A taxonomy of the form and function of primary care services in or alongside emergency departments: concepts paper

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A taxonomy of the form and function of primary care services in or alongside emergency departments: concepts paper

Alison Cooper¹, Michelle Edwards¹, Janet Brandling², Andrew Carson-Stevens¹, Matthew Cooke³, Freya Davies¹, Thomas Hughes⁴, Katherine Morton², Niro Siriwardena⁵, Sarah Voss², Jonathan Benger², Adrian Edwards¹ and the GP-ED teams.

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Abstract

Primary care services in or alongside emergency departments look and function differently and are described using inconsistent terminology. Research to determine effectiveness of these models is hampered by outdated classification systems, limiting the opportunity for data synthesis to draw conclusions and inform decision-making and policy.

We used findings from a literature review, a national survey of Type 1 emergency departments in England and Wales, staff interviews, other routine data sources and discussions from two stakeholder events to inform the taxonomy. We categorised the forms INSIDE or OUTSIDE the emergency department: INSIDE primary care services may be integrated with emergency department patient flow or may run parallel to that activity; OUTSIDE services may be offered on site or off site. We then describe a conceptual spectrum of integration: identifying constructs that influence how the services function - from being closer to an emergency medicine service or to usual primary care. This taxonomy provides a basis for future evaluation of service models that will comprise the evidence base to inform policy-making in this domain. Commissioners and service providers can consider these constructs in characterising and designing services depending on local circumstances and context.

191 words
Introduction

Worldwide, increasing pressure on emergency departments from rising demand,(1) has led to much interest in different models of service delivery, including the use of primary care services in or alongside emergency departments. (2–4) However, the way these primary care services look and operate varies depending on local context and whether they are required to operate closer to an emergency medicine service or to usual primary care. Research to evaluate the effectiveness of different service models (including patient experience, service and cost-effectiveness outcomes) is hampered by inconsistent terminology, outdated taxonomies and heterogeneous, single-site study designs. This limits the opportunity for data synthesis to draw conclusions that will inform decision-making and policy.(5–7) Research is urgently needed to understand if the form these services take supports the intended function,(8) and requires an updated taxonomy to enable comparison of models and outcomes.

The United Kingdom (UK) has a universal healthcare system, the National Health Service (NHS), funded though taxation.(9) Primary care is led by general practitioners, community-based doctors with generalist training, supported by nurses, nurse practitioners and allied health professionals, often with additional diagnostic and prescribing skills working as independent clinicians. Urgent and emergency healthcare services are varied and described using interchangeable terminology (Box 1). Three main general practitioner roles are described for primary care services associated with emergency departments (Box 1): treating patients identified as having primary care type problems in a unit alongside the emergency department including walk-in centres, urgent care centres or traditional out-of-hours services; screening patients at the front door of the emergency department to redirect those with primary care type problems to an alternative service off site; or fully
integrated with the emergency department service, treating patients presenting with a wider range of conditions.(10) Identification of patients for these services is also varied, with triage (a clinical activity to sort patients by acuity so that those with the greatest need are seen first) and streaming (an operational activity to sort low acuity patients by clinician availability and suitability) sometimes combined or as separate activities. Embedded and co-located are further terms that have been used to describe primary care models, where clinicians receive patients streamed from the emergency department (Box 1).(9)

<table>
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<tr>
<th>Box 1: UK urgent and emergency healthcare services (10–12)</th>
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<tr>
<td>Emergency department</td>
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<tr>
<td>Minor injuries unit</td>
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<tr>
<td>Walk-in centre</td>
</tr>
<tr>
<td>Urgent care centre</td>
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<tr>
<td>Urgent treatment centre</td>
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<tr>
<td>General practitioner in-hours</td>
</tr>
<tr>
<td>General practitioner out-of-hours</td>
</tr>
<tr>
<td>Alongside the emergency department</td>
</tr>
<tr>
<td>Screening at the emergency department front door</td>
</tr>
<tr>
<td>Fully integrated with the emergency department</td>
</tr>
<tr>
<td>Embedded into the emergency department</td>
</tr>
<tr>
<td>Co-located Urgent Care Centre</td>
</tr>
</tbody>
</table>
NHS England adopted a policy (2017-18) where emergency departments could apply for capital bid funding (one-off payments) to implement new or develop existing services to support general practitioner streaming. This has changed the nature of emergency department services and how they function, with evolving relationships with primary care services and the sorting of patients depending on patient acuity and clinician availability. Language to describe the different services is used inconsistently, with considerable ambiguity around the term ‘co-located’. Also, general practitioners rarely perform a screening role at the emergency department front door. Agreed and consistent terminology is needed to describe the form these services now take, and if form supports the intended function, so that we can understand which service models are being implemented and how they work. The terminology also needs to reflect the current developments in primary care provision, with a broader range of staff than general practitioners alone.

Recognising this evidence gap, in 2015 the UK National Institute for Health Research (NIHR) Health Services and Delivery Research (HS&DR) programme commissioned research to evaluate the effectiveness, safety, patient experience and system implications of the differing models of primary care services in or alongside emergency departments. Two research teams were commissioned, led from Cardiff University and the University of the West of England, Bristol. We aimed to jointly develop a taxonomy describing the form and constructs that influence the function of primary care service models in or alongside emergency departments, to provide the framework for further research and comparing effectiveness between service models.
Obtaining background information

To understand the nature of the various services in existence, we gathered background information from multiple data sources including: a literature review; a national survey of all Type 1 emergency departments in England and Wales; staff telephone interviews; additional NHS data sources; and early selected site visits.

Data sources

1. Rapid realist literature review

We undertook a rapid realist literature review, from April to November 2017, developing theories about how general practitioners and models of primary care services in or alongside emergency departments work in different contexts to explain varying outcomes, that may be useful for policy-makers. We sourced research papers from earlier systematic reviews, and supplemented them with updated database searches and citation tracking, also creating an expert group from our co-applicants to assist theory development and guide searches. Our theories were developed from 96 articles to explain: how staff interpret the streaming system; different roles general practitioners adopt in the emergency department setting (traditional general practitioner, extended role general practitioner, gatekeeper or emergency medicine clinician, alongside other primary care staff); and how these factors influence patient (experience and safety) and organisational (demand and cost-effectiveness) outcomes.

2. National survey
We developed a survey, administered through Online Surveys, to capture data about general practitioners and models of primary care services associated with emergency departments (see supplementary data 1). The survey topics covered: the geography of the service related to the emergency department; disciplines of the primary care staff providing the service; how and what type of patient groups were selected for the service; use of investigations; funding and governance arrangements; the aims of the service and whether these had been achieved; enablers and barriers to setting up the service and changes made or planned for the future. The design was informed by recent systematic reviews,(5,17,18) and a similar survey conducted by the Primary Care Foundation in 2010,(10) with multiple choice questions and additional space for free text comments. We ran a pilot with our co-applicants and local academic general practitioners, and iterations were made.

