

Action Plan From Practice Survey

No.	Action Item	Responsibility	Estimated Completion Date
1)	<p><u>APPOINTMENT SYSTEM</u></p> <p>Communication on how the appointment system works and how to obtain emergency appointments needs improving.</p> <ul style="list-style-type: none"> • need to advertise the system better so patients have an easier understanding – practice booklet, notice boards, leaflets, telephone message. • to look into the possibility of translating it into different languages. <p>Receptionists asking the patient what the problem is before giving an appointment.</p> <ul style="list-style-type: none"> • This is not always appropriate (unless in cases of emergency) suggested script/flow chart to be devised so all calls are being handled the same way. 	<p>Practice Managers/Lead GP/Tamil speaking GP's/receptionists/members of PPG</p> <p>Practice Managers/Lead GP/Receptionists</p>	<p>June 2012</p> <p>April/May 2012</p>
2)	<p><u>TELEPHONE SYSTEM</u></p> <p>0845 number and concerns over the costs of calls from a mobile</p> <ul style="list-style-type: none"> • To look into the technical issues with Leicestershire HIS telecoms as the contract lies with them, look at other options available <p>Busy telephone system and suggestions of more lines to be put in</p> <ul style="list-style-type: none"> • The telephone system has been upgraded to allow for a queuing system with two additional lines increasing from two to four. Unfortunately, due to the current financial climate and resources we have, we are unable to employ extra staff to be able to answer any more additional lines. In the interim, existing practice staff that are 	<p>Practice Manager/Lead GP/HIS</p> <p>Practice Managers</p>	<p>Sept/Oct 2012</p> <p>Implemented March 2012</p>

	available will be on standby to answer the phones at peak times.		
3)	<p><u>ACCESS TO A DOCTOR</u></p> <p>Continuity of care – patients seeing different doctors instead of trying to see same doctor – difficulties arise with having two sites and high demand for appointments with the more popular doctor’s .</p> <ul style="list-style-type: none"> • Doctors/staff to encourage patients to see the same doctor • Doctors to re-book own appointments when the patient needs a follow-up. • Suggestions for more stability on GP rotas, ie: keeping GPs at same site on regular sessions and full day sessions rather than two half days at different sites <p>Consultations – too much focus on computer, rushed, no eye contact and lack of communication.</p> <ul style="list-style-type: none"> • Doctors all have their own pattern/style of working and need to review their consultation methods in a peer to peer review session of approx 1-2 hours <p>More cultural mix of doctors</p> <ul style="list-style-type: none"> • For any future vacancies that arise, the practice may need to consider recruiting doctors who have varied language skills. <p>We have already addressed recruiting more female doctors into the practice with the successful recruitment of two new salaried female doctors in July and October 2011.</p>	<p>GP's/receptionists</p> <p>GP's</p> <p>Lead GP's</p>	<p>March/April 2012</p> <p>31st May 2012</p> <p>Future Vacancies</p>
4)	<p><u>RECEPTION</u></p> <p>Self Checking-in Screen</p> <ul style="list-style-type: none"> • Information on how to use to self checking-in screen should be available as some patients are experiencing problems using it. It will not check you in if you arrive more than 20 minutes early or 5 	<p>Practice Managers</p>	<p>April/May 2012</p>

<p>minutes late. Patients will be advised to report to reception.</p> <p>The current screens are due to be replaced with larger screens.</p>	<p>CCG</p>	<p>May 2012</p>
<p>Privacy and Confidentiality – very difficult with an open reception.</p> <ul style="list-style-type: none"> • Manor Medical Centre has use of a patient interview room, which is located just off the waiting room for patients/staff to use if need to discuss anything private. • Parker Drive Medical Centre has a quiet area at the side of reception for patients/staff to use if need to discuss anything private. • Staff awareness of what is discussed and disclosed on reception, not to repeat patient's details back when making appointments etc. 	<p>Receptionists/monitored by Practice Managers</p>	<p>March 2012</p>
<p>More seating space at Manor Medical Centre.</p> <ul style="list-style-type: none"> • The waiting area at Manor Medical Centre has recently been extended with adequate new seating. • Parker Drive needs to address the seating in the waiting area as it is ripped/slashed and needs recovering. 	<p>Practice Manager</p>	<p>March 2012</p>
<p>Magazine and leaflets in waiting room at Manor Medical Centre</p> <ul style="list-style-type: none"> • There are mixed views around this due to the infection control guidance, it is advisable to refrain from having magazines in the waiting areas. • There is a possibility in the near future of TV screens being installed in the waiting rooms for viewing health promotion material and to be used as a tool for information sharing. 	<p>Practice Manager</p>	<p>March 2012</p>
<p><u>PRESCRIPTIONS</u></p>	<p>CCG</p>	<p>Dec 2012</p>
<p>Ordering prescriptions On-line</p> <ul style="list-style-type: none"> • Practice to look into to see if currently available with our computer 	<p>Practice Managers/Lead GP/HIS</p>	<p>June 2012</p>

system and to look at the feasibility of introducing this facility in the near future

Areas Identified for Further Discussion with PCT / CCG

Appointment system

Requests for more flexibility to accommodate the employed i.e Saturdays at Parker Drive, Sundays and late evenings at both surgeries.

- To discuss with the doctors and Primary CareTrust/Clinical Commissioning Group options available to the practice to accommodate any of these requests.

Widening of doorways

Issue raised by wheelchair users at Manor Medical Centre where by they had difficulty opening the door into the corridor and general access to the consulting rooms.

- To be discussed with the Primary CareTrust/Clinical Commissioning Group ref DDA compliance and improvement grant funding.
- To liaise with practice architect to see if any suitable solutions

Parking problems – Parker Drive Medical Centre

There is absolutely no scope for improvement on this, due to the location of the surgery on a busy road and no spare land to extend, previous applications to the PCT have been turned down.

To open up dialogue again with the Primary CareTrust/Clinical

	Commissioning Group ref relocation and improvement grant funding.		
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