

Clinical and Referral Pathways

Project Overview

Following on from stakeholder consultations in 2022, and a feasibility study in 2023, the National PHN Cooperative is seeking to learn more about GP user needs, preferences and expectations of Clinical and Referral Pathways platforms.

This project proposes to identify areas of improvement with the existing offering to deliver better patient care within General Practice.

What is being proposed?

A collaborative and consultative approach by PHNs, that is directly informed by GPs as the end user, can ensure that any CRP offering delivers a consistently governed platform that is user-friendly, easily updated and maintained and is reflective of local realities.

The aim of this market research is to ensure that the CRP offering provides a foundation for ongoing enhancements, ensuring that it continues to meet the needs of general practitioners into the future.

Some of the key goals for a system may include:

- **Robust clinical governance:** Consideration of a national steering committee and clinical advisory group with representatives from a range of localities.
- **Simple navigation and user-centric design:** Ensuring technology is fit for purpose, reducing scroll time and maximising efficiency of access for information, leading to better patient care.
- **Connectivity and Integrations:** A technology ecosystem designed to facilitate seamless integrations with a range of platforms, directories and point of care tools most utilised in General Practice, reducing manual processing and providing opportunity for more efficient use of consult time.

It is anticipated that achievement of these objectives will facilitate better care options for patients and a more user-friendly experience for the practitioners who use it every day.