



Pinnacle Health

January - February 2023

Practice Plus provides telehealth (both video and phone) consultations to provide episodic after hours care for patients, placed as an extension to General Practice. If practices are lacking capacity, they have a trusted partner to refer patients through. This Report shows activity following on from our Summer Report.

This report covers the period from 8th January 2023 – 28th February 2023 (50 days)



Practice Plus reviewed **188 patients** presenting from **35 different General Practices**, resolving 97% of consultations, with no further GP or emergency management required.

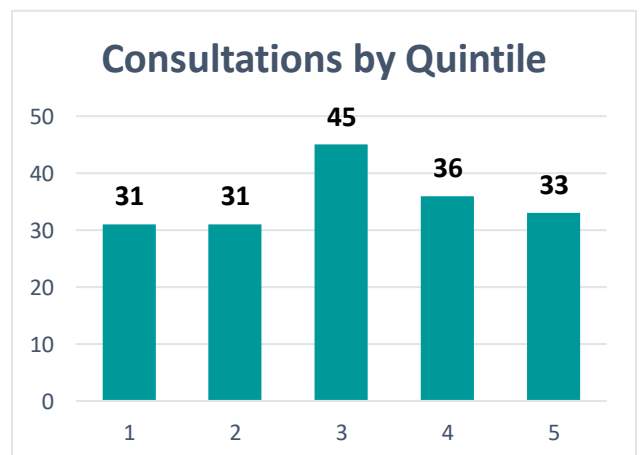
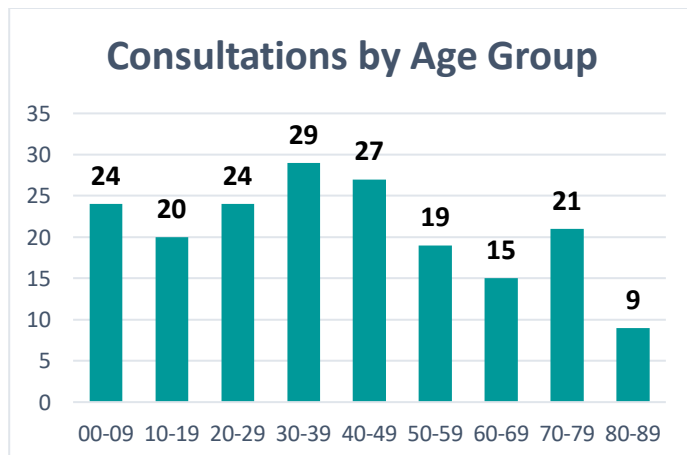


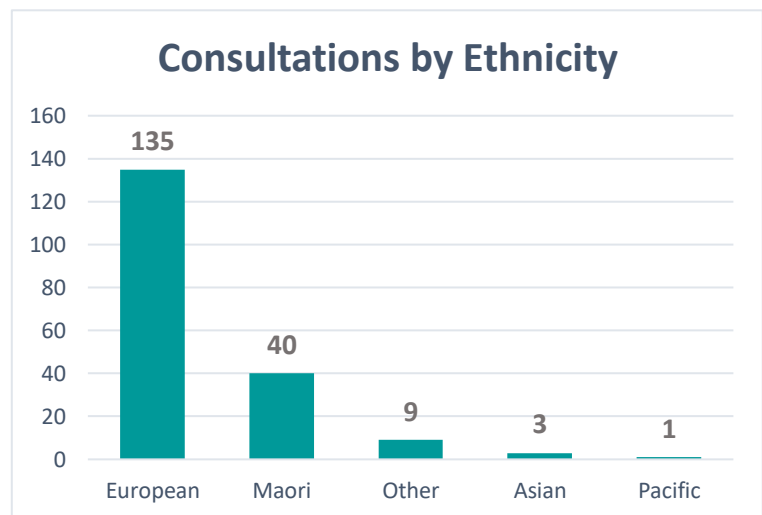
Feedback from Pinnacle Patient

“Was really informative and really listened to what I had to say. Eased my worry and was friendly!”



Patient Demographics

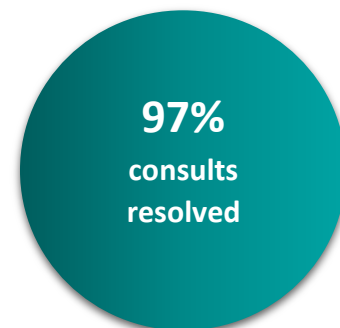




Appointment Outcomes

Each consultation the clinician will record whether the consultations was considered relatively 'resolved' (e.g., treatment/advice given, only follow up if symptoms do not resolve).

Outcomes	% of consults
Resolved within Telehealth Consult	97%
Referral to GP	1%
Urgent/ED Referral	1%



Patient Experience

Each consultation the patient has an opportunity to give a rating out of 5 stars and leave a comment

14 Pinnacle patients left a rating and/or comment; with an average star rating of 4.6

Some Pinnacle patient specific feedback:

- *“Really really good, doctor was well qualified managed to get a consultation within 1 hour. Price was reasonable for after hours service.”*
- *“So thorough, and really informative!”*
- *“Was really informative and really listened to what I had to say. Eased my worry and was friendly!”*

Thank You

From the Practice Plus Team – thank you for all your support so far in 2023. Please contact us at support@practiceplus.nz if any questions, concerns or would like

Next Steps

- The 1 Year Reflections Publication is being sent to every on-boarded practice, along with their specific utilisation data, and offering of training and additional marketing material.
- **Practice Plus is now able to offer in-hours virtual locum support for dedicated practices, where capacity is low due to staff sickness, or planned/un-planned leave – if any of your practices require this support please contact us at support@practiceplus.nz**

