

Action Plan in response to Patient Survey March 2014

Person completing form For the PPG: Clare Tikly, Chair For the Surgery: Dr John Condon, GP	Name of Practice Charter Medical Centre
Position As above	Date 26.3.2014

Actions/specific areas for improvement (min 3)	Action agreed	By whom?	By when?	What evidence will indicate progress?
<p>Prescriptions</p> <p>Aim: the surgery recognises there is increasing pressure on the prescription service (600 requests per day). There are an increasing number of complaints about prescription timescales not being met.</p> <p>Carried forward from 2013'14 Action Plan Batch prescribing (where an request is only necessary every 6 months) can increase efficiency.</p> <p>Three full time equivalent receptionists were recruited in January 2014 one of the purposes of which was to allow a receptionist to issue prescriptions all day on most days.</p>	<p>Identify suitable patients for batch prescribing.</p> <p>Management to contact patients to obtain consent.</p> <p>An audit of reprinted prescriptions could identify patterns.</p> <p>Public awareness; allowing enough time particularly if you are using a pharmacy</p>	<p>GPs</p> <p>Surgery management</p> <p>Surgery management</p> <p>PPG item on prescriptions in June Newsletter</p>	<p>End April 2014</p> <p>End of May 2014</p> <p>June August November</p> <p>LA to contribute</p>	<p>Monthly identification of 80 potential patients suitable for batch prescribing</p> <p>Numbers of letters sent. Monthly increase of 60 patients switched to batch prescribing</p> <p>Quarterly decrease in reprinted prescriptions / patterns</p>

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<p>Appointment availability</p> <p>The surgery recognises there is pressure on appointment availability.</p> <p>In response to an internal surgery review in Autumn 2013 and an increasing list size, a new system of appointments was instigated in December 2013; more appointments overall with numbers to be reviewed against list size on a regular basis, an increase in the ratio of same day appointments, more same day appointments on known busy days, duty doctor to see a manageable number of patients.</p>	<p>3rd next available pre-bookable appointment; goal 72 hours</p> <p>Number of extra patients seen by Duty Doctor < 15</p> <p>Time of day that same day appointment run out</p>	<p>Surgery</p> <p>Surgery</p> <p>Reception Manager</p>	<p>May August November</p> <p>May August November</p> <p>May August November</p>	<p>Increasing % of days on target of 72 hours</p> <p>Increasing % of days on target of <15</p> <p>Decreasing tally</p>
<p>Telephone access</p> <p>The surgery recognises there are increasing complaints about getting through on the telephone. Three full time equivalent receptionists recruited in December 2013 one of the purposes of which is to increase the numbers answering the telephones. Telephone lines opened over lunchtime January 2014.</p>	<p>Telephone queuing times count using observer</p> <p>Access survey September 2014</p>	<p>Reception Manager</p> <p>Surgery management</p>	<p>May August November</p> <p>September 2014</p>	<p>Decreasing times queuing</p> <p>Satisfaction rate compared to previous surveys</p>
<p>Community engagement</p>	<p>Continue Health Promotion Walks for Charter patients</p> <p>Engage with Nursing or Residential home patients</p> <p>Continue quarterly public health promotion meetings.</p>	<p>PPG</p> <p>Surgery and PPG</p> <p>PPG</p>	<p>Ongoing</p> <p>Ongoing</p> <p>ongoing</p>	<p>Visit a home or meet in person with residents and manager</p> <p>Minutes of meetings</p>

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