

Whakakotahi and Gonville Health: Streamlining patient enrolment delivers extra benefits

Whakakotahi (Te reo for 'to be as one') is the Health Quality & Safety Commission primary care quality improvement (QI) programme; it is a collaborative programme that aims to increase improvement science capability in primary care. Successful projects must focus on three key principles: equity, integration and consumer engagement in relation to an improvement topic of their choice. In 2018, included in the mix of teams was Gonville Health, a VLCA practice in Wanganui. Gonville Health was experiencing high enrolment of high need patients with little engagement in health combined with inconsistent and resource intensive processes that were overwhelming the practice. They sought to address this through QI as part of Whakakotahi.

Gonville Health's project aimed to reduce the average appointment time between new patients enrolling and attending their first patient appointment from more than 60 days to an average of under 30 days. Gonville Health will share how they achieved this alongside the extra benefits gained along their journey.