



Large GP Practice – Case Study

A large GP with a practice nurse (PN) and registrars may assign one clinical staff member to be the Clinical Contact Point for each shift. Their admin staff ensure time is booked throughout the day (specifically in the morning, afternoon and around the lunch break) to check results, contact urgent patients and allow for on-the-day appointments with GPs.

Throughout the day the admin/practice manager puts urgent calls through to the Clinical Contact Point who triages patients and actions by booking a face-to-face or telehealth appointment with the GP when appropriate.

Results and secure messaging are also checked between patients. Urgent results are passed on to the GP to contact for a telehealth appointment if appropriate or asked to present to the practice. The GP will contact these patients so they can bill for a telehealth consultation. Any urgent results made known over the phone to reception is sent through via a message to the Clinical Contact Point that is reviewed between patients and followed up.

The Clinical Contact Point ensures all messages and results are cleared that day or a handover has taken place at the end of their shift.

Billing

ITEM	NAME	DETAILS
91790	Videoconference attendance for an obvious problem	Equivalent to a face-to-face item 3
91800	Videoconference attendance less than 20 minutes	Equivalent to a face-to-face item 23
91890	Short phone consultation	Less than 6 minutes
91891	Long phone consultation	6 minutes or greater