An invitation email to participate in the study was sent to the clinical directors of all Type 1 emergency departments, consultant-led 24-hour services with full resuscitation facilities,(19) in England (n=171) and Wales (n=13); first contacted 13th September, reminder 27th September 2017. The study was advertised in the Royal College of Emergency Medicine (UK) monthly news bulletin. Co-applicants (MC, TR) sent a further follow up email in October 2017 to non-responders to encourage participation and the survey was kept open until 28th February 2018. Summary data were extracted through Online Surveys and exported onto a secure database at Cardiff University.

3. Staff interviews

We purposively sampled a selection of emergency departments that described variation in services, to gather more in-depth qualitative data. Clinical directors from 20 departments
agreed to participate in a 30-60 minute audio-taped telephone interview. Questions were tailored, based on their survey responses, and included: how the staff worked; effects on patient demand and flow; meeting the aims of the service and changes; patient safety; implications for the wider system (see example in supplementary data 2).

NHS England also provided the study team with a list of emergency department sites that had applied for capital funding in 2017 to support general practitioner streaming. We contacted the Senior Responsible Officer for the application at each bidding organisation, with 38 agreeing to complete semi-structured telephone interviews (interview guide supplementary data 3) about how their emergency department currently operates, and their plans for implementing new models of general practitioner services in the emergency department.

4. Additional data sources

Further information to inform the taxonomy was derived from routinely collected data (e.g. https://www.nhsbenchmarking.nhs.uk/ and https://www.healthylondon.org/resource/london-uec-stocktake/ ) and publicly available documents (including Care Quality Commission reports, Board papers and news items sourced from internet searches). Data from 10 selected study sites (five from the Cardiff University project, five from University of West of England) were available to provide further detail about constructs needed in the taxonomy to cover wider system, department and individual level factors. We visited each study site and collected qualitative data through observations and informal or semi-structured audio-taped staff interviews. Because data were collected from multiple sources, we sometimes encountered elements of conflict
between these sources. To resolve this, we used a hierarchy approach in which fieldwork observations (where available) were considered the most reliable, followed by clinical director interviews, survey responses and other data sources, in descending order of reliability.

**Ethics committee approvals**

The survey and follow-up interviews were categorised as a NHS service evaluation. Ethics review for the survey and follow-up interviews was carried out by Cardiff University School of Medicine Research Ethics Committee and permission was granted on 29/07/2017 (ref 17/45). The interviews with sites that applied for capital funding to support primary care streaming were conducted as research, with approval from the Health Research Authority (HRA: 230848).

**Findings from the survey, interviews and additional data sources**

We had 71 English and six Welsh survey responses (n=77/184, 42%). Additionally, we obtained data for 41 English departments from additional data sources, including another five English Type 1 departments that had not been invited to complete the survey (status can change year on year), totalling information on 62% (n=118/189) of Type 1 emergency departments in England and Wales (seen in supplementary data 4). Of our 71 English survey responders, 82% (n= 58/71) applied for capital bid funding, and of our 100 non-responders in England, 84% (n=84/100) applied for capital bid funding.

The data demonstrated the complexity of models in use and inconsistency in the language being used to describe the different services, with considerable ambiguity around the term ‘co-located’. Primary care clinicians associated with emergency departments,
separate to traditional GP out-of-hours services, included a mix of general practitioners, advanced nurse practitioners and nurses working regular or ad-hoc shifts in different ways, seeing different patient groups (see supplementary data 5). No survey responses or information from other sources indicated that the only role general practitioners had was to screen patients on arrival at the emergency department. A range of characteristics for employment hours, contracting models and IT systems was described. Access to investigations, the extent of primary care patient demand in the emergency department, practitioner experience and interest in emergency medicine, and the degree to which they were encouraged to use emergency medicine or primary care protocols also varied. Findings showed that existing classification systems for these service models were not adequate to support research and administration going forward. Therefore, an updated taxonomy was necessary to provide a framework for further research and enable comparison of models and outcomes.
Formulation of the taxonomy

We consulted with stakeholders for assistance in how to focus the taxonomy and classify the service models in a way that would be useful for commissioners, policy-makers, practitioners, researchers and service users. Our initial stakeholder conference was held in Bristol in February 2018. We invited survey respondents and key authors from the literature. We also used contacts from the research groups to recruit leaders from the Royal Colleges of Emergency Medicine and General Practitioners, NHS Improvement, Care Quality Commission and patient and public contributors. Participant groups included: commissioners and policy makers (n=6); clinical leads and emergency department clinicians (n=8); general practitioners and nurse practitioners (n=6); public and patient representatives (n=8); and research team members (n=14). We seated our stakeholders in these separate groups in order to capture different perspectives, with a research team member facilitating each table discussion using structured guidance.

We developed a glossary of terms potentially useful for characterising the services from the rapid realist review, survey and interviews and circulated this in advance (see supplementary data 6). This and a summary of the findings from the survey, review and interviews were presented to provide a platform from which to initiate group discussions. There were two structured workshops; the first about why participants would find a taxonomy important, and the second about priorities for classifying models. Facilitators gave group feedback to the plenary discussions. Data were captured through flip charts and note taking from research team members (NP, DP).

After reflection and discussion, participants agreed that a taxonomy was needed to adequately describe and define this complex system, to support evaluation and to guide
policy decisions. An important conclusion was that it should describe both the structure - the *form* - and constructs that influence the *function*, that is whether the service operates closer to an emergency medicine service or to usual primary care service provision. A key conceptual underpinning was that although taxonomies tend to present mutually exclusive categories of models, in the case of emergency department primary care models, stakeholders viewed it as a *spectrum of integration*, from highly integrated with the emergency medicine service to more separate primary care service models, often without clear distinction in practice.

**The FORM of primary care service models in or alongside emergency departments**

Project team members (AE, AC, ME, NP, DP, SV, KM, JB) met in June 2018 to discuss learning and feedback from the event, and from the site visits that had since taken place, to map the taxonomy structure, its labelling and definitions. Location of the service, INSIDE or OUTSIDE the emergency department, was proposed as a useful classification of *form* - reflecting the patient’s journey and experience, and often aligning with staff contractual arrangements, governance responsibility and accountability (Figure 1, definitions in Box 2). The INSIDE models varied from those in which primary care practitioners are *integrated* with emergency medicine staff or in which they work in a separate *parallel* primary care service. An alternative primary care service OUTSIDE the emergency department could be on the same hospital site – which we termed *on site* - or elsewhere, which we termed *off site***.
Figure 1: The FORM of primary care service models in or alongside emergency departments

Box 2: Taxonomy to describe the FORM of primary care service models in or alongside emergency departments

<table>
<thead>
<tr>
<th>INSIDE the emergency department</th>
<th>Patients access a primary care service within the emergency department</th>
</tr>
</thead>
<tbody>
<tr>
<td>INSIDE: Integrated</td>
<td>The primary care service is fully integrated with the emergency medicine service</td>
</tr>
<tr>
<td>INSIDE: Parallel</td>
<td>There is a separate primary care service within the emergency department, for patients with primary care type problems</td>
</tr>
<tr>
<td>OUTSIDE the emergency department</td>
<td>Patients access a primary care service separate to the emergency department</td>
</tr>
<tr>
<td>OUTSIDE: On site</td>
<td>The primary care service is elsewhere on the hospital site</td>
</tr>
<tr>
<td>OUTSIDE: Off site</td>
<td>The primary care service is off site (may include telephone advice via 111, or pharmacies, dentists, opticians, urgent care centres or registered in-hours or out-of-hours primary care services) **</td>
</tr>
</tbody>
</table>

