

Practice Priorities & Action Plan

BASED ON FEEDBACK FROM THE PATIENT REFERENCE GROUP January 2022

The Patient Reference Group (PRG) reviewed the outcome of the recent patient surveys and in partnership with the GP Partners the following priorities have been proposed:

1. Patient Access

The PRG and Partners agree that patient access to a clinician continues to be the main challenge of any NHS provider. The practice now has an extensive clinical team, including First Contact Physios, Pharmacists, Health Care Assistants, Nurses, Advanced Clinical Practitioners and GPs.

2. Appointment Access

Telephone

The continued challenge is to ensure patients can access appointments and clinical care easily. Telephone continues to be the preferred form of access and demand on the phones each morning until 11.00 is always high. 5 new receptionists have been recruited with the hope that the increased level of call handlers will enable easier access via the phones. Ongoing training for the reception team will remain a priority as highlighted by the PRG and supported by the Partners. Due to the pandemic, it became necessary to set up a call centre, to ensure vulnerable staff could remain safe. This has worked well and will continue as we work towards a new normal. The phone queuing system, and patient notification of position is working well. The challenge is now to enable the correct number of callers waiting, ensuring the wait times are not excessive.

Access using IT

Electronic access has been utilised extensively throughout the pandemic and provided an alternative patient access route to the surgery. The new technology has been received well by many patients, allowing patients more freedom to seek care and advise, at a time convenient to them. The Partners and PRG now want to ensure a user-friendly website and messaging service and will seek the PRGs more detailed feedback on the electronic access to ensure this is user friendly for everyone.

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Face to Face Access

As we move towards a new normal the PRG and Partners are focused on ensuring patients have a choice of face to face or remote access to care. The Partners are aware that this balance will take time to get right but will endeavour to provide the right appointment type for each patients needs.

Surgery Space

As our team grows and our patient list sizes increases our surgery buildings struggle to provide adequate space for the service. Two new consulting rooms are being built at The Lanes Medical Centre to assist with this, but this new capacity will only be sufficient for the current service, with no room for growth. The PRG and Partners would like to focus on increasing our paperless systems, removing the need for secure cupboards and generating more space for patients' access to services.