

General Practice Access Plan 2017/18

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| Name of Practice: | Rooley Lane Medical Centre |
| Practice ODS Code: | B83042 |
| Name(s) of lead person(s) responsible for developing the access plan: | Jess Drinkwater, David Whitfield |

The practice will input the practice data as detailed on pages 2/3 (*NHS GP Survey and Friends and Family Test FFT*). These key questions have been selected as being the most relevant to patient satisfaction in relation to GP access.

Please refer to page 5 for the CCG requirements in terms of timescales for submission and N.B. that it is acceptable that some of the actions contained within the plan may be longer term. As a result of this practices will be requested to send in an updated plan at the end of Q4 to highlight any in year achievements and then re-submit a refreshed plan during Q1 2018/19.

Anticipated Outcome Measures:

- Evidence of engagement and collaborative working with Patient Participation Groups (PPGs)
- Specific outcomes/outputs relevant to individual practice projects/initiatives
- Practice monitoring of national GP survey in key questions relevant to access striving to make improvement and/or maintenance within these areas of the national GP survey
- Encourage moving towards an increased response rates for FFT and increase in the % of people recommending the practice

Practice Executive Summary

(Please provide an executive summary to identify any specific challenges/ issues relating to access, and how you plan to overcome them)

Rooley Lane Medical Centre is a busy practice in South-East Bradford covering a diverse population of 7500 patients. We currently have 3 full time doctors, 2 part time doctors, an Advanced Nurse Practitioner, an experienced practice nurse, a Health Care Assistant, and a pharmacist. Our appointment system is mainly book on the day appointments and we have some extended access appointments between 7-8am

Our current main challenges regarding access are:

- Nurses appointments since our second practice nurse left in March
- Getting through on the telephones first thing in the morning
- Patients understanding of how to get the best appointment for their problem and navigating the appointment system

Our PPG has increased in size and activity over the last year. We also recruited our first practice health champions (PHCs) in February 2017. We value both our PPG members and PHCs and look forward to working with them on improving access and wellbeing of our patient population in the coming year. As we are all still relatively new we are keen to try new things and learn from our experience whether they are successful or not.

NHS GP Survey *(please complete the columns below)*

| Questions | National Average (Jan 2016) | Practice score (Jan 2016) | Practice Score (July 2016) | Practice Score (July 2017) |
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| Survey response rate | 36% | 29.7% | 36% | 31% |
| Overall experience of GP surgery | 85% | 87.7% | 90% | 89% |
| Overall experience of making an appointment | 73% | 71.7% | 78% | 77% |
| Ease of getting through to someone on the phone | 70% | 69.0% | 71% | 60% |
| Able to get an appointment to speak to someone | 85% | 88.9% | 89% | 87% |
| Convenience of appointment | 92% | 86% | 92% | 78% |
| Satisfaction with opening hours | 75% | 76.4% | 84% | 84% |
| Helpfulness of receptionist | 87% | 89.4% | 91% | 90% |
| Recommended GP surgery to someone who has just moved to the local area | 78% | 75.8% | 76% | 83% |

(these categories may be subject to change re: National patient survey)

| Area/s of focus for change | What needs to be done (key tasks/actions to be delivered) | Anticipated outcomes, outputs & benefits to patients | Timescales (date to be completed by) | Person responsible | Progress update/s other comments/ end of year evaluation |
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| The appointment system can be seen as complicated, with different types of appointments | Simple guide on what appointments are available and how to book them including using online booking, and when is the best time to get through on the phone | Patients find the process of booking appointments less stressful | Draft July Final version Sep | DW/PPG | We have produced 2 user guides on how to book appointments and request medication using our online services for a web based login as well as using an Android phone. This is on our website and is available to get from reception. One member is currently creating a leaflet on the different appointment types we offer. |
| Improving access for people who don't speak English | Welcome poster in different languages. Welcome in different languages on screen in waiting room. Approach local schools offering opportunities to work with the PPG, especially for multilingual children – ask them to do some translation work for the practice Approach patients in the practice/PPG/PHC to translate documents | Welcoming environment. Appointment system leaflet translated into top 3 languages used in the practice. Reduce barriers for those who don't speak English | End of June for posters Talk to schools by end of June Ongoing | DW JD PPG/PHC (Luisa) | We have designed a welcome poster in the most common languages spoken by our patients. This is on display in the waiting area and scrolling on our callboard. It has taken longer than we anticipated establishing links with the local schools, but we now have a patient PPG member who is making formal links and developing how we can work together. Translation work has been held up by this and our Polish PPG member being on maternity leave. We intend to keep this on our agenda. |
| Increase PPG/PHC involvement | Aim for a patient chair for PPG, terms of reference, and intro booklet/leaflet for new members (“why join your PPG”). Increase links between PPG and PHC | More new members Clearer purpose for those involved | Booklet: end of July PPG ToR: End of Mar | PPG (Shirley) | We now have a formal Terms of Reference and a patient Chair. PHC and PPG members come together before each PPG meeting starts to develop links. Two members have currently creating a leaflet on “why join your PPG”. |
| Promoting wellbeing and self-care | Practice Health Champion (PHC) activities: Walking Community Garden | Better wellbeing of patients | Ongoing: August September | PHC Brian/Luisa David/Brian | Our PHCs have run a relaxation event, unfortunately this did not have very good uptake. They are now running a coffee and conversation |

