

Action Plan in response to Patient Survey March 2013

<b>Person completing form</b> <b>For the PPG: Clare Tikly, Chair</b> <b>For the Surgery: Dr Paul Forsdick, GP</b>	<b>Name of Practice</b> <b>Charter Medical Centre</b>
<b>Position As above</b>	<b>Created 25.3.2013</b> <b>Last updated: 25.3.2014 - LA</b>

<b>Actions/specific areas for improvement (min 3)</b>	<b>Action agreed</b>	<b>By whom?</b>	<b>By when?</b>	<b>What evidence will indicate progress?</b>
Prescriptions	Practice to move to 'batch prescribing' of repeat medication items; items to be changed where appropriate from monthly to 6 monthly issue.	GPs	Monthly starting April 2013	Practice Manager to organise Monthly audit of clinical database to show increase month on month for each GP
<p>YOU SAID:</p> <p>THE SURGERY:</p> <p>OUTCOME:</p> <p>WHY?:</p>	<p>The prescription service is under pressure – batch prescribing will help to reduce workload</p> <p>Arranged Batch Prescribing training for lead receptionists and asked reception and a local pharmacy to tell doctors if they became aware of suitable patients.</p> <p>Numbers increased very slowly over 2013'14. Audits were quarterly instead of monthly as planned.</p> <p>Batch prescribing requires patient consent – one GP found that some patients did not like the idea. It was done on an ad hoc basis when a patient attended surgery. It cannot be delegated by a GP and was not a quick or easy process against competing priorities. One GP found that some pharmacists did not seem to be familiar with the batch prescriptions. Audit was difficult on our old clinical database.</p>			

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<p>WHAT COULD HELP ?</p> <p>PROPOSAL for 2014'15:</p>	<p>A new clinical database system was installed in February 2014 which will make batch prescribing easier to administer and audit.</p> <p>See 2014'15 plan</p>			
<p>Waiting room experience 1</p>	<p>JX board LED electronic board on ground floor level to call patients to their appointments and give waiting time information. Ideally with an additional screen in the upstairs waiting room.</p>	<p>Practice Manager</p>	<p>Purchase before 31.3.2013</p>	<p>Installation of board in ground floor waiting room</p>
<p>YOU SAID:</p> <p>THE SURGERY:</p>	<p>We need a visual call system in the waiting rooms – patients cannot always hear the tannoy</p> <p>Installed a visual call system into both waiting rooms in April 2013</p> <p>The PPG noted that not all clinicians were using the visual call system – this was partly due to the room recognition limitations of our old database. The new clinical database will recognise room numbers and management will ask all clinicians to use the system to call patients.</p> <p>The PPG noted that the original intention had also been to give patients feedback on waiting times. The visual call system does not have an option to provide this as far as the surgery is aware. Management agreed to put waiting times onto the Automatic Check-In screen.</p>			
<p>Waiting room experience 2</p>	<p>PPG to manage magazines</p>	<p>PG volunteers in collaboration with Reception</p>	<p>30<sup>th</sup> April 2013</p>	<p>Satisfactory supply and replacement and management of magazines.</p>

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		Manager.		
YOU SAID:	Bring back magazines in the waiting room			
THE PPG:	Successfully advertised for magazines and now manage the distribution of a regular and sufficient supply			
Facilities	Decoration of the ground floor men's and woman's toilets taking into account disability awareness.	Practice Manager	30 <sup>th</sup> September 2013	Self evident that progress is underway
YOU SAID:	Decorate and bring up to date the male and female public toilets on the ground floor (there is already an up to date disabled toilet on the ground floor)			
THE SURGERY:	Has commissioned a complete upgraded for male and female public toilets to be begun by end March 2014			
Appointment availability	Formal feedback to PPG regarding progress on increased flexibility of appointment times including possible: additional late opening night staggered clinical session times and feedback regarding any anticipated improvements to same day / 48 hour access	Practice Manager / LA	1/6/2013 1/9/2013 1/12/2013 1/3/2014	Documentation in quarterly feedback to PG
THE SURGERY:	<p><b>APPOINTMENT ACCESS:</b>            Conducted an audit in September 2013 of GP and ANP appointment demand / availability and reviewed NHS good access guidelines.            Recruited an additional Advanced Nurse Practitioner in May 2013.            Increased the overall number of GP and ANP appointments per week in December 2013, reviewed in February 2014 – based on a <a href="#">national demand calculation of 6.3 appointments per 100 list size, per week.</a></p>			

