## Action Plan 2017/2018

**What this practice could improve**

The lowest performing areas from the most recent patient survey are:

* **35%** of respondents with a preferred GP usually get to see or speak to their preferred GP

Local (CCG) average: 56% National average: 56%

* **85%** of respondents find the receptionists at this surgery helpful

Local (CCG) average: 88% National average: 87%

The survey results from the National GP Survey were emailed to the virtual patient reference group (VPRG), as well as being published on the practice website.

The VPRG were emailed a draft action plan created by the Practice Manager and the Partners and were asked for their suggestions and/or any specifics which they felt would benefit all patients. Only 3 responses were received from the VPRG with added suggestions for actions. These were taken on board and included in the action plan.

From the results of the survey it is clear to see that there are a few areas where improvements could be made, but also some that are not possible.

The following actions have been agreed by the virtual patient reference group:

**1. Finding receptionists helpful**

Our reception staff undertake regular customer care training and the score for this issue in the national GP survey was 85% which is very high and only slightly below the CCG and National averages. We have also received repeatedly good feedback from the Friends and Family Test comments. Nevertheless, there is always room for improvement and hence we aim to broaden the training available to our reception team and will look into offering them care navigator training. This will allow them to ensure patients are directed to the most appropriate service or health professional for their needs.

*Action: Look into possibility of training the receptionists as care navigators so they are better able to signpost patients to the most appropriate health professional or service. To be implemented by 31st March 2018.*

The action plan above will be implemented as per the specified timescales. An updated report will be generated once all actions are completed.

There are some comments received from patients which unfortunately we are unable to do anything about, but we will always investigate and look for possible solutions/improvements in order to offer a better service for our patients:

**Seeing/speaking to GP of choice**

Some GPs work part-time at the practice and so unfortunately we are unable to do anything to change working days/hours and therefore sometimes it is impossible to see a particular doctor on a particular day. We have previously amended the appointment rotas to ensure we maximise the ability for patients to see their preferred doctor. Unfortunately, we are not able to ensure all of our GPs work each day we are open and so we are unable to find a solution to this area identified for improvement.

**Previous Action Plan Update:**

**1. Access to Appointments**

1.1 Following the last patient survey the new appointment system was implemented on 30th April 2012 to allow 25-50% of available appointments to be booked on the day to prevent inappropriate use of A&E and the walk-in centre. This radical overhaul of our appointment system was needed to introduce a ‘Doctor On Call’ service. This means that each day (Monday-Friday) there will be a doctor who will act as the Doctor On Call. All patients requesting same day appointments or advice will be put on a triage list for the Doctor On Call to speak to. The Doctor On Call will not see any routine patients on their On Call day, but will instead be able to give the patient (where clinically indicated) an appointment with the later that day.

However, this has had a negative impact on the availability of the doctors and so it seems more difficult for patients to see or speak to the doctor of their choice.

*Action: Doctors and Practice Manager to attend a meeting to discuss possible changes to the appointment system. Any changes to be implemented by 1st May 2013, if possible.*

**Update: We hold regulat meetings to discuss the appointments system. We open up as many pre-bookable appointments as possible. However, it is not possible to ensure there are appointments at all times with all doctors due to factors outside of our control.**

**2. Internet Access**

2.1 We need to increase the number of patients who are aware of and utilise the EMIS Access online service. This 24 hour service allows patients to book appointments and order repeat prescriptions online.

*Action: Practice Manager to increase the advertisement the EMIS Access system to include letters sent to patients, prescriptions, etc, in order to reach patients who do not attend the practice on a regular basis. To be implemented by 1st March 2013.*

*Action: Reception staff to inform and advise patients of the EMIS Access online system whenever possible. To be implemented by 1st January 2013.*

**Update: The EMIS Access service is now advertised on the practice newsletter, in the waiting room, on the practice website and practice leaflet. Reception staff point patients to the service whenever possible, along with the email address for the practice.**

**3. Repeat Prescriptions**

3.1 We need to allow patients to order their repeat prescriptions over the phone. This will involve setting up a direct line for repeat prescription orders so the normal phone line isn’t clogged.

*Action: Practice Manager to work with reception team to set up direct line for repeat prescriptions and advertise the service. This action should be commenced by 1st January 2013.*

**Update: The direct line has been set up (0161 484 3839) and includes an answering service for orders outside of opening hours.**

* 1. We also need to allow patients the facility to order repeat prescriptions via email.

*Action: Practice Manager to create new email address that can be used for repeat prescription orders only.*

**Update: An email address is now in use for prescription orders:** [**ch.medical@nhs.net**](mailto:ch.medical@nhs.net)**.**

**4. Reception Staff Training**

4.1 Training for the reception team needs to be conducted on an ongoing and regular basis to ensure all reception staff are aware of and adhere to good 'customer care'. This will include prioritising phone calls so they are answered as quickly as possible, as well as ensuring that patients are always helped as much as possible whilst being treated with dignity and respect.