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| | Relaxation event | | July | Luisa/Shirley | <p>morning once a month at the Gateway.</p> <p>The gardening group is starting to take off as the weather improves.</p> |
| PPG/PHC waiting room activities | <p>Increase use of self-care room. Start using pre-consultation forms.</p> <p>Increase friends and family responses.</p> | <p>Increased self-care. Improve the patient experience of consultation. Greater understanding of patients' experience of the practice. Help patients with literacy problems give feedback.</p> | Ongoing | PPG/PHC | <p>We invited different community groups to use our waiting room during self-care week.</p> <p>This included carers resource, bowel cancer screening, better start Bradford, and BEEP.</p> <p>PPG members supported these groups and also encouraged people to use the self-care room. Unfortunately patients do not seem interested in our self-care room.</p> <p>The PPG collected over 300 friends and family responses and analysed these. Most of the responses were positive.</p> <p>After discussion with the PPG we left the pre-consultation forms in the waiting room, but most people did not use these.</p> |
| Improve physical aspects of waiting room | <p>Walk through waiting room with PPG to understand patient experience. Possibility of changing the checking in desk to ensure wheelchair friendly</p> | <p>Improved physical access especially for disabled and those with dementia</p> | August PPG meeting | All PPG+staff | <p>We conducted a walk around of the waiting room. The two main issues identified were clearer notification about the CCTV cameras and also changing the information on the TV screen in the waiting room so that the font size was bigger and clearer to read.</p> <p>With the PPGs help we have reformatted the TV screens so the font size is bigger and there are slides with different information on them. We did apply for more funding to redevelop the waiting room including focusing on wheel chair</p> |



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| | | | | | accessibility but we were not successful in getting the funding. |
| Pharmacist doing medication reviews | Pharmacist has just started to do medication reviews with patients over the phone | More doctor appointments | November | DW | Our new pharmacist has greatly reduced the doctors work load so they can focus on seeing patients. She is now also doing telephone medication reviews focusing on our frail patients who are on multiple medications. This is helping with our frailty work. |
| In practice physio – physio first model | Develop a business case Look for opportunities for funding from an external source | More doctor appointments. Improved pt experience | Ongoing | DW/AS | We developed a business case for physio first. We have heard nothing back from the University running this project. We are unsure if this model has been scrapped, but would be interested in any future opportunities to host a physio within our practice. |
| Changes in nursing staff | Employ new practice nurse Explore training up staff/PPG to do phlebotomy | More nursing appointments | Aug Nov | AS/DW AS/DW | We have a new practice nurse, and a new student health care assistant. One of our receptionists has now been signed off as a competent phlebotomist and is now doing her own phlebotomy clinics each day. This is slowly increasing the number of nursing appointments we have available. |
| Receptionist training | Receptionist to attend navigation training | Receptionists will be able to signpost patients to appropriate services. | June | Receptionist s | All our receptionists have attended navigation training and are now more aware of what to do/advise for redirecting patients. There is more training coming in to enhance their sign posting skills which we will again send all our staff onto. |
| Increase online access to improve telephone access | Leaflet with screen shots for how to use online facilities. Possible drop in sessions with DW to show people how to do it. PPG/PHC to remind pts in waiting room of best times to call Switch early morning appointments to online to help people who work | Improve patient confidence in using online systems to increase numbers of people using online systems. Reduce use of telephone appointment booking | End of July Ongoing June | DW PPG/PHC DW | We have produced 2 user guides on how to book appointments and request medication using our online services for a web based login as well as using an Android phone. This is on our website and is available to get from reception. We have changed our early morning appointments so these can be accessed online. |

