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## ACTION PLAN-2020

| Problems Identified  | Action  | Who is involved?  | Timescales                   |
|--|---|---|------------------------------|
| <b>Introducing some Face-to-Face appointments following changes implemented to the booking system as a result of COVID</b> | <p>The practice is aware from the feedback received, that patient's would like to see Face-to-face appointments being reintroduced. As part of this action plan we will look at trying to implement this but still need to ensure that patient's are kept safe.</p> <p>The practice would still like to promote the use of both telephone/video consultations for patients so that more appointments can be offered in this way and therefore increasing capacity further. We understand that the preferred option for many patients may still be a face-to-face appointment but until these alternative methods aren't explored patients won't fully understand the benefits. We feel offering appointments via telephone/video consultations where possible/appropriate could help to reduce the on-going feedback of difficulties trying to book appointments.</p> | GP Partner<br>Managing Partner<br>PPG members<br>All practice staff | April/May 2021               |
| <b>Long COVID clinics/support</b>  | <p>At present a long COVID clinic is already in place but information about this needs to be communicated to all patients.</p> <p>Look at sharing this on the practice Facebook page, website and within the waiting room/screen. It would also be useful for PPG members to maybe hold a coffee morning so that they can speak to patient's about what sort of offer is available (when it is deemed safe to do so).</p>   | GP Partner<br>Managing Partner<br>PPG members<br>All practice staff | On-going throughout the year |
| <b>Mental Health Support</b>   | <p>There are a lot of services/support already available so we need to look at how to share this information with the patients. The practice also have a Social Prescriber who they can be referred to so again looking at ways to relay this information to patients (practice Facebook page, website and within the waiting room/screen). It would also be useful for PPG members to maybe hold a coffee morning so that they can speak to patient's about what sort of offer is available (when it is deemed safe to do so).</p>   | GP Partner<br>Managing Partner<br>PPG members<br>All practice staff | On-going throughout the year |