

Practice Priorities & Action Plan



The Vernon Street and Lanes

Medical Centre's

BASED ON FEEDBACK FROM THE PATIENT REFERENCE GROUP

The Patient Reference Group (PRG) reviewed the outcome of the 2018 / 2019 patient survey and in partnership with the GP Partners decided on the following priorities for 2019 / 2020:

1. Review the appointment system to include further pre bookable appointments

Following the results of the Practice survey and the National GP Survey there is a need to continue to review our appointment system and ensure the Practice offers a balance of acute and routine appointments i.e. on the day and pre bookable. The Practice will review the appointment system to look at the capacity and demand of the current patient numbers and ensure capacity and demand is balanced addressing any shortfall.

2. Patient Access

The PRG and Partners agree that patient access to a clinician continues to be the main challenge of any NHS provider. The Partners will review the practice clinical team with a view of adding a further patient facing clinician i.e. a pharmacist to assist in looking after the needs of the patients.

3. Provide 25% of appointments online

To assist with Patient access at least 25% of the Practice appointments will be made available to book online.

4. Telephone access

Patient access continues to be the main challenge throughout the NHS. The PRG suggested that we look at installing a call queuing system on our telephone to inform patients where in the telephone queue each caller was waiting. It was felt this put the control back with the patients and the decision to hold or call back later could be taken. The Partners will look into the cost and operational impact of implementing this change throughout the coming year.