

LINEIN 



By using **LineIn** you will meet the  
GP contract Patient Access requirements.

Using **LineIn**, your practice can free up capacity within the current workforce.

# No patients are asked to ring back another day

All patients will have a needs assessment and allocated to the most appropriate care pathway.

## Access Requirements

Since January 2022, LineIn has successfully provided a consistent and reliable access service across 8 General Practices, serving 120,000 patients. Our current model satisfies the criteria "Equitable offer of assessment for all modes of access, patient experience, wellbeing and optimising demand and capacity" by ensuring:

- All patients receive a needs assessment following a standard algorithm.
- No patient is turned away or asked to call back at a later date.
- All queries are reviewed and receive a timely response by the practice.
- Access is equal and non-dependent on a patients' social or economic mobility.



# How does it work

## Individual Practices

LineIn staff will answer the telephone for clinical enquiries and patients will be welcomed with the usual practice greeting. The First Contact Triage Advisor will work alongside the practice and help educate patients to use the online access where appropriate and complete a triage, using the Klinik Software. Performing the First Contact triage, patients will have had their needs assessment as the new GP contract requires. Enquiries are passed onto the practice, following agreed principles to ensure patients are dealt with in the way that suits the practice's capacity, visions and values.

## Primary Care Network; Creation of a Central First Contact Triage Hub

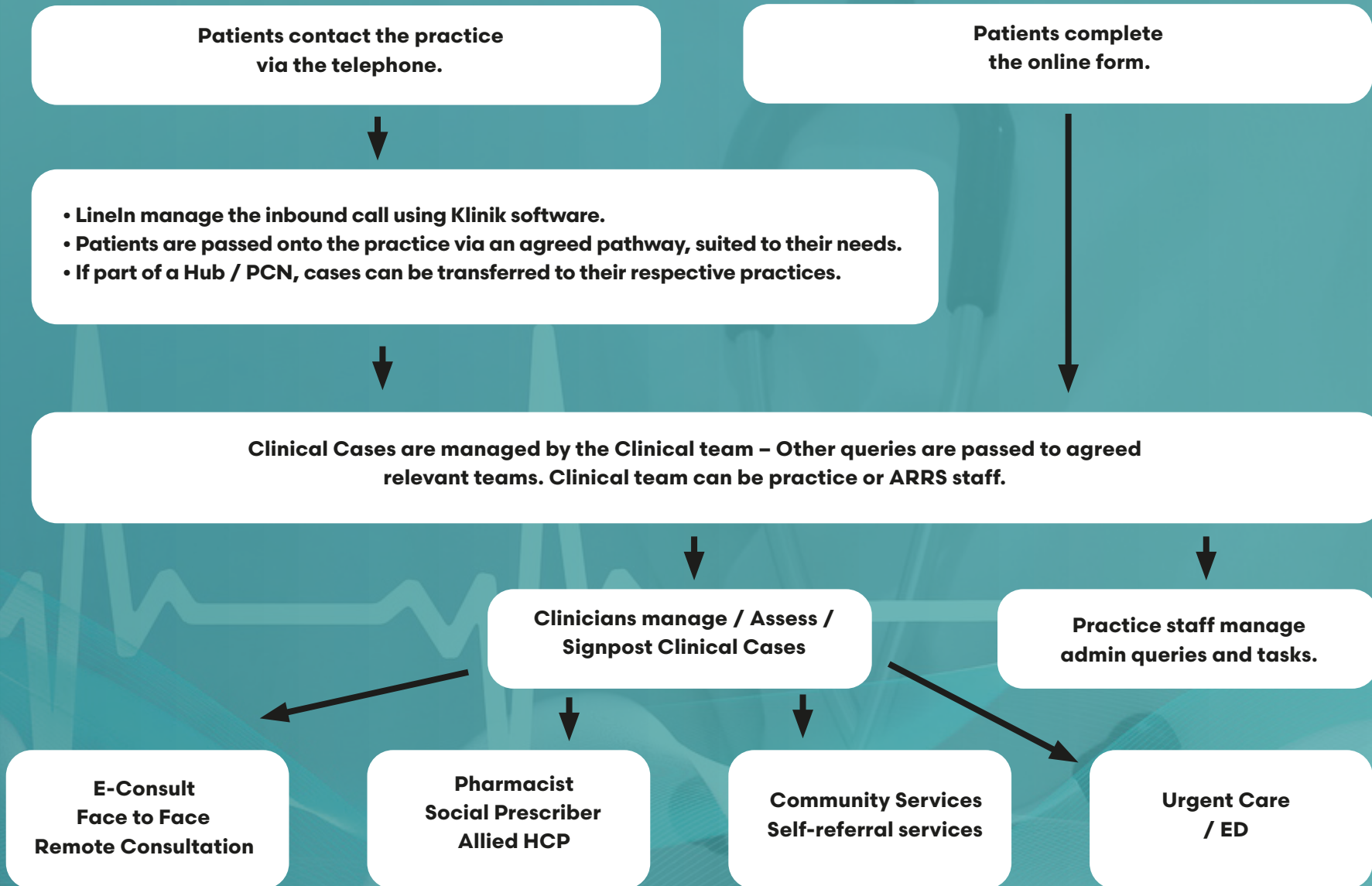
For PCNs deciding to centralise their telephone answering services, patients will be automatically redirected from the original practice telephone number to a central first contact triage hub. The digital switchboard will recognise the origin of the patient, and patients will be welcomed with their usual practice greeting. Our LineIn trained First Contact Triage Advisors will perform an initial needs assessment, following an NHS approved algorithm provided by Klinik Healthcare Solutions (or other suitable software).

Patients are assigned the most appropriate pathway, based on the needs assessment. All pathways are set up following agreed principles with the PCN and individual practices. Clinical queries are dealt with by Practice and/or ARRS clinicians:

- E consultation
- Remote consultation
- Face to Face consultation
- Practice/ PCN Pharmacist
- Community services
- CPCS (NHS Community Pharmacy Consultation Service)
- Urgent Care / A & E where required.
- Self-referral Services

*(The items are suggestions; it is essential the options are individually agreed with the Practice/ PCN)*

## Principles of flow







Experience from using LineIn

# PORTLAND MEDICAL

LineIn helps GPs and Primary Care Networks to meet the General Practice and PCNs with the goal of improving patient experience and satisfaction. At Portland, we find that after LineIn has been introduced, we have significantly improved our patient access and allowed us to re-organise our practice teams and work smarter. Thereby we have increased the capacity with 48%, dedicated to patient care, and at the same time improved staff wellbeing and patient satisfaction. :

**48%** increase in capacity

**8%** reduced staff absence

**95%** of staff feel less stressed after LineIn is introduced

**100%** of reception staff prefer working with LineIn, rather than the traditional way of dealing with telephone enquiries.

**70%** reduction in telephone queue waiting times.



***"LineIn enables us to focus on providing high-quality, responsive patient care"***

*LineIn has given the practice more control over its workload. We no longer feel like an overwhelmed call centre; we now have a more intelligent approach to triage that supports every way we receive a patient query. LineIn enables us to focus on what we aim to do best: providing high-quality, responsive patient care.*

*Dr. Yusuf Rajbee*



# Using LineIn, your practice can free up capacity within the current workforce

LineIn supports GPs and Primary Care Networks to meet the 2023/2024 contract requirements. The new Changes to the GP Contract 2023-24 is the final year of the 5-year framework agreement which was set out in Investment and Evolution. The Changes to the GP Contract in 2023-24 outlines the requirements of General Practice and PCNs with the goal of improving patient experience and satisfaction.

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