

# A story of improvement in service and satisfaction through the Evergreen Life app

## Background

With just over 22,000 patients spread across two sites, the practice team at Porters Avenue Surgery in Dagenham faced difficulties managing the high volume of phone requests, resulting in low staff morale and unsatisfied patients.

In response, the practice sought to address these issues and modernise their approach to better meet the growing demand for services by implementing Evergreen Life and the askmyGP workflow tool. By their own admission this new way of working felt scary.

## Goals

- ✔ Improve patient satisfaction
- ✔ Improve responses to patient requests
- ✔ Improve service, including reduce phone wait times



## In numbers

**89%**  
of requests completed same day

**181**  
minutes avg. to complete requests

**84%**  
of requests resolved remotely

**89%**  
of patients who signed up to Evergreen Life now have access to their patient facing service records

**85%**  
of requests are made online

## Outcome

The introduction of Evergreen Life has significantly enhanced the patient experience. Patients who previously had to wait for long periods to receive an appointment can now make their request online and can get a first response within a few minutes. Patients are using the repeat medication, fit note request and other tailored functionality avoiding unnecessary appointments, allowing those most in need being triaged by their clinician.

Evergreen Life has improved staff morale by reducing workload and administrative burden. With a streamlined process, staff members can focus on providing quality patient care leading to a more efficient and effective practice.

The adoption of Evergreen Life across the Porters Avenue sites has been a success story. This has resulted in higher patient satisfaction outcomes, increased access, and overall improvement for the practice.

## What are patients saying?

- “Very happy with this service, easy to access and I had a call the following day, which is great. Thank you”
- “So much easier & got to speak/ see a doctor the same day as sending message. Thank you!”

## Administration reviews

- “I was very worried it would overwhelm us, but it has been the opposite”
- “I feel so much calmer at work”



I have found it very useful and most of my colleagues both clinical and administrative staff have positive views. I know my workload as the day begins and I can prioritise according to clinical need. A lot of acute patients who previously would be seen randomly are prioritised. The patients as well have positive feedback”

Clinician

## About Evergreen Life

As pioneers of people powered health, we believe in unlocking a long-term healthy population through preventative care. Our healthcare ecosystem provides the solutions for a sustainable future, while efficiently tackling patient demand in the here and now.

Get in touch today: [info@evergreen-life.co.uk](mailto:info@evergreen-life.co.uk)

