

Accessibility of GP/nurse

Monoprofessional focus groups – summary of results Göttingen, Mannheim, Hamburg

Problem	Solution
<p>Accessibility of GP</p> <p>Massive efforts to reach GP via telephone</p> <p>Only few opportunities to talk to GP</p> <p>Processes in the GP’s practice delay the availability</p> <p>Nurse has no influence on options in the practice (waiting for a call back, waiting to talk to the GP)</p> <p>Accessibility of nurse</p> <p>Only few opportunities to talk to the nurse</p>	<p>Immediate, reliable reactions to important issues</p> <p>Set telephone hours</p> <p>24 hours availability of GP/private mobile number</p> <p>Communication via fax</p> <p>Communication via internet (exchange of photos)</p> <p>Communication via smartphone (face time, per video)</p> <p>Better integration of the practice nurse</p> <p>Communication via fax</p> <p>One smartphone/ transportable telephone per floor</p> <p>Cross shift contact person in nursing home</p>