**These services are distinct from emergency department provision so are not represented further in the taxonomy
Conceptual spectrum of integration: constructs that influence the FUNCTION of these services

Classifying services simply by form however, did not always represent the function of these services – from integrating with emergency medicine services to usual primary care services. Using our early case site visits as examples, we were able to map out constructs (from the glossary of terms, supplementary data 6) that influenced service function. We grouped these at at the wider system, department and individual clinician levels,(20) to develop a conceptual summary of constructs that influence the function of these services (Figure 2). This could be used to consider whether the constructs aligned with the form adopted.(8) For example, whether the constructs of function for an “INSIDE integrated” model align with an emergency medicine service or if the constructs of function for an “INSIDE parallel” or “OUTSIDE on site” model align with usual primary care services.

Each respective construct may influence the overall function of the service including: the demographic and morbidity profile of the local population; demand from patients with primary care type problems; staff recruitment needs; department level clinical leadership and culture; contractual and payment arrangements; and the skill-mix and personal interest of the general practitioners and other primary care health professionals. Staff may be deployed in more than one mode and constructs may also vary according to service pressures, time of day, staff availability and other influences. The taxonomy as applied to some case site examples is shown in Figure 3.
Figure 2: Conceptual model identifying constructs that influence the FUNCTION of primary care services in or alongside emergency departments

Emergency medicine service

Constructs that contribute to primary care staff adopting an emergency clinician role and the primary care service developing towards and integrating with the emergency medicine service include difficulties in recruiting emergency medicine clinicians and low
demand from patients with primary care type problems. Other factors include: primary care
clinicians with less experience in primary care and greater interests in emergency medicine;
employment by the NHS Hospital Trust; financial and contractual models that favour
emergency department service provision; encouragement by local leaders to follow Trust
protocols and governance systems; and the primary care service located in the same area
as emergency department clinicians with full access to hospital investigations and seeing
unselected patients.

The “INSIDE integrated” service represented in Figure 3 is a small rural hospital with
a lack of demand for patients with primary care problems and a recruitment need for
emergency department clinicians. General practitioners with an interest in emergency
medicine, keen to develop their skills, are employed by the NHS Trust. They work in the
same area as the emergency department clinicians seeing a full range of undifferentiated
patients with full access to acute diagnostics; no formal streaming process is in operation.
They are supported by the emergency department consultants and expected to follow the
emergency department guidelines and governance systems. Here, constructs of function
align with an emergency medicine service.
Figure 3: The taxonomy applied to case site examples

Primary care service

Constructs that encourage a primary care service include employment by a primary care provider and primary care guidelines, governance and clinical record (IT) systems.
Other factors include: a high demand from patients with primary care type problems; patients with primary care problems streamed directly to the primary care service; primary care clinicians working in a separate area within the emergency department with limited access to hospital investigations (or advised not to use); contractual and payment models that incentivise the delivery of a primary care service; and local leadership encouraging the practitioners to treat patients as they would in a primary care setting. An additional influence is from the primary care clinicians themselves being keen to maintain primary care roles.

The “INSIDE parallel” model represented in Figure 3 is in a large town. The primary care service was previously a separate distinct service across the road but has now been incorporated into a separate area within the emergency department. General practitioners are commissioned by a primary care provider, encouraged not to use acute investigations and maintain a primary care role. Patients with primary care problems are streamed to the service; there was reported to be high demand. Here, constructs of function align with a primary care service.

Variation across the integration spectrum

Some sites had a less consistent alignment of constructs of function with the service model form. For example, the “OUTSIDE on site” model represented in Figure 3 is in an urban area, 100 metres from the emergency department entrance. Primary care practitioners are employed by the NHS Trust and emergency department advanced nurse practitioners also staff the unit, following emergency department protocols and policy; there was not reported to be any specific emergency medicine or primary care recruitment
issues. Patients with primary care problems and some minor injuries are streamed from the emergency department; demand can fluctuate. Clinicians adopt a different approach to the out-of-hours primary care practitioners that work out in the same area, utilising emergency department acute investigations if needed. Here, constructs of function are spread across the spectrum of integration.

Stakeholder feedback

The taxonomy was iterated following discussions with the co-applicant groups from both studies in August and September 2018 (18 members from Cardiff, 17 from the University of the West of England) and with the teams’ steering committees in October 2018. It was presented, as applied to some case study sites, to 64 stakeholders (largely commissioners and multi-disciplinary service providers) at a further event in November 2018. Discussions with commissioners and service providers at this stakeholder event highlighted the complex adaptive (and evolving) interaction between primary care and emergency department services. Stakeholders reported that the taxonomy and integration spectrum was useful to identify whether constructs of function within their departments were consistent with the form of service provided and whether some constructs may be modifiable to enhance this alignment to achieve the intended aims. They envisaged that it could also support discussions about the longevity and sustainability of their current services and incremental benefit of changing the model.

Limitations

We recognise that while we have tried to capture the most common influences on function, other contextual factors (e.g. rurality, other local services) may also influence how models operate locally. We are not yet able to describe which constructs or combinations
of constructs have the strongest influence on function, and this may vary by location and context. We focussed on the UK where many services are in a state of change, making generalisation difficult. Further research is necessary to validate the taxonomy with additional sites and stakeholders and to determine whether the taxonomy is valid in other countries and healthcare systems.

A strength of this work is that the collaboration between two study teams meant that we could use multiple data sources to gain information about 62% of Type 1 emergency departments in England and Wales. Little information was available about the non-responders to assess response bias. However, there were similar application rates for capital bid funding in survey responders and non-responders suggesting a representative sample. Despite no formal consensus exercise, we had strong stakeholder participation including representatives from policy and commissioning groups, service leaders and providers, general practitioners and advanced nurse practitioners, public contributors and academic teams.

Summary

We used findings from a literature review, a national survey, staff interviews, other data sources and discussions with stakeholders to develop a taxonomy based on a conceptual spectrum of integration - identifying constructs that influence whether primary care service models in or alongside emergency departments function closer to an emergency medicine service or to usual primary care. We have also simplified the classification for the forms they adopt, INSIDE (integrated or parallel models) or OUTSIDE (on or off site) the emergency department, to provide a framework for further research and enable comparison of models and outcomes.
Consistency of terminology and classification of models in practice is essential for rigorous research to evaluate these service models for patient level health and experience outcomes, health economics, and wider system implications. Only then can the evidence base inform policy and national guidelines. The taxonomy will now be implemented in the two UK NIHR-funded studies, purposefully selecting study sites that exemplify the different model types, to evaluate their effectiveness and inform decision-making and future policy.(13,14)

Commissioners and service providers can consider these constructs when characterising and designing services, depending on the needs of the local population, and whether policy and clinical leads require a primary care or emergency medicine service.

