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| **ACTION PLAN-2017** |

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| **Problems Identified** | **Action** | **Who is involved?** | **Timescales** |
| **Awareness of the practice triage system** | The triage system needs to be advertised further so that patients can benefit from this where needed especially in the event that they need access to advice from a clinician when no appointments are available. The information about the triage system can be put on the phone when people ring through. This can also be raised on our Facebook page, and further leaflets can be provided, as well as on the right hand side of prescriptions (but this already has quite a lot of information on it so would need to be considered carefully) Staff could wear badges saying ‘Can’t get an appointment’ or ‘GP Triage Service’ to promote it more. There is already a video on the screen and also information on the website. This could be played frequently perhaps.PPG members can speak to patients about this during maybe coffee mornings or when holding events at the practice to highlight this service further. | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |
| **Telephone Access – Getting through to the surgery via telephone has been identified as a major issue** | The practice is aware that getting through on the phones has been an on-going problem and is working with the hospital to try and introduce a new phone system. However there are other methods of booking appointments other than the phone and this need to be highlighted amongst the patients further. If we can try and aim to reduce the congestion then this could possibly allow the telephones to be freed up to allow for more complicated queries to be dealt with. Patients should be encourage to use the Patient Access Message service which is available online. This can be promoted on the Facebook page and using a video on the practice website (as there is already a video on the waiting screen). Leaflets explaining patient access are already available and are also added to new patient packs. Home visits for housebound patients to demonstrate the use of patient access are also offered by the practice upon request | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |
| **Ability to speak to a doctor when needed** | The telephone consultations slots on Thursdays are available. These will be opened up from a longer duration and can be booked via Patient Access. Telephone Customer Service will need to be assessed but this will only be available when the new phone system is put into place and this is pending further discussions with RWT. | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |
| **Seeing a GP on the Same day when urgently required** | Patients who request an urgent appointment should disclose their reasons for the urgency of their appointment to allow Care Navigation and the triage system to help signpost patients correctly. Care Navigation to be promoted further through advertising, leaflets and PPG members to speak to patients. Also GP adding a phone message to highlight the importance of sharing of information with reception staff so that all urgent appointments are booked in on the same day | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |
| **Services offered by the practice** | The Practice will continue to raise awareness about these services with the help of the PPG group. These services can be promoted further on Facebook, as well the already displayed website and TV screen. And leaflets. The practice could also arrange for annual anniversaries for the various clinics that have started to help promote them further. The practice could also use willing patients to help promote the services by sharing their personal experience of how it benefited them | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |
| **Suggestions made on improving surgery** | A lot of the suggestions/comments created a common theme and these were ‘More GP appointments’ and ‘Telephone access’ … This has been discussed with PPG members and the practice has asked the members to help the practice to find solutions in trying to improve in these 2 areas. Previously the practice has introduced a further phone line at 8am and another for the whole day, it has been reiterated to all reception staff that all calls MUST be answered within 3 rings, patients are not to be put on hold under any circumstances and a back-up phone has been added for all unanswered calls to be diverted to should the main lines not be answered for whatever reason. The Practice manager holds the backup phone and it has been monitored since being introduced and she can confirm that not many calls have come through to her.  The Practice has been in talks with the hospital and external telephony services to try and come up with solutions but unfortunately so far this has proven to be unsuccessful.  The practice is therefore turning to other solutions and this time, it involves encouraging patients to use online communication via patient access.  With regards to lack of appointments:   * The practice has taken on a Pharmacist Practitioner; he is able to deal with most conditions so again patients are being urged to book with him where possible so this allows the GP to deal with the more complex cases. * The Practice continues to advertise for more GPs but with the current shortage on GPs this is proving to be quite difficult with recruiting any GPs. * The practice have also worked with other organization and introduced various other services such as “Dementia Chat Clinic, Carer’s Clinic’s, “Mental Wellbeing Clinic’ and ‘Work Support Clinic’ to name a few, patients are encouraged to use these where possible as seeing a GP for a chat may not necessary be the best option. * Care Navigation has been introduced at the practice so Patient’s are encouraged to share reasons for call so that they can be directed to the most appropriate service without the need to wait to see a GP.   The Plan therefore is to raise patient awareness in relation to these 2 areas. | GP Partner  Managing Partner  PPG members  All practice staff | On-going throughout the year |