

oneAdvanced

CASE STUDY

# Chadsfield Medical Practice

Facilitating efficient workflows with GP Document Workflow to reduce administration, reception and GP workloads.



Chadsfield Medical  
Practice



**Client**

Chadsfield Medical Practice, Stockport

**Industry**

Health

**Project**

Facilitating efficient workflows with GP Document Workflow to reduce administration, reception and GP workloads.

## Introduction

Discover how the award-winning medical teaching practice, Chadsfield Medical Practice in Romilly, Stockport has been using our GP Document Workflow (previously known as Docman10X) as an effective workflow solution to better serve their seven thousand patients.



## About Chadsfield Medical Practice

The practice has a broad team offering comprehensive care made up of thirteen clinical staff who collaborate with a team of fourteen support staff. The practice is well established and fortunate to have several staff enjoying longstanding careers within the practice, some of which span 15 to 20 years. Chadsfield is also a training practice for medical students from Manchester University, providing them with the opportunity to learn and become the GPs of the future.





## Chadsfield's OneAdvanced experience

Chadsfield were using a basic document management system as an administration facility before moving to Docman10. This meant the GP's would unfortunately see every piece of paper first, which would then go back to the admin team for coding and scanning. This was not only time consuming for the administrators but also for the GPs.

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"But since Docman10 came in everything changed because it facilitates workflow so well" Julie Johnson, Workflow and Coding Lead, Chadsfield Medical Practice."

The practice now has a one pass system in place where everything goes through GP Document Workflow, allowing the administration team to address everything straight away. With a collaboration between Julie, a Partner GP, and the Practice Manager, together they created a robust protocol which was approved by the medical defence union. This means they can keep on reviewing and keep the workflow going. This ensures the workflow team can continue the quality that they are delivering, as well as, keeping a lot of the paperwork away from the GPs. Only directing to the teams as they need it, rather than everything going through the GPs.



# About GP Document Workflow

GP Document Workflow, or Docman10X as it was previously known, enables GP Practices to receive documents in various formats, from numerous care providers. Allowing practices to process, share and store digital documents effectively and securely.

## **Our software supports over 6900 GP practices in England, Wales, and Scotland.**

Julie Told us that using GP Document Workflow has drastically reduced the GPs workload and reception workload as well, but because it is so multi-layered it allows them to update, QOF, helps with CQC audits and reporting. In a comparison between years 2019 to 2022, the practice has reduced the number of tasks sent to reception by about 114 a month.

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“Of the 3386 documents that came through GP Document Workflow only 27% went to the GP. That is a reduction of 73% just in one month. It is then giving them more time for appointments and obviously not bogging them down with routine letters.”



Practices typically have an individual way of setting up their workflows according to their needs which leads to novel and innovative ways of working. Chadsfield have set up a Quality Assurance Box (QA Box) as part of their workflow processes. This is to check the workflow and admin teams are correctly reviewing and workflowing documents that do not get directed to GPs. The process gives both the workflow, admin teams and the GPs the confidence that processes are followed and adapted when needed.

### **Practice objectives when adopting GP Document Workflow**

We asked Julie what the practice's objectives were when adopting GP Document Workflow.

The main objectives were; to reduce workload, make everything uniform, easy to use, and to be set up according to a specific job role. These and other objectives have been achieved, alongside allowing the workflow team to be more cohesive and most importantly allow GPs to focus on patient care, not administration.

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“It helps us to work the way we can and allows us then to focus on the patient care, rather than the paperwork and all the lovely trimmings that go with the increased demand through emails and electronic letters, and we can deal with them all the same.”



## What next?

We asked Julie if they had any plans to look at any other OneAdvanced solutions. This was her reply.

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“I am looking forward to seeing AI technology coming into the current system that we’ve got and would love to see those changes and learning about them.”





## Powering the world of work

GP Document Workflow, formerly Docman10X, is our document workflow solution for GP Practices, that enables practices to receive, process and share digital documents securely, in various formats, from numerous care providers. Some practices receive and manage up to six hundred clinical documents a day. The workflow processes can be set up according to the practices needs, meaning GPs workload is reduced allowing them more time for patients.

Get in touch



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