3514 words

Acknowledgements

The authors would like to thank Nigel Pearson, Delyth Price and Rebecca Sherlock, all stakeholder conference participants, survey and interview respondents, and other members of the GPs in EDs study team (Pippa Anderson, Damon Berridge, Jeremy Dale, Liam Donaldson, Bridie Evans, Julie Hepburn, Barbara Harrington, Peter Hibbert, Alison Porter, Tim Rainer, Helen Snooks, Alun Watkins; also Steering Committee members: Steve Goodacre, Gill Lancaster, Richard Byng, Kirsty Challen, Ed Wilson, Shanaz Dorkenoo, Martin Rolph) and the GPED study team (Joy Adamson, Helen Baxter, Karen Bloo, Sean Cowlshaw, Tim Doran, Andy Gibson, Nils Gutacker, Dan Liu, Sarah Purdy, Chris Salisbury) for their contributions towards this publication.

Contributors
Authors were involved in conception and planning of the work that led to the manuscript (AC, ACS, FD, MC, TH, NS, SV, JB, AE) or acquisition, analysis and interpretation of the data (ME, KM, JB), or both. Authors have approved the final submitted version of the manuscript.

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**Disclaimer**

The views and opinions expressed herein are those of the authors and do not necessarily reflect those of the Health Services and Delivery Research Programme, the NIHR, NHS or the Department of Health.

**Competing interests**

JB is seconded part time to the post of National Clinical Director for Urgent Care at NHS England.
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Figure 1: The FORM of primary care service models in or alongside emergency departments

Key: ← Patient flow 🎈 Emergency medicine clinicians ⛔ Primary care clinicians

387x177mm (144 x 144 DPI)
Figure 2: Conceptual model identifying constructs that influence the FUNCTION of primary care services in or alongside emergency departments.

169x198mm (144 x 144 DPI)
Figure 3: The taxonomy applied to case site examples

Key:
- □ An "INSIDE integrated" model with constructs aligned with an emergency medicine service
- △ An "INSIDE parallel" model with constructs aligned with a primary care service
- ○ An "OUTSIDE on site" model with constructs spread across the integration spectrum

183x221mm (144 x 144 DPI)
GPs in Emergency Departments

We are conducting a national study to evaluate the clinical and cost effectiveness of using GPs in or alongside Emergency Departments. We aim to address the key policy questions of where and how the greatest value can be delivered by using GPs in the ED setting. The study is funded by NIHR’s Health Services and Delivery Research Programme.

We are inviting Clinical Directors of Type 1 EDs in England and Wales to complete this survey. We would like to hear from you whether or not there are GPs working at your ED. If you are the Clinical Director for more than one ED, please fill out a separate survey for each of your EDs.

The survey should take approximately 15 minutes to complete. We appreciate you taking the time to complete the survey and contributing to this research.

By completing this survey, I am consenting to take part in this study. I understand my data will be held securely and I have a right to withdraw from this study at any time. I understand that when this information is no longer required for this purpose, official Cardiff University procedure will be followed to dispose of my data. *Required

☐ I agree
☐ I disagree
Decline participation

You have indicated that you do not wish to complete this survey. If you have any further questions or comments about the study, please do not hesitate to contact the research team on GP-EDStudy@cardiff.ac.uk. Many thanks

☐ End survey now
Contact Details

Name of Emergency Department (ED)  * Required

Your name  * Required

Job title

Contact telephone number

Please enter a valid phone number.

E-mail address

Please enter a valid email address.
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<tr>
<td><strong>GP Out-of-Hours Service</strong></td>
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<tr>
<td>Do you currently have a GP Out-of-hours (OOH) service on your hospital site?</td>
<td><em>Required</em></td>
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<tr>
<td>☐</td>
<td>Yes</td>
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GP Out-of-Hours Service

Can ED staff (including receptionists, nurses, doctors) re-direct patients presenting to the emergency department to the GP OOH service? *[Required]

- Yes
- No
Redirecting patients from ED to GP Out-of-Hours

How do staff re-direct patients to the GP OOH service?

- Staff make a GP OOH appointment for the patient
- Staff give patients the telephone number of GP OOH to make an appointment themselves
- Staff direct patients to the GP OOH, where patients can walk in and make an appointment themselves
- Other

If you selected Other, please specify:
Selecting patients to be seen by GP OOH

Who selects patients to be re-directed to the GP Out-of-Hours service? *(Select all that apply)*

- ED Receptionist
- ED nurse
- ED doctor
- GP working in the ED
- GP working in GP Out-of-hours self-selects
- Primary care nurse working in GP Out-of-hours
- Paramedics select patients brought in by ambulance to be seen by GP OOH
- Other

If you selected Other, please specify:

When selecting patients, do they: *(select all that apply)*

- Use locally-developed inclusion / exclusion criteria
- Use a national tool e.g. Manchester triage system (please specify below)
- Use clinical judgement
- Other

If you selected Other, please specify:

If a national tool is used in selecting patients to be seen by GP OOH, please specify which one:
GP OOH - Patient volume

Approximately what proportion of patients presenting to the ED are re-directed to the GP Out-of-Hours service, during an average week?

- Less than 1%
- 2 - 4%
- 5 - 7%
- 8 - 10%
- 11 - 15%
- 16 - 20%
- More than 20%
- Don't know
GPs in ED

Do you currently have GPs working in any other way, within or alongside your Emergency Department?

We realise that GPs are being used in many different models - please select Yes if GPs are involved in delivering your acute care service in any way, apart from in GP OOH services.

☐ Yes
☐ No
**EDs without a GP service**

Have you ever had GPs working in or alongside your ED in the past?  *Required*

- [ ] Yes
- [ ] No
Previous GP service - Timing

If your ED has previously used GPs on multiple occasions in different ways, please answer these next questions about the most recent time GPs were used

When did they start? (If exact dates not known, please give an estimate)

Dates need to be in the format 'DD/MM/YYYY', for example 27/03/1980.

(DD/MM/YYYY)

When did they stop? (If exact dates not known, please give an estimate)

Dates need to be in the format 'DD/MM/YYYY', for example 27/03/1980.

(DD/MM/YYYY)

Don't know

☐ I don't know when the GP service was running
Previous GP service - Location

Where were the GPs working? (please select one)

- Within the ED alongside ED clinicians
- Within the ED but as a separate unit
- Adjacent to the ED but common entrance
- Adjacent to the ED but separate entrance
- On hospital site but separate from the ED
- Don't know
- Other

If you selected Other, please specify:

[Box for specifying]
Previous GP Service - Model

Which patients did the GPs see? (select all that apply)

- Patients with primary care problems (cases that would frequently present to general practice, that all GPs would feel confident in treating)
- Low acuity patients that may have included minor trauma
- Only specific patient groups e.g. paediatrics, frail elderly
- Undifferentiated patients that presented to ED (i.e. the same case mix as ED clinicians)
- Patients at the ED front-door, directing them to the most appropriate healthcare provider e.g. into the ED, back to their own GP, pharmacist, optician, dentist etc
- Patients at the ED front-door, directing them to the most appropriate area or clinician within the ED
- Don't know
- Other

If you selected Other, please specify:

[Blank space]
Previous GP service - Funding

Which option best describes **provision** and **funding** of the GP service that used to be in place? *(please select one)*

- The hospital trust provided the service
- A private company provided the service, paid for by the CCG or Health Board
- A local GP group provided the service, paid for by the CCG or Health Board
- The same company as provided the local Out-of-Hours service provided the GP in ED service, paid for by the CCG or Health Board
- Don't know
- Other

If you selected Other, please specify, including who paid for the service:


Plans for a GP service

Are there any plans to implement a new model of using GPs in or alongside your ED within the next 12 months? *

Required

- Yes
- No
Planned GP service

When are you planning to implement the new GP service?

