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ACTION PLAN-2021

Problems Identified	Action	Who is involved?	Timescales
Future Face-to-Face Appointments	<p>The practice is aware from the feedback received, that most patients would like to go back to the previous system of booking a face-to-face appointment as the initial contact is made when calling the surgery. The action plan will include monitoring the guidance from NHS England as to when the re-introduction of appointments without the need for total triage is supported. However, as total triage has embedded itself within the system for almost 2 years, and given that the survey results have also suggested that a significant group of patients prefer to continue communicating via non-F2F methods, the concept of triaging (and signposting) is likely to continue to be used in the future.</p> <p>The practice would still like to promote the use of both telephone/video consultations as clearly there are a significant group of patients who prefer this approach. We have noted a reduction in negative feedback about the inability to gain access to the surgery in general (especially as more people can now use Patient Access/Online access to communicate their concerns)</p> <p>We feel offering GP appointments initially via telephone/video consultations where possible/appropriate could help to reduce the previous feedback from patients who felt it was difficult to book appointments.</p>	<p>GP Partner Managing Partner PPG members All practice staff</p>	<p>On-going throughout the year</p>
Meeting with PPG group	<p>The survey results highlighted that 33% of patients who participated in the survey would like to have the opportunity to meet the PPG group.</p> <p>As part of the action plan, PPG members will look at ways to accommodate for this.</p>	<p>PPG members</p>	<p>On-going throughout the year</p>
Patient Access	<p>In recent months the practice implemented further access for patients to allow them the opportunity to send messages directly to the Clinician via Patient Access. Since this system has been operation, the practice has noticed an increase in use and positive feedback from patients. However, the survey results to highlight that 46% of patients who participated in the survey are still not aware of this service.</p>	<p>GP Partner Managing Partner PPG members All practice staff</p>	<p>On-going throughout the year</p>

	<p>As part of this action plan, we would like to communicate this further to patients in order to maximise its use. The Practice will look at creating further literature to provide information to patients and advertise this using different social media platforms.</p>		
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