

The General Practice Iceberg

Work media see on the surface



Face to face appointments

Work patients see on the surface



Nursing appointments
Remote GP contact
Reception contact

Work being carried out in General Practice beneath the surface....

Coding

Premises maintenance

Child immunisations

Medical student training

Community engagement

Patient signposting

Medication reviews

End of life/palliative care

Care home rounds

Mandatory training

Chronic disease reviews

Reviewing hospital reports

Bereavement calls and support

Reviewing and acting on pathology results

Actioning internal tasks

Coding

Home visits

NHS contracts

Treatment plans

Processing referrals

PCN meetings

Reviewing, processing and actioning tasks from external services

Population health management

Childhood immunisations

Staff supervision

Tackling medical fake news

Meeting targets

Reviewing latest clinical guidance

Summarising new patient records

Managing complaints

Meetings

Staff training

Antibiotic stewardship

Chronic disease reviews

Ensuring contract compliance

Coroner report

Data sharing

Patient reports

Learning disability reviews

Clinics

Flu jabs

Safeguarding

Staff wellbeing

CPD

Maintaining patient care