- Within the next 3 months
- Within the next 6 months
- Within the next 9 months
- Within the next 12 months

Is your ED making a 2017 capital bid following the chancellor’s budget announcement in March?

- Yes
- No
Planned GP Service - Location

Where will the GPs work? (please select one)

- Within the ED alongside ED clinicians
- Within the ED but in a separate unit
- Adjacent to the ED but common entrance
- Adjacent to the ED but separate entrance
- On hospital site but separate from the ED
- Don't know
- Other

If you selected Other, please specify:

[Text box for Other input]
Planned GP Service - Hours

What **hours** will GPs work in or alongside your ED? *(select all that apply)*

<table>
<thead>
<tr>
<th></th>
<th>Daytimes</th>
<th>Evenings</th>
<th>Nights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Weekends</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
Planned GP Service - Primary care workforce

What **sort of primary care clinicians** will be used within or alongside the ED? *(select all that apply)*

- Salaried GPs (fixed shifts per week)
- Sessional/locum GPs (ad-hoc shifts)
- Advanced nurse practitioners (fixed shifts)
- Advanced nurse practitioners (ad-hoc shifts)
- Other nurses (fixed shifts)
- Other nurses (ad-hoc shifts)
- Don't know
- Other

If you selected Other, please specify:

[Blank space]
Planned GP Service - Model

Which patients will the GPs see? *(select all that apply)*

- □ Patients with primary care problems (cases that would frequently present to a general practice, that all GPs would feel confident in treating)
- □ Low acuity patients that may include minor trauma
- □ Only specific patient groups e.g. paediatrics, frail elderly
- □ Undifferentiated patients that present to ED (i.e. the same case mix as ED clinicians)
- □ Patients at the ED front-door, directing them to the most appropriate healthcare provider e.g. into the ED, back to their own GP, pharmacist, optician, dentist etc.
- □ Patients at the ED front-door, directing them to the most appropriate area or clinician within the ED
- □ Don't know
- □ Other

If you selected Other, please specify:
Planned GP Service - Funding

Which option best describes provision and funding of the planned GP service? (please select one)

☐ The hospital trust will provide the service
☐ A private company will provide the service, paid for by the CCG or Health Board
☐ A local GP group will provide the service, paid for by the CCG or Health Board
☐ The same company as provides the local Out-of-Hours service will provide the service, paid for by the CCG or Health Board
☐ Don't know
☐ Other

If you selected Other, please specify, including who will pay for the service:
Setting up a GP service

What are the **barriers** to setting up a GP service in your ED? *(select all that apply)*

- Lack of funding
- Difficulty sourcing primary care staff
- Difficulty sourcing facilities
- Not perceived as beneficial
- Governance issues (quality improvement, accountability)
- Training concerns
- Other

If you selected Other, please specify:

What would better **enable** your ED to set up a GP service?
## Marker Conditions

Can you think of any examples of presenting complaints or conditions which may be **managed better** by GPs compared to traditional ED staff?

<table>
<thead>
<tr>
<th>More info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
</tr>
<tr>
<td>3.</td>
</tr>
</tbody>
</table>

Can you think of any examples of presenting complaints or conditions which may be **managed less well** by GPs compared to traditional ED staff?

<table>
<thead>
<tr>
<th>More info</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
</tr>
<tr>
<td>2.</td>
</tr>
<tr>
<td>3.</td>
</tr>
</tbody>
</table>
Patient volume

Approximately how many patients presented to your Emergency Department in the last 12 months?

[Blank Box]
## Aims of GP Service

What were the **aims** of introducing GPs in or alongside your ED? *(Select all that apply)*

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reduce ED patient volume</td>
</tr>
<tr>
<td>2</td>
<td>Reduce ED waiting times</td>
</tr>
<tr>
<td>3</td>
<td>Reduce hospital admissions</td>
</tr>
<tr>
<td>4</td>
<td>Better use of available ED resources</td>
</tr>
<tr>
<td>5</td>
<td>Improve patient experience</td>
</tr>
<tr>
<td>6</td>
<td>Improve quality of care given to certain types of cases / patients</td>
</tr>
<tr>
<td>7</td>
<td>To ‘educate’ patients by sending them to the right place</td>
</tr>
<tr>
<td>8</td>
<td>Cost saving</td>
</tr>
<tr>
<td>9</td>
<td>National (or other) directive</td>
</tr>
<tr>
<td>10</td>
<td>I don’t know what the aims were</td>
</tr>
<tr>
<td>11</td>
<td>Other</td>
</tr>
</tbody>
</table>

If you selected Other, please specify:

...
### Aims of GP Service

Does the GP service achieve these aims **in practice?** *(only answer for those aims selected in the previous question)*

Please don't select more than 1 answer(s) per row.

<table>
<thead>
<tr>
<th></th>
<th>All of the time</th>
<th>Most of the time</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Don't know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce ED patient volume</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
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<tr>
<td>Cost saving</td>
<td></td>
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<td></td>
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<td></td>
</tr>
</tbody>
</table>

Can you suggest any reasons why the aims were, or were not met?

[Free text box]
Setting up your GP service

Approximately when did GPs **first start** working in or alongside your ED?

Dates need to be in the format 'DD/MM/YYYY', for example 27/03/1980.

(dd/mm/yyyy)

What factors do you think **enabled** setting up of the GP service?

Were there any **barriers** to setting up in the GP service? If so, what were they?
Changes to your GP service

Have any changes been made to the model since it was first introduced?

- Yes
- No
- Don't know

If Yes, when and how?

Are there any plans to implement a new model of using GPs in or alongside your ED within the next 12 months?

- No
- Yes, within 3 months
- Yes, within 6 months
- Yes, within 12 months

If Yes, what changes are planned? (Please specify)

Is your ED making a 2017 capital bid following the chancellor's budget announcement in March?

- Yes
- No
Current GP Service - Location

Where do the GPs work? (Please select one)

- Within the ED alongside ED clinicians
- Within the ED but in a separate unit
- Adjacent to the ED but common entrance
- Adjacent to the ED but separate entrance
- On hospital site but separate from the ED
- Other

If you selected Other, please specify:
# Current GP Service - Hours

What **hours** do GPs work in or alongside your ED? *(Select all that apply)*

<table>
<thead>
<tr>
<th></th>
<th>Daytimes</th>
<th>Evenings</th>
<th>Nights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Weekends</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

In an average week, what is the **total aggregate time** GPs spend working in or alongside your ED?

