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ACTION PLAN

Problems Identified	Action	Who is involved?	Timescales
Able to get an appointment to see or speak to someone	<ul style="list-style-type: none"> ○ 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. ○ Reception staff will be advised to offer a triage to all patients (where appropriate) so that they are able to at least speak to a clinician if needed. 	GP Partner Managing Partner All practice staff PPG Members	On-going throughout the year
Overall experience of making an appointment	<ul style="list-style-type: none"> ○ To allow patients to book in advance for limited/specified appointment slots. All such patients will be contacted the day before their appointment (and even the same day if it is a Monday evening). This will require all reception staff that are booking the appointments to ensure that the patient telephone contact details are up-to-date in order for reminder calls to be made. ○ 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 	GP Partner Managing Partner All practice staff	On-going throughout the year

	<p>will only be available when the new phone system is put into place and this is pending further discussions with RWT.</p> <ul style="list-style-type: none"> ○ All appointments for Pharmacist Prescriber are already accessible to book through patient access and can also be booked in advance, all patients are to be informed of this at every available opportunity 		
<p>Ease of getting through to someone at the practice on the phone</p>	<p>The Practice recognises that telephone contact is the preferred method of communication for patients with regards to contacting the surgery. However, this is adding to the level of telephone congestion that is being experienced by patients and therefore would like to:</p> <ul style="list-style-type: none"> ○ Encourage patients to book appointments using alternative methods that are available (patient access) which are just as convenient and result in the same outcome. The practice are therefore intending to continue with advertising online communication method by advertising it on TV screen in waiting area, through leaflets that will be available for patients in the waiting area and also on the website. ○ We are also offering patient access training sessions for those patients who may need help with using this method and PPG members have offered to help with raising awareness about Patient Access too. <p>It has been recognized that most of the patients are experiencing difficulties getting through between 8-9am and this is inevitable given the fact that the practice are experiencing a large number of calls during this time due to Same day appointments and patients calling to book these. We are hoping that the introduction of the pre-bookable appointments will help to reduce some of the traffic during the peak time and allow patients to get through quicker. The Practice continues to reiterate to all the reception/admin team the importance of answering all calls within 3 rings and not to put calls on hold but to offer ring back if the query will take a while to resolve.</p> <p>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.</p> <p>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</p>	<p>GP Partner Managing Partner All practice staff</p>	<p>On-going throughout the year</p>