Case study

Alternative ways to access GPs: WebGP from The Hurley Group.

WebGP is a patient portal that sits within patients’ own practice website. Patients can carry out simple transactions online such as book an appointment but beyond this, they can work through a symptom checker and choose from multiple options as to how to fulfil their need. They can:
- Self manage
- Use sign-posts to alternate services
- Request a nurse call back
- E-consult with a GP
- Request an appointment.

The system creates a summary medical history that takes less than 3 minutes to analyse and allows the GP to further stratify the patients’ needs, 60% of which do not require a face to face consultation.

Practice decides to Proceed with WebGP:

Patient Marketing
- WebGP link to website
- Word of Mouth/PPG
- Leaflets/appt. cards
- Prescription slips
- Surgery phone message
- Email/Tests

Patients use Symptom Checker or Condition Finder

Positive feedback to keep using

Written and Video Self-Help Content
100% managed remotely

Sign Post to Alternative Services e.g pharmacy
100% managed remotely

111 Nurse Call back within 1 hour (24/7)
80% managed remotely

Patients e-consultant from practice website. GPs review and practice rings patient within 1 working day
60% of cases managed remotely

The system has been tested by 20 practices with over 130,000 patients and has been shown to reduce GP workload and deliver cost savings.