- Less than 9 hours
- 9 - 16 hours
- 17 - 24 hours
- 25 - 32 hours
- 33 - 40 hours
- 41 - 48 hours
- 49 - 56 hours
- 57 - 64 hours
- 65 - 72 hours
- 73 - 80 hours
- More than 80 hours
- Don't know
Current GP Service - Primary care workforce

Approximately how many GPs work within or alongside your ED each week?

- 1 - 3
- 4 - 6
- 7 - 9
- 10 - 12
- 13 - 15
- More than 15
- Don't know

Approximately how many GPs work two or more shifts each week?

- 1 - 3
- 4 - 6
- 7 - 9
- 10 - 12
- 13 - 15
- More than 15
- Don't know

What sort of primary care clinicians are used within or alongside the ED? (Select all that apply)

- Salaried GPs (fixed shifts per week)
- Sessional/locum GPs (ad-hoc shifts)
- Advanced nurse practitioners (fixed shifts)
- Advanced nurse practitioners (ad-hoc shifts)
- Other nurses (fixed shifts)
- Other nurses (ad-hoc shifts)
- Other

If you selected Other, please specify:

[Blank space for input]
Current GP Service - Model

Which patients do the GPs see? (Select all that apply)

- Patients with primary care problems (cases that would frequently present to a general practice, that all GPs would feel confident in treating)
- Low acuity patients that may include minor trauma
- Only specific patient groups e.g. paediatrics, frail elderly
- Undifferentiated patients that present to ED (i.e. the same case mix as ED clinicians)
- Patients at the ED front-door, directing them to the most appropriate healthcare provider e.g. into the ED, back to their own GP, pharmacist, optician, dentist etc.
- Patients at the ED front-door, directing them to the most appropriate area or clinician within the ED
- Other

If you selected Other, please specify:
Current GP Service - Selecting patients to be seen by a GP

Who selects patients to be seen by a GP? *(Select all that apply)*

- Patient self-refers, no triage system in place
- Receptionist
- ED nurse
- ED doctor
- GP self-selects
- Primary care nurse
- Telephone triage primary care service make appointment
- Paramedics select patients brought in by ambulance to the GP
- Other

If you selected Other, please specify:

When selecting patients, do they? *(Select all that apply)*

- Use locally-developed inclusion / exclusion criteria
- Use a national tool e.g. Manchester triage system (please specify below)
- Use clinical judgement
- Other

If you selected Other, please specify:

If a national tool is used in selecting patients to be seen by a GP, please specify which one:
### Current GP Service - Patient volume

Approximately how many patients **presented to your Emergency Department in the last 12 months?**

- [ ]

Approximately what **percentage of all patients** presenting to your ED are **seen by GPs or other primary care staff** (e.g. nurses)?

- [ ]

Don't know

- [ ] I don't know what proportion of patients are seen by primary care staff
Current GP Service - GPs access to investigations

Which investigations do the GPs have access to? (select all that apply)

- Blood tests
- Other laboratory tests such as microscopy and culture
- ECGs
- Plain X-rays
- Other imaging including CT, MRI, ultrasound, contrast studies
- Near patient testing e.g. point of care CRP
- None of the above
Marker Conditions

Can you think of any examples of presenting complaints or conditions which may be managed better by GPs compared to traditional ED staff?

1. 
2. 
3. 

Can you think of any examples of presenting complaints or conditions which may be managed less well by GPs compared to traditional ED staff?

1. 
2. 
3. 
Current GP Service - Funding

Which option best describes provision and funding of the GP service? (Please select one)

- The hospital trust provides the service
- A private company provides the service, paid for by the CCG or Health Board
- A local GP group provides the service, paid for by the CCG or Health Board
- The same company as provides the local Out-of-Hours service provides the GP in ED service, paid for by the CCG or Health Board
- Don't know
- Other

If you selected Other, please specify, including who paid for the service:

[Blank space for input]

https://mc.manuscriptcentral.com/emj
Current GP Service - Training and Governance

Which organisation has responsibility for **induction and training** for the GPs operating within or alongside the ED? *(Please select one)*

- The hospital
- The primary care provider organisation
- An organisation that is a legal entity established for the purpose
- Shared responsibility between the hospital and primary care provider organisation
- Don't know
- Other

If you selected Other, please specify:

Which organisation has responsibility for **clinical audit and governance** for GPs operating within or alongside the ED? *(Please select one)*

- The hospital
- The primary care provider organisation
- An organisation that is a legal entity established for the purpose
- Split accountability and governance arrangements between the hospital and primary care provider organisation
- Don't know
- Other

If you selected Other, please specify:
Co-located GP Services

If you have a co-located GP service and could not answer all of the questions about their service, please provide the name of the GP Provider so that we can contact them for further information.

[Blank field]

Contact name  Optional

[Blank field]

Job title

[Blank field]

Address

[Blank field]

Telephone number

Please enter a valid phone number.

[Blank field]

E-mail address

Please enter a valid email address.

[Blank field]
End of Survey

Thank you for taking the time to complete this survey.

We may get in touch to clarify any information if needed.

Any further comments are welcome
Thank you

Your contribution to this research is greatly appreciated
Key informant interview questions

<table>
<thead>
<tr>
<th>Hospital:</th>
<th>Clinical Director:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey respondent:</td>
<td>Telephone contact:</td>
</tr>
</tbody>
</table>

**GP-ED Model:** Outside on site  
**Date GPs started working in the department:**

**Reason for selection:**

### 1. Department level – Demand/Flow

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>In the survey you say that you have GPs working in a separate area next to the ED with a separate entrance, is that right?</td>
</tr>
<tr>
<td>How is the place where the GPs work labelled? Is it labelled as an urgent care centre? It is known by the public that there are GPs working there?</td>
</tr>
<tr>
<td>So an ED nurse selects patients to be seen by a GP using locally developed inclusion criteria, can you explain more about how that works?</td>
</tr>
<tr>
<td>Is there a triage system or streaming system whereby the nurse can stream the patient to a GP or another member of staff? What are the options? Can you explain how the streaming works?</td>
</tr>
<tr>
<td>And there is a telephone triage where primary care service can make an appointment, can you explain how that works to me?</td>
</tr>
<tr>
<td>And patients can walk in and be seen?</td>
</tr>
<tr>
<td>So patients who need urgent care could be seen by a GP, ANP, ENP or Paramedic ACP, is that right?</td>
</tr>
<tr>
<td>How does having GPs in your department affect the flow of patients in the ED?</td>
</tr>
<tr>
<td>Is there any exchange of patients from the GP area to the ED area and vice versa?</td>
</tr>
<tr>
<td>You mentioned a home visiting service provided by advance care paramedics, can you explain more about how that works?</td>
</tr>
<tr>
<td>The literature suggests that when people know that there are GPs working in the ED they are more likely to go to the ED and so there is a provider induced demand.</td>
</tr>
<tr>
<td>We think that provider induced demand might occur more where there are separate areas where it is known that GPs work from as opposed to EDs where the GPs are embedded into the ED. Do you think that happens here?</td>
</tr>
<tr>
<td>In the survey you say that there is also a GP out of hours service located at the hospital, is this a separate service to the GP service next to the ED (or the same)?</td>
</tr>
<tr>
<td>Were they previously separate and have now merged?</td>
</tr>
<tr>
<td>You mentioned in the survey something about the contract for OOH being renewed to include a 24/7 GP presence, 24 hour walk in and adjacent to the ED. Can you explain more about that?</td>
</tr>
</tbody>
</table>
2. Department level - Meeting the aim of GP service