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| | Re-audit telephone access | | Feb 2018 | PPG | <p>We have done this as our SystmOnline users have increased by 400 patients from last year. So there was extra demand for these appointments.</p> <p>Our new format TV screen in the waiting room also tells patients when to call to get an appointment.</p> <p>We discussed re-auditing telephone access. However, the PPG members did not feel that this was useful or a good use of their time. In addition the PPG members collected over 300 responses about telephone access as part of the enhanced friends and family test. This showed 79% of patients were satisfied with the telephone access to make an appointment.</p> |
| Explore and understand carers experience of using the practice | Invite carers support to come to PPG meeting. | Plan a carers event/meeting to support carers | October PPG meeting | All PPG | We have done this but unfortunately the carers support contact cannot attend an evening meeting. One of our PPG members is making contact with a different carers organisation. |
| Awareness of services in the practice | Staff name tags. Staff photographs. Improve advertising of services offered by the practice – well person clinics, alcohol worker, Health Trainer Invite services to speak to PPG | Patients able to understand services and ask for the most appropriate person to see | Oct | JD | <p>We have ordered name tags for all our receptionists.</p> <p>We are also collecting photographs of clinical staff to display in the waiting room and online.</p> <p>On our digital board we detail all the services and clinics we offer at the surgery for our patients.</p> |
| Signs that it is OK to use self-care room and toilet | Doctors to check where patients are if they don't come into consulting room immediately. Signs to point out this will happen so patients can do other things whilst | More comfortable waiting experience. Patients can do other things while they wait. | Ongoing August | Doctors DW | <p>All the doctors have agreed to always check where patients are if they are 'arrived' but do not come into the consultation room.</p> <p>There are signs on the TV screen encouraging</p> |



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| | waiting. | | | | patients to use the self-care room and stating that they will not miss their appointment. |
| Antibiotics awareness campaign | Patient awareness campaign about not getting abx. Play videos about not needing antibiotics in the waiting room. | To reduce abx prescribing and increase self-care | Autumn | JD/DW/PPG | During our flu clinics we played NHS public health videos about reducing NHS antibiotic prescribing. We also put posters up in the waiting rooms. These were well received with positive verbal feedback during the flu clinic. This year we held a reducing antibiotic prescribing practice learning time with our clinicians. Our community pharmacist each year audits our antibiotic prescribing overall as a practice and down to individual clinician. This year according to the CCG dashboard we have dramatically reduced our overall antibiotic prescribing and we are now no longer a high antibiotic prescribing practice. |

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| Signature of lead person completing the access plan: | |
| Signature of Patient Participation Group (PPG) <i>Representative</i> : | |
| If you wish to receive communications regarding the practice access plan please provide your contact details - PPG representative contact details (<i>email if possible/ phone</i>) | |

Timescales for submission and implementation of access plans

Quarter 1 (April to June 2017)

- Review of NHS GP survey (published July 2016) and FFT data (published monthly)
- Development of action plan in partnership with PPG members
- Sign off by PPG chair or representatives (must be a patient representative not practice staff member)
- Submit completed action plans for 2017-18 to CCG Primary Care Team by the 30th June 2017

Quarter 2 (July to September 2017)

- CCG to contact practices by exception should any plans require additional support
- Review of NHS GP survey (published July 2017) and FFT data (published monthly)
- Delivery of actions and review of action plan progress/ achievements/ challenges with PPG
- Complete FFT survey with additional questions in September – November 2017, submitting your collated results to the CCG by 12th December 2017

Quarter 3 (October to December 2017)

- Review FFT data (published monthly)
- Delivery of actions and review of access plan to identify progress/ achievements/ challenges and update this in collaboration with your PPG

Quarter 4 (January to March 2018)

- Review of NHS GP survey (published July 2017) and FFT data (published monthly)
- Final review of access plans and progress to date with PPG
- Submit an updated version of action plan with evidence of completed actions (complete the right hand column with progress comments, detailing any evaluation, lessons learnt and what you are proud of) and provide any supporting information to the CCG Primary Care Team by 31st March 2018.