

Case Study

FIT FOR THE FUTURE

Developing urgent and hospital care in Gloucestershire

Ranjit, who is 25 years old and has long standing asthma, has had a recent cold and has been feeling more breathless than usual. He is at work and contacts his GP surgery at 2pm on Tuesday afternoon.

A

Advice and Assessment

Ranjit speaks to and is assessed by staff at the practice over the telephone and is given an evening “improved access” appointment at 7.30pm. He is told to attend a neighbouring GP practice for the appointment.

S

Same Day

Ranjit is seen that evening by a GP who is also able to review his medical records. Ranjit is prescribed appropriate medication which he collects from a nearby pharmacy that evening.

A

A&E

Ranjit is not considered to have a life threatening condition so does not require the support of A&E.

P

Personalised Care

Ranjit is able to attend the appointment without needing to take any time off work. The GP can access Ranjit’s records so has full details of his past medical history and previous treatment for asthma which supports decisions on appropriate management of Ranjit’s asthma.