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>The literature suggests that GPs might admit less patients and do less investigations for some patients than a junior doctor for example. We have also found this talking to some other departments?</td>
</tr>
<tr>
<td>• Are the GPs able to admit patients?</td>
</tr>
<tr>
<td>• Why do you think that having GPs has not reduced hospital admissions in your department?</td>
</tr>
<tr>
<td>• You also said that most of the time there are improvements in quality of care given to certain types of cases</td>
</tr>
<tr>
<td>• You said that the GP service enables better use of available ED resources. Can you explain more about this?</td>
</tr>
<tr>
<td>• You also said that the GP service is never cost saving, why is this?</td>
</tr>
</tbody>
</table>

3. Department level - Changes in the service

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>So you said a change of contract helped with setting up the service. So the contract is now held by the acute trust</td>
</tr>
<tr>
<td>• What were the previous arrangements - previously contracts held separately for OOH and walk in by pseudo private and private providers</td>
</tr>
<tr>
<td>• You have said that your ED is making a capital bid, what does that involve?</td>
</tr>
</tbody>
</table>

4. Practitioner level questions

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>You say that in addition to primary care and low acuity type patients</td>
</tr>
<tr>
<td>• We notice that GPs have access to mainly tests that can be accessed in primary care and can order x-rays. Do patients who need X-rays remain in the urgent care centre or are they passed over to the ED?</td>
</tr>
<tr>
<td>• Another hospital has told us that the biggest advantages of having GPs working in the ED and not close by is the exchange of patients and that GPs and ED clinicians have the opportunity to seek advice from each other? Does this happen in your department?</td>
</tr>
<tr>
<td>• Are there any learning experiences for GPs and ED doctors from working in a department with an urgent care centre next to it?</td>
</tr>
<tr>
<td>• We know from what other hospitals have said that there are problems recruiting GPs with the appropriate skillset to work in the ED.</td>
</tr>
<tr>
<td>• Do the GPs working in the department there need to have a different skillset from GPs that might work in a local surgery? Might they see more, minor injuries or sicker patients?</td>
</tr>
<tr>
<td>• Do your junior doctors in the ED get to see patients with primary care problems?</td>
</tr>
<tr>
<td>• Do you think they get to see enough of these patients?</td>
</tr>
<tr>
<td>• Have there been any issues with recruiting and staffing with GPs? We know in some areas it has been difficult to recruit GPs to work in the ED and sometimes a specific skillset is needed which can be difficult to meet.</td>
</tr>
</tbody>
</table>
5. Patient safety

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Do you think there are any positive or negative safety implications related with having GPs working in the ED?</td>
</tr>
<tr>
<td>• Some hospitals have reported rare cases of missed diagnoses from GPs seeing patients in the emergency department - are you aware of any such events? Were any changes made as a result to minimise future events?</td>
</tr>
<tr>
<td>• The literature suggests that having GPs working in the ED mean that the ED doctors can see more seriously unwell patients quicker, is that the case here?</td>
</tr>
</tbody>
</table>

6. Wider system level

<table>
<thead>
<tr>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Do you think that having GPs in the ED produces local competition for local jobs?</td>
</tr>
<tr>
<td>• If yes, then does that then make it difficult to for primary care to manage the demand in their service?</td>
</tr>
<tr>
<td>• Do you have any types of patients that visit the ED with primary care problems that might have problems accessing traditional primary care? For example, tourists, migrants, vulnerable groups</td>
</tr>
</tbody>
</table>
GPED Interview Guide

ED context:
• How many new adult patients does your ED see each year?
• How many new paediatric patients does your ED see each year?

What model of working with GPs/primary care operates in your ED currently (if any)?

Tell us about any GPED model you are planning to implement:
Can you tell us the background to that decision?
• What are you hoping to achieve
• What discussions took place
• What options were considered
• What major factors impacted on decision making

How is it different from the model you have in place now (is it clearly distinct)?
• Structural requirements for proposed model
• Organisational requirements for proposed model
• How will changes (if any) be achieved
• Timetable for change (date)

Do you think this model makes sense/is the right thing for your department?

Do you think staff value the proposed model of service provision?

What do you think the impact will be to your department on:
• Performance (4 hours, hospital admission rate)
• Staff (which staff in particular, in what ways)
• Division of labour
• Interaction between different professional groups
• Resources
• Consultations with patients

Will staff require additional training before implementation?
• Which staff and what training in planned/available

How will you judge the success/impact of the new mode of service delivery?
• What data might be available for research purposes
• Mechanism for staff feedback about the intervention

What are your thoughts on the decision to fund these models of service delivery?
• Does the idea of GPs in ED make sense in general

Any other comments to add about GPED?
Data sources for information about Type 1 emergency departments and associated primary care services in England and Wales in 2017-18

- **Survey responses**
  - England: 77/171 invitations
  - Wales: 6/13 invitations

- **Information from additional data sources (Staff interviews, NHS England, NHS Improvement etc)**
  - England: 41 (5 additional sites)
  - Wales: 0

- **Total information on Type 1 Emergency Departments**
  - England and Wales: 118/189 sites (62%)
Survey response results for primary care service provision in or alongside emergency departments in England and Wales in 2017-18

