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| **ACTION PLAN-2019** |

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| **Problems Identified** | **Action** | **Who is involved?** | **Timescales** |
| **Telephone Access – Getting through to the surgery via telephone has been identified as an issue** | 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. However there are other methods of booking appointments other than the phone and this need to be highlighted amongst the patients further. If we can try and aim to reduce the congestion then this could possibly allow the telephones to be freed up to allow for more complicated queries to be dealt with. 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 | GP PartnerManaging PartnerPPG membersAll practice staff | On-going throughout the year |
| **Getting appointments easily** | Patients who request an appointment should disclose their reasons for the appointment to allow Care Navigation and the triage system to help signpost patients correctly. Care Navigation to be promoted further through advertising, leaflets and PPG members to speak to patients. Also GP adding a phone message to highlight the importance of sharing of information with reception staff so that all appointments are dealt with appropriately and patients are given the help that they need without having to wait unnecessarily.  | GP PartnerManaging PartnerPPG membersAll practice staff | On-going throughout the year |
| **Suggestions made on improving surgery** | A lot of the suggestions/comments created a common theme and these were ‘More GP appointments’ and ‘Telephone access’ … This has been discussed with PPG members and the practice has asked the members to help the practice to find solutions in trying to improve in these 2 areas. Previously the practice has introduced a further phone line at 8am and another for the whole day, it has been reiterated to all reception staff that all calls MUST be answered within 3 rings, patients are not to be put on hold under any circumstances and a back-up phone has been added for all unanswered calls to be diverted to should the main lines not be answered for whatever reason. The Practice manager holds the backup phone and it has been monitored since being introduced and she can confirm that not many calls have come through to her. The Practice has been in talks with the hospital and external telephony services to try and come up with solutions but unfortunately so far this has proven to be unsuccessful. The practice is therefore turning to other solutions and this time, it involves encouraging patients to use online communication via patient access. With regards to lack of appointments:* The practice has taken on a Pharmacist Practitioner; he is able to deal with most conditions so again patients are being urged to book with him where possible so this allows the GP to deal with the more complex cases.
* The Practice continues to advertise for more GPs but with the current shortage on GPs this is proving to be quite difficult with recruiting any GPs.
* The practice have also worked with other organization and introduced various other services such as “Dementia Chat Clinic, Carer’s Clinic’s, “Mental Wellbeing Clinic’ and ‘Work Support Clinic’ to name a few, patients are encouraged to use these where possible as seeing a GP for a chat may not necessarily be the best option.
* Care Navigation has been introduced at the practice so’ Patients are encouraged to share reasons for call so that they can be directed to the most appropriate service without the need to wait to see a GP.
* Online Triage system was introduced a few months ago, this allows patients to ask the GP on advice about non-urgent queries without the need to phone the surgery or book an appointment. This can be done through Patient Access.

The Plan therefore is to raise patient awareness in relation to these 2 areas.  | GP PartnerManaging PartnerPPG membersAll practice staff | On-going throughout the year |
| **Promoting alternative options for appointments other than face-to-face consultations** | The practice would like to promote the use of both telephone/video consultations for patients so that more appointments can be offered in this way and therefore increasing capacity further. We understand that the preferred option for many patients may still be a face-to-face appointment but until these alternative methods aren’t explored patients won’t fully understand the benefits. We feel offering appointments via telephone/video consultations where possible/appropriate could help to reduce the on-going feedback of difficulties trying to book appointments.  | GP PartnerManaging PartnerPPG membersAll practice staff | On-going throughout the year |