

Action Plan 2014-15

Priority area 1

Description of priority area:

Appointment availability (both GP and nurses)

What actions were taken to address the priority?

- (1) SMS and online**
- (2) Additional minor illness nurse**
- (3) Recruiting a Practice Pharmacist**

Result of actions and impact on patients and carers (including how publicised):

- (1) SMS (texting) confirmation and reminders for appointments has reduced significantly the number of patients that DNA (do not attend), thus creating capacity as the missed appointments do not need to re-book. It has also reduced the amount of phone calls that are incoming to 'check' their appointment time, which has eased the number of calls on the telephone, allowing patients needing an appointment to get through.**
- (2) The completion of training of an additional minor illness nurse creating additional 'acute' appointments for those ill 'on the day'**
- (3) The recruitment of a Practice pharmacist enables GP appointments, which would have been taken for medication reviews, to be freed up to used for appointment capacity.**

Priority area 2

Description of priority area:

Communication with patients

What actions were taken to address the priority?

- (1) Using SMS and emailing to distribute information (regarding services and general newsletters)**
- (2) Promoting information in alternative ways (distributing our newsletters to local carers association, chemists and attaching to prescriptions for delivery)**
- (3) Improved practice leaflet and continuing to improve the detail on our website**

Result of actions and impact on patients and carers (including how publicised):

- (1) SMS has enabled information to reach those patients who are not necessarily high users of the service, (and would not normally see notices within the surgery) but would benefit from regular information. Excellent feedback from our younger population regarding this improvement.**
- (2) Sending newsletters and flyers to alternative sources is reaching people who would not normally (or easily) access the surgery to pick up. Carers and the housebound have benefited from the updated information from the alternative sources.**
- (3) An improved practice leaflet and website has simplified the information to our patients (particularly around appointments system and alternative ways of booking appointments and ordering medication.)**

Priority area 3

Description of priority area:

Offer continuity for patients

What actions were taken to address the priority?

- (1) - Reduce the number of different GP's at our Blackrod surgery (from 8 different GPs to 5 only)**
- (2) – Have a facility where there is an option for a named GP(s) and that it is noted on the patient's home screen.**
- (3) - The authority for the reception staff to use an embargoed appointment slot to ensure choice of doctor and continuity for patient.**

Result of actions and impact on patients and carers (including how publicised):

- (1) By reducing the amount of 'different' GPs at our branch surgery, there is more availability for the 5 'constant' GPs and hence the patients find it easier to see their choice of Gp and are able to have better continuity. This was particularly important for the patients at our smaller branch surgery**
- (2) Where patients feel the benefit of seeing only one GP, there is the facility to make the 'named GP' on the patient's home screen which makes it easier for their results and workflow to be allocated to the named Gp recreating continuity.**
- (3) The patients have felt the benefit of being offered the choice of GP and the reception staff have been able to accommodate this. This has particularly benefited those patients with complex needs and those with carers.**

Progress on Action Plan 2013-14

(1) Development of Online Services

- (a) We have made more appointments available to book on-line (now twice as many appointments available)**
- (b) Appointments are now available to book on-line in the 'extended hours' (6.30pm – 8.30pm)**
- (c) Promotion of on-line services (now promoted at new registration and on prescriptions)**

(2) Access to GP and Nurse

- (a) Allow for more 'on the day' slots in winter**
- (b) Now have twice as many minor ill's nurses to deal with the acutely unwell on the day.**
- (c) Now offer nurse clinics in 'extended hours' (ie 6.30 – 8.30) to offer nurse appointments to those who can only attend outside of normal working hours.**

(3) Communication with Patients

- (a) Promoting PPG in other clinics in the surgery**
- (b) Have continued to improve the information on the website to keep it as 'up-to-date' as possible. Now have a designated member of staff updating regularly**
- (c) Monthly newsletter and flyers to inform patients (available in surgery and onsite chemist)**