



GIG
CYMRU
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Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

DHCW Workshop

Practice Managers Conference

13th November 2025

DHCW Introductions

Phil Samuel GMS Service Owner

Leanne Jones Lead Delivery Manager

Jason Gardiner Project Support Officer

Niren Basu Lead User Researcher

Kobi Emmanuella-King Lead User Researcher

P3F Waiting List Referrals and Hospital Appointments Update

What has been built?

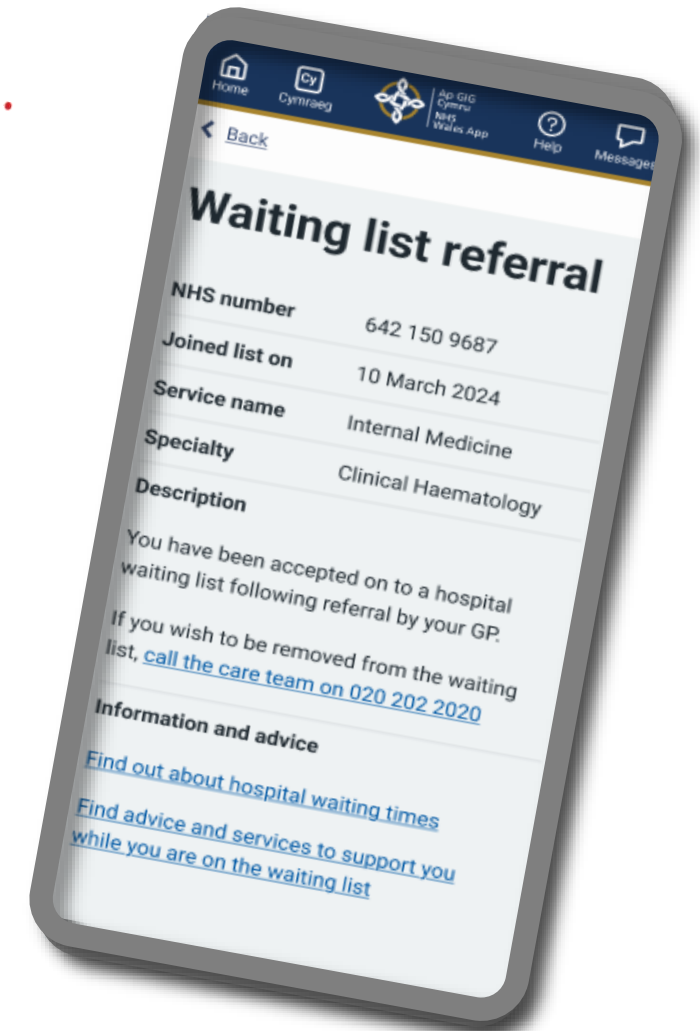
Six outcomes with maximum benefit and minimum complexity:

- Notify a patient when their hospital referral has been accepted
- Link to typical waiting times
- Link to 'waiting well' information
- Offer a route to request to be removed from a waiting list
- Notify appointment details when offered
- Offer route to request change or cancellation of appointment

A digital approach that dovetails with local processes, providing options to manage and control inbound patient communications:

