

Health Care First: A Case Study in Modern General Practice

Overview

Health Care First (HCF) is a GP partnership serving over 32,000 patients across Methley, Castleford, Ferrybridge, Airedale, Normanton, and surrounding villages. In October 2023, the practice joined Phase C of the General Practice Improvement Programme (GPIP) and began implementing the Modern General Practice model.

The Practice

Name: Health Care First GP Partnership

Location: Methley, Castleford, Ferrybridge, Airedale, Normanton, and surrounding villages, West Yorkshire

Population Served: Approximately 32,000

Demographics: A diverse patient base with varying healthcare needs

Digital Maturity: Moderate, with ongoing efforts to enhance digital engagement



9,200+ requests

Processed via
SystmConnect in one
month



Better prioritisation

Reduced duplication
through Clinical Assessment
Team



Clearer patient journey

Consistent experience
across appointments



175 extra appts/week

Freed capacity by
adjusting consultation
times



Easier digital access

Patients found
SystmConnect easier
to us



More confident staff

Workshops and training
built confidence



CHALLENGES



The initial move to partial total triage revealed several challenges. Patients missed the call-back function, and digital tools available were hard to navigate for some, causing delays or incomplete requests. Routine appointment booking was inconsistent, with some patients directed to inappropriate slots or waiting longer than necessary, and continuity of care suffered when patients saw different clinicians for ongoing issues. Staff were under pressure managing phone and digital requests alongside clinical duties, and the practice's large patient population amplified these issues, with roadshow feedback highlighting the need for clearer, more accessible, and personalised care.

THE XYTAL APPROACH



Xytal's intervention was built on four key principles:

- 1 Facilitating** a smooth transition – reviewing project plans and validating new processes.
- 2 Mapping** and streamlining processes - Developed job standards, rotas, and patient journey maps to clarify roles and expectations.
- 3 Supporting** staff confidence – Delivered workshops, training sessions, and on-site/virtual support
- 4 Enhancing** patient experience - Helped design, digital roadshows, and resources to guide patients through total triage.
- 5 Embedding** sustainable improvement – Transferred skills, frameworks, and practical guidance so the practice could maintain and build on progress independently.

RESULTS AND IMPACT



- Improved Patient Satisfaction:** The new triage model addressed patient concerns, enhancing their experience.
- Enhanced Continuity of Care:** The clinically led approach ensured patients were seen by the most appropriate clinician.
- Optimised Operational Efficiency:** Streamlined processes and clear job standards led to more effective use of resources.
- Increased Digital Engagement:** Transitioning to SystmConnect improved patient interaction with digital tools.



Transform Your Practice with Confidence

Health Care First's journey shows what's possible with the right support, tools, and mindset. Xytal can help streamline access, enhance continuity, and empower your team through clinically led triage and digital innovation.