*Action: Practice Manager and Reception Supervisors to arrange training on an ongoing basis for all reception staff. This action can be implemented immediately.*

**Update: We now have training on a regular basis for customer care. Patient satisfaction and experience is a standing item on our meeting agenda too so any issues can be raised on an ongoing basis. This is something we feel strongly about and will continue to strive to improve the patient experience at the practice.**

**5. Complaints Policy**

5.1 The practice has a very thorough complaints policy. However, a large number of patients who completed the survey were not aware of the policy. We need to advertise the complaints policy more and ensure that patients are aware of what to do and who to speak to in the event of a complaint.

*Action: Practice Manager to advertise the complaints policy and use more posters around the practice to ensure patients are aware of what to do in the case of a complaint. To be implemented by 1st April 2013.*

**Update: The posters and leaflets have been placed throughout the practice and on the website.**

**6. Access to the Clinical Areas**

6.1 Some patients have problems getting to the doctors rooms if using a walking stick, if they are in a wheelchair, or if they have a pram. We need to look into the possibility of changing the doors to the consulting rooms to allow easier access.

*Action: Practice Manager to liaise with the landlord of the premises to put forward possible changes to the doors. This action should be commenced by 1st March 2013.*

**Update: Following consultation with the landlord and fire risk assessors we have been given the go-ahead for the doors from the waiting room to the consulting rooms to be held open during opening hours to allow better access for patients. We hope for this work to be completed before summer 2014.**

**7. Telephone answering message**

Many patients have expressed annoyance that the receptionist asks them what their appointment is for. This is due to the doctors needing to prioritise and prepare (where possible) for the appointment and is done at the request of the doctors. In order to explain the reasons behind this we thought that it would be beneficial to re-record the telephone system message so that one of the doctors explains the need for the receptionist to ask what the problem is when booking appointments.

*Action: Telephone answering message to be changed and recorded by a doctor. To be implemented (if possible) by 1st April 2014.*

**Update: The answering machine message was recorded by Dr Gill with an explanation as to why the doctors need the information. However, due to a power cut and subsequent problems with the telephone system the message has since been rerecorded by another member of staff but still includes the explanation.**

**8. Services offered**

A high number of patients indicated that they were not aware of the practice having alternative means for ordering prescriptions, booking appointments, etc, or various services offered such as telephone consultations, text reminder service, etc. It would therefore be useful to advertise these services as widely as possible and also create a Facebook page for updates and newsflashes.

*Action: Practice Manager to increase the advertisement of new services, etc, to include prescriptions, waiting room, practice website, NHS choices, etc, in order to reach patients who do not attend the practice on a regular basis. To be implemented by 1st March 2014.*

**Update: The posters and leaflets have been placed throughout the practice and on the website.**

*Action: Practice Manager to create a Facebook page to be used to advertise the practice and offer updates and newsflashes, in order to reach patients who do not attend the practice on a regular basis. To be implemented by 1st March 2014.*

**Update: A Facebook page has now been created. It is advertised throughout the practice in order to get as many patients as possible to ‘Like’ the page and therefore receive updates. It has been very useful recently in notifying patients of power cuts and ways to contact the practice. The page can be found here:** [**www.facebook.com/CHMedicalOldham/**](http://www.facebook.com/CHMedicalOldham/)

**9. Seeing/speaking to GP of choice**

Some GPs work part-time at the practice and so unfortunately we are unable to do anything to change working days/hours and therefore sometimes it is impossible to see a particular doctor on a particular day. However, it has come to our attention that there is a distinct lack of appointments available with female GPs and the females GPs are booked up way in advance.

*Action: Amend the GP rota to reduce the number of ‘doctor on call’ days the female GPs have. This way they will mainly have prebookable clinics and therefore more appointments will be available to book. Amendments to be implemented by 1st April 2017.*

**Update: The appointment rota was amended as per above action. We have scored even lower for this same issue in the most recent survey and are disappointed that this action does not seem to have improved our services in the eyes of our patients.**

**10. Opening hours**

After various changes to the extended opening hours appointments we now offer late appointments on Monday evenings and have 3 GPs and a practice nurse offering these appointments. We have previously offered early morning appointments too but these were often left unbooked and/or not attended, hence the change to Monday evenings. After a recent pilot project offering Saturday morning appointments to patients in the Chadderton area it has come to our attention that quite a few patients would benefit from being able to book prebookable appointments on Saturdays and Sundays. Unfortunately, we are unable to provide this service as a practice but we are able to join a local service which offers appointments from 6.30-8pm Monday to Friday and 10am-2pm on Saturdays and Sundays.

*Action: Contact IGP Care Ltd (Oldham GP Federation) to request joining the 7day access service. To be implemented by 31st July 2016.*

**Update: We have joined the IGP Care Ltd 7 day access service and the phone number is given out to patients who ask for it or who express disappointment at not being able to access appointments in the evening or weekend.**