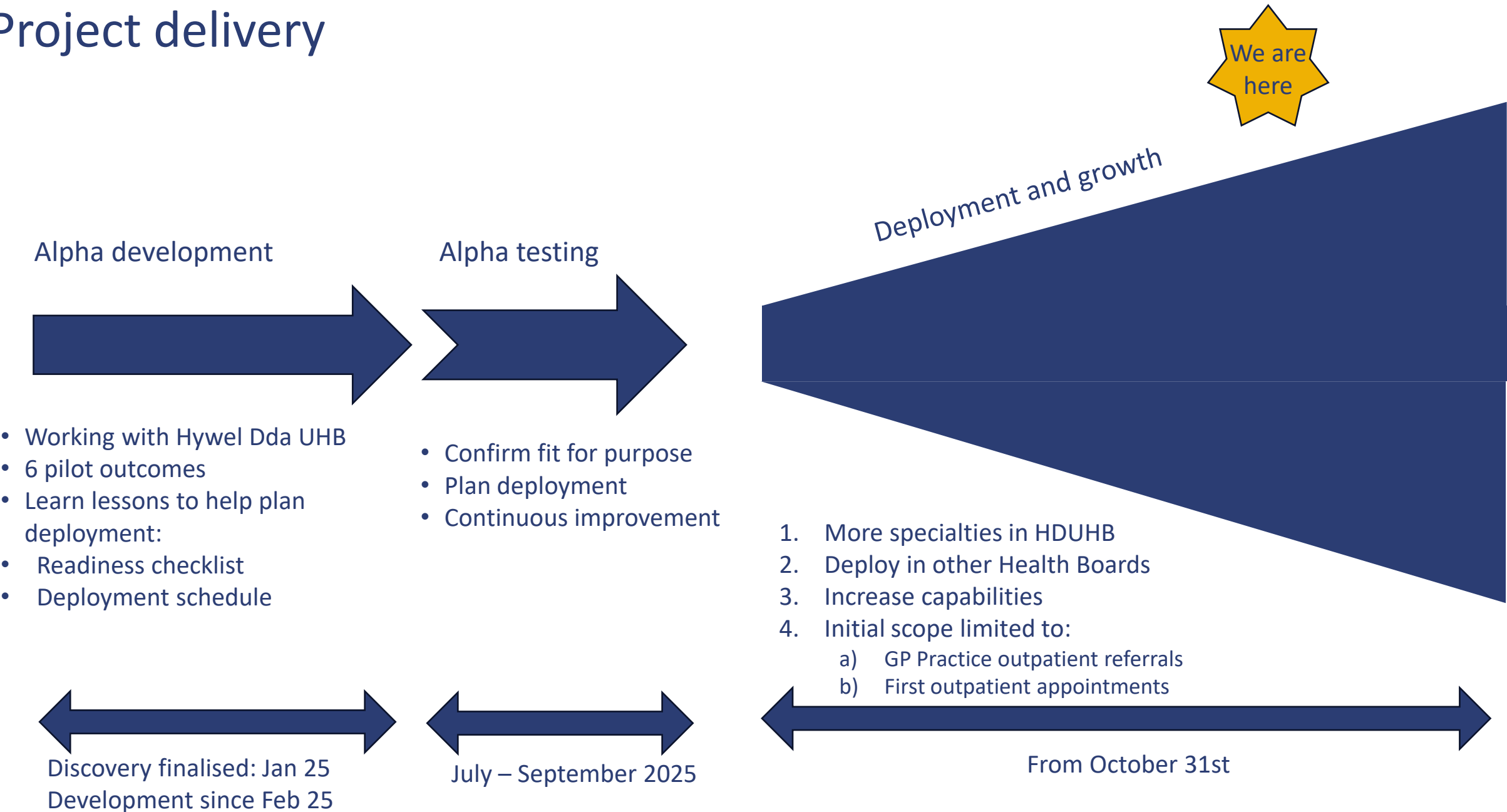
- Display the correct phone number to call
- Email link to send a request for a call back
- Use a third-party service, when appropriate

Solutions can be configured by the clinical services.



Note: illustrative screen

Project delivery



General Practice Discovery

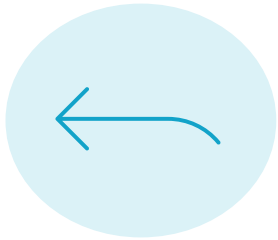
A service design approach

General Practice (GP) Discovery Survey



Background & context

Digital services have the potential to transform primary care



Enabling a shift
from reactive to
preventative,
proactive
healthcare



Allowing greater
efficiency in
clinical and
practice
management



Reimagining systems,
processes and
experiences to **better**
support clinicians and
staff

A service design approach



Baseline the service

Assess the current state of general practice, across diverse settings; from urban to rural, and affluent to deprived areas, linking to Deep End work to address inequalities across Wales.