<table>
<thead>
<tr>
<th>Out-of-hours (OOH) service on the hospital site</th>
<th>n= 65/77, 84%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associated with the emergency department</td>
<td>n= 53/77, 69%</td>
</tr>
<tr>
<td>• working alongside emergency clinicians in one service</td>
<td>n=21/53, 40%</td>
</tr>
<tr>
<td>• adjacent to the department</td>
<td>n=13/53, 24%</td>
</tr>
<tr>
<td>• within the department but in a separate unit</td>
<td>n=12/53, 23%</td>
</tr>
<tr>
<td>• other or combination of models</td>
<td>n=7/53, 13%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient groups seen by primary care services associated with emergency departments</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• primary care problems</td>
<td>n=48/53, 91%</td>
</tr>
<tr>
<td>• low acuity problems including minor trauma</td>
<td>n=26/53, 49%</td>
</tr>
<tr>
<td>• redirecting patients out of the department</td>
<td>n=9/53, 17%</td>
</tr>
<tr>
<td>• undifferentiated patients, same case mix as emergency clinicians</td>
<td>n=6/53, 12%</td>
</tr>
<tr>
<td>Constructs</td>
<td>Options</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td><strong>1. Location</strong></td>
<td></td>
</tr>
<tr>
<td>Where the GP service is located in relation to the ED</td>
<td>Adjacent</td>
</tr>
<tr>
<td></td>
<td>Co-located</td>
</tr>
<tr>
<td></td>
<td>Embedded</td>
</tr>
<tr>
<td></td>
<td>Integrated</td>
</tr>
<tr>
<td><strong>2. Redirection</strong></td>
<td></td>
</tr>
<tr>
<td>Appropriate patients are redirected out of the ED</td>
<td>Signposted</td>
</tr>
<tr>
<td></td>
<td>Appointment made</td>
</tr>
<tr>
<td></td>
<td>No appointment made</td>
</tr>
<tr>
<td><strong>Staff member redirecting</strong></td>
<td>Receptionist</td>
</tr>
<tr>
<td></td>
<td>ED nurse</td>
</tr>
<tr>
<td></td>
<td>ED nurse practitioner</td>
</tr>
<tr>
<td></td>
<td>ED clinician</td>
</tr>
<tr>
<td></td>
<td>GP</td>
</tr>
<tr>
<td></td>
<td>Primary care nurse practitioner</td>
</tr>
<tr>
<td></td>
<td>Primary care nurses</td>
</tr>
<tr>
<td><strong>3. Streaming</strong></td>
<td></td>
</tr>
<tr>
<td>Patients are directed into the ED to the most appropriate healthcare provider</td>
<td>Emergency department</td>
</tr>
<tr>
<td></td>
<td>Primary care</td>
</tr>
<tr>
<td></td>
<td>Minor injuries</td>
</tr>
<tr>
<td></td>
<td>See and treat</td>
</tr>
<tr>
<td></td>
<td>No streaming system</td>
</tr>
</tbody>
</table>
### Supplementary data 1: Glossary of terms presented at the first stakeholder conference

<table>
<thead>
<tr>
<th><strong>Staff member streaming</strong></th>
<th>Receptionist</th>
<th>No clinical training</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED nurse</td>
<td>ED staff nurse</td>
<td></td>
</tr>
<tr>
<td>ED nurse practitioner</td>
<td>To include emergency and advanced nurse practitioners</td>
<td></td>
</tr>
<tr>
<td>ED clinician</td>
<td>To include ED consultants, staff grade and doctors in training</td>
<td></td>
</tr>
<tr>
<td>GP</td>
<td>To include salaried and locum GPs</td>
<td></td>
</tr>
<tr>
<td>Primary care nurse practitioner</td>
<td>To include primary care and out-of-hours nurse practitioners</td>
<td></td>
</tr>
<tr>
<td>Primary care nurse</td>
<td>Primary care practice and out-of-hours nurse</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Streaming/ triage guidance</strong></th>
<th>Manchester triage system</th>
<th>A validated and widely used triage system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Locally developed criteria</td>
<td>Locally developed or adapted criteria</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>Alternative guidance</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>4. GP role</strong></th>
<th>The role the GP is expected to adopt in the ED setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Traditional GP role</td>
<td>Managing patients using the same approach taken in the primary care setting – minimal use of acute investigations</td>
</tr>
<tr>
<td>Extended GP role</td>
<td>The GP takes on additional tasks, which might not be part of routine general practice (e.g. seeing patients with minor injuries) or focusses on specific groups of patients in the ED (e.g. paediatrics, frail elderly)</td>
</tr>
<tr>
<td>Gatekeeper role</td>
<td>Redirecting appropriate primary care type patients back into the community for treatment</td>
</tr>
<tr>
<td>ED clinician role</td>
<td>The GP acts as ‘another pair of hands’ as another ED clinician</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Patients seen by the GP</strong></th>
<th>Primary care type problems</th>
<th>A complaint that the average GP in the average GP surgery would be able to manage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-urgent problems</td>
<td>Non-urgent problems including minor injury</td>
<td></td>
</tr>
<tr>
<td>Special patient groups</td>
<td>Special groups of patients i.e. paediatrics, frail elderly</td>
<td></td>
</tr>
<tr>
<td>Undifferentiated patients</td>
<td>Same case mix as ED clinicians</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>GP access to investigations</strong></th>
<th>GP tests only</th>
<th>Investigations found in the average GP surgery i.e. urine dipstix, ECG</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>GP tests and plain X rays</td>
<td>GP tests and plain X rays</td>
</tr>
<tr>
<td></td>
<td>Hospital tests</td>
<td>Acute blood tests and radiology i.e. Plain X rays and CT scans</td>
</tr>
</tbody>
</table>

https://mc.manuscriptcentral.com/emj
### Supplementary data 1: Glossary of terms presented at the first stakeholder conference

<table>
<thead>
<tr>
<th>5. GP service provision</th>
<th>Hospital</th>
<th>The hospital is providing the GP service, directly employs GPs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Private GP provider</td>
<td>A private company provides the GP service</td>
</tr>
<tr>
<td></td>
<td>Local GP group</td>
<td>A local GP group provides the GP service</td>
</tr>
<tr>
<td>Clinicians employed</td>
<td>GPs</td>
<td>To include salaried and locum GPs</td>
</tr>
<tr>
<td></td>
<td>Primary care nurse practitioners</td>
<td>To include primary care and out-of-hours nurse practitioners</td>
</tr>
<tr>
<td></td>
<td>Primary care nurses</td>
<td>Primary care practice and out-of-hours nurses</td>
</tr>
<tr>
<td>Employment basis</td>
<td>Fixed shifts</td>
<td>Staff who have a set number of hours/shifts on a regular basis</td>
</tr>
<tr>
<td></td>
<td>Ad hoc shifts</td>
<td>Staff cover shifts based on the needs of the department</td>
</tr>
<tr>
<td>Service coverage</td>
<td>7 days a week</td>
<td>Usual GP service coverage per week (actual coverage rather than planned)</td>
</tr>
<tr>
<td></td>
<td>5-6 days a week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3-4 days a week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1-2 days a week</td>
<td></td>
</tr>
<tr>
<td>Shift pattern</td>
<td>Day shift</td>
<td>Usual shift pattern covered (can select multiple options)</td>
</tr>
<tr>
<td></td>
<td>Evening shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Night shift</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weekends</td>
<td></td>
</tr>
<tr>
<td>Percentage patients presenting to the ED seen by GPs</td>
<td>&lt;5%</td>
<td>Approximate number of patients presenting to the ED seen by the GP service annually</td>
</tr>
<tr>
<td></td>
<td>6-10%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>11-30%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>&gt;31%</td>
<td></td>
</tr>
</tbody>
</table>
Supplementary data 1: Glossary of terms presented at the first stakeholder conference

<table>
<thead>
<tr>
<th>6. Hospital demographics</th>
<th>Volume of patients attending the ED annually</th>
<th>Less than 50,000</th>
<th>51,000-100,000</th>
<th>101,000-150,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geographical description</td>
<td>Rural</td>
<td>Located outside large towns and cities</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Urban</td>
<td>Located in a large town or city</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teaching hospital</td>
<td>Teaching</td>
<td>Affiliated with a medical school and has students</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Non-teaching</td>
<td>Not affiliated with a medical school and has no students</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Key:
- GP: General Practitioner
- ED: Emergency Department
- GP OOH: GP out-of-hours service