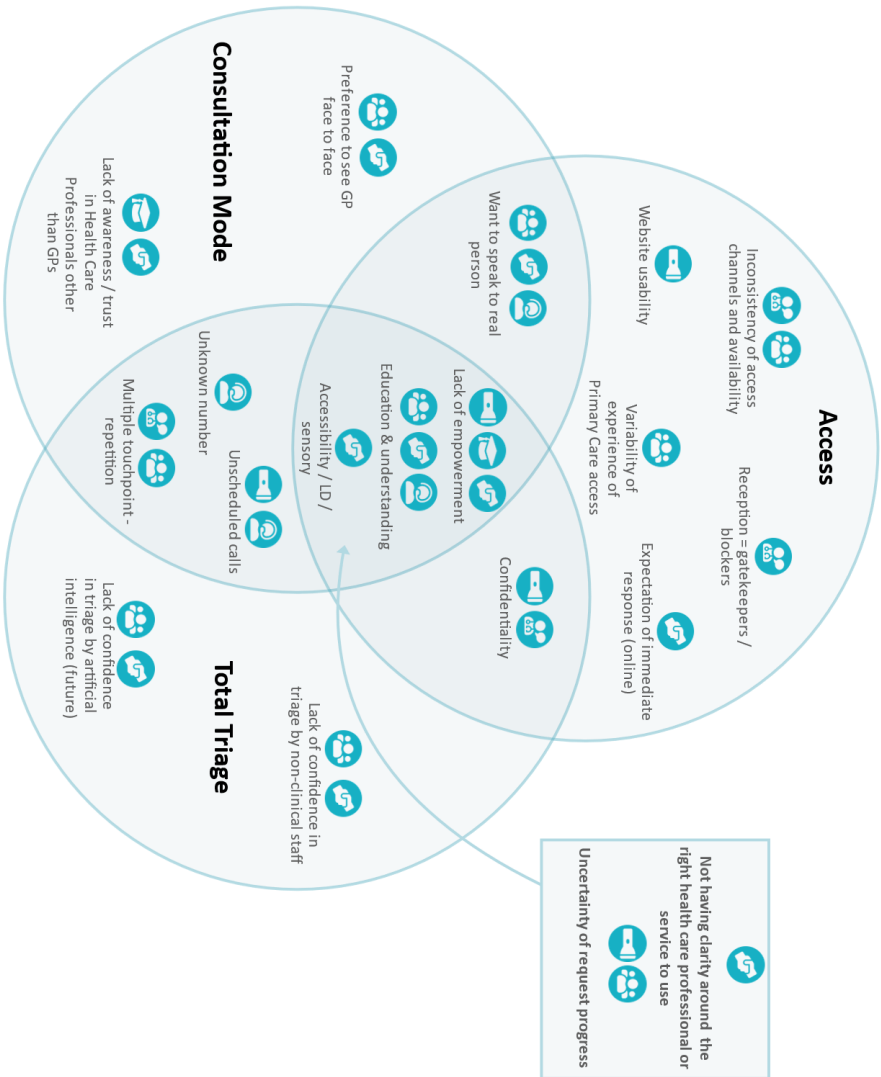


Comms & Education Patient Support

To support patient education. Support being provided to practices to deliver this.



Cloud Telephony



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