Understand existing service delivery

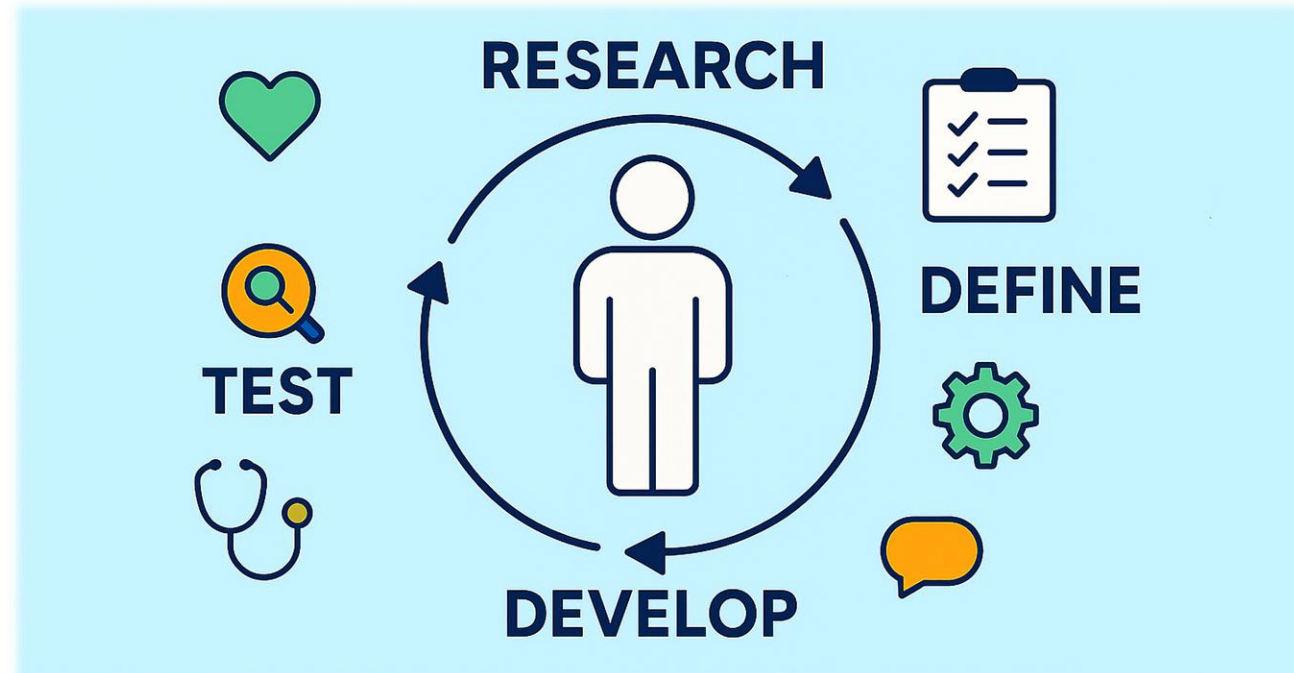
Identify key pain points, explore potential solutions and benefits – with the aim to enhance practice efficiency, staff experience and subsequently, patient experience.



Take a user-centred approach

Engage directly with clinicians and practice staff to understand what impacts both their wellbeing and their ability to provide effective care. We will also review existing patient research.

Co-design with you...



Working directly with clinicians and practice staff to shape digital transformation in general practice

Share your views

- Challenges in general practice (digital)
- Digital Successes
- Your Ideas

General Practice (GP) Discovery
Survey





Thank you for participating today.

If you would like to be involved in this research, please reach out to us at GMS@wales.nhs.uk or add your contact details to the end of the Microsoft Form.



JOINING THE DOTS



WITH DIGITAL SERVICES



Gwasanaethau Digidol ar gyfer
Cleifion a'r Cyhoedd
Digital Services for Patients and
the Public

IGDC • DHOW



Challenges in General Practice (Digital)

- a. What gets in the way of improving the way in which we deliver care more effectively?
- b. What are the challenges in using digital tools to improve the way in which we deliver care?
- c. Please share with us a recent example.

Digital Successes

- a. What solutions have made a real difference in your practice?
- b. How did they help?



Your Ideas

- a. What one change would make the biggest difference for your practice?
- b. What problem would this address?

Waiting List Referrals & Hospital Appointments Notifications Dashboard

NHS Wales App Usage - Power BI