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	<p>Agreed to continue to monitor increase in list size and to adjust GP /ANP appointment numbers accordingly using a calculation of 6-7 appointments per week per 100 additional list size.</p> <p>Increased the ratio of same day to book in advance appointments in December 2013, reviewed in February 2014</p> <p>Increased the ratio of same day appointments on Mondays and Fridays in December 2013, reviewed in February 2014</p> <p>Agreed to audit the 3<sup>rd</sup> next available routine GP or ANP appointment daily with a view that this should be within 3 working days (72 working hours) - reviewed in February 2014, to be reviewed again March 2014. At a joint Action Plan review meeting in February 2014, the PPG noted that the original goal of being able to offer a routine appointment within 48 hours had been extended to 72 hours. The surgery explained that an increasing list size and increasing demand on primary care had made this necessary. The surgery feels that it balances this by offering excellent same day access for any patient who feels that they need to be seen more urgently.</p> <p><b>MAKING ROOMS AVAILABLE FOR APPOINTMENTS</b></p> <p>Agreed to promote hot desking by clinicians by creating a separate area where clinicians do administrative work. This will allow more of our patients to access NHS community services (such as NHS counselling) on our premises. Building work likely to begin in April 2014.</p> <p><b>ADDITIONAL OPENING DAYS AND TIMES</b></p> <p>In 2013'14 the surgery applied for funding through the Prime Minister's 'Challenge Fund' as part of a consortium of local GP surgeries.</p>
Health promotion	<p>a)PG to initiate a Charter walking group attached to Healthwalks (BHCC)</p> <p>b) PG supported by the Practice to run one half day or two early evening health promotion events, around the general theme of supporting patients to manage their health care in collaboration with clinicians:</p>

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	<ul style="list-style-type: none"> <li>• Topics agreed with GPs</li> <li>• Run half-day event or two early evening events</li> <li>• Special invitations through community representatives to groups protected under the Equalities Act 2010</li> </ul>
<p>THE PPG</p> <p>THE PPG supported by the SURGERY:</p>	<p>Initiated and advertised a regular Healthwalk in the local park</p> <p>Organised 3 Public Meetings in addition to an AGM, advertised to all virtual PRG members via email and text, with speakers on Community Pharmacy services, Age UK services, Expert Patient Programme, Stroke, NHS 111 and Ambulance service</p>
Community engagement	<p>PG and surgery to build on initial contacts made with hard to reach groups / protected groups under the Equality Act:</p> <p style="padding-left: 40px;">Residential / Nursing homes 2 local BME communities.</p>
THE SURGERY and PPG	<p>The PPG recruited a local pharmacist to promote PPG activity to their housebound customers using flyers placed with deliveries.</p> <p>The SURGERY invited two representatives from a local BME community to discuss a proposal by the surgery and</p>

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	<p>PPG to hold a health promotion event at their community venue. The representatives attended a meeting with a GP, the PPG Community Engagement subcommittee, and the surgery PPG link in 2013'2014. The representatives were recruited to become PPG links to their community.</p> <p>The surgery PPG link continued to speak to and email managers from local residential and nursing homes inviting them to take part in feedback surveys and to pass on PPG newsletters to their residents. The PPG were unable to visit homes in 2013'14 due to a lack of volunteers and would like to carry this item forward with surgery help in 2014'15.</p> <p>Both the PPG and the SURGERY attended Social Media training with a view to increasing the participation of young people; it is intended that their respective Facebook sites will go live by end March 2014</p>
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### UPDATES ON ITEMS IN THE 2012'2013 ACTION PLAN

Getting through on the telephone	Carried over from Action Plan 2011'12 – Additional actions carried out in 2013'14
THE SURGERY:	<p>Recruited three additional receptionists with the aim of increasing the number available to answer the telephones December 2013</p> <p>Opened the telephones at lunchtime January 2014</p>
Supporting more patients to use the online appointments	Carried over from Action Plan 2011'12 – Additional actions carried out in 2013'14

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booking system /	
THE SURGERY:	Advanced Nurse Practitioner (ANP) same day appointments made available online September 2013 New web based computer system went live in February 2014 – will allow 24/7 access online with no downtime.
Ease of booking an appointment with a nurse	Carried over from Action Plan 2011'12 – Additional actions carried out in 2013'14
THE SURGERY:	Practice Nurse appointments made available to book online (Cervical Smear, Asthma review, Diabetic review, Childhood immunisations, Seasonal flu) – September 2013  Practice Nurse appointments were reviewed and the time allocated to some procedures was reduced to allow more appointments overall. The distribution of Practice Nurse appointments across the week was changed to better reflect demand.