

Glebe Street Surgery Business Plan

Summary of Goals and Objectives – forward to 2020

Practice Name:	Glebe Street Surgery	Practice Manager:	Clive Polles
Doctors	Dr Mumuksh Patel – Principal GP Dr Spencer-Lane –Associate GP		

KEY

MP = Dr M Patel

RSL = Dr Spencer-Lane

CP = Clive Polles

Liz Harris is the Senior Nurse

Driss Taani Office Manager

Manuel Noguera in Book keeper and Administrative Officer

1. Area of Work: Staffing	Activities to be undertaken	Lead	Measures	Timescale
a. Nurse Revalidation	<ul style="list-style-type: none"> Support all nurses in preparing their portfolios Comply with employer guidance for Nurse Revalidation 	CP	<ul style="list-style-type: none"> Practice Nurses complete revalidation to specified timescales. Already Completed 	2018
b. HCA updates	<ul style="list-style-type: none"> Training requirements implemented 	Liz Harris	<ul style="list-style-type: none"> Monitor training 	
c. Team Building	<ul style="list-style-type: none"> Team building events twice a year. Christmas and August 	CP/MP	<ul style="list-style-type: none"> 2 team building initiatives take place. 	2018
d. Pay Review	<ul style="list-style-type: none"> In line with new initiatives Re Agenda for change staff. All staff at Glebe depending on additional resources from NHS at present undefined. 	CP	<ul style="list-style-type: none"> Pay levels react to NHS Agenda for change guidelines in relation to staff pay 	2018

2. Area of Work: Premises	Activities to be undertaken	Lead person	Measures	Timescale
a. Business Continuity Plan	<ul style="list-style-type: none"> Review current Business Continuity Plan and share with staff 	CP	<ul style="list-style-type: none"> Plan shared Copy to all staff of Business Plan 	July 2018

b. Accident/ Near Miss Reporting/Complaints and Significant Incidents	<ul style="list-style-type: none"> Regular reviews of Complaints, Significant incidents, accidents and near misses to be discussed at Team and Clinical meetings and 	MP/CP	<ul style="list-style-type: none"> On-going 	On-going
c. Maintenance Plan	<ul style="list-style-type: none"> Develop a maintenance plan for the future in line with Estate surveys and recommendations 	MP/CP	<ul style="list-style-type: none"> Plans finalised by the end of November 2018 	Nov 2018

3. Area of Work: IT	Activities to be undertaken	Lead person	Measures	Timescale
<ul style="list-style-type: none"> Self-Check In 	<ul style="list-style-type: none"> Develop self checkin rescoures in relation to new technology 	Sylvia Webster	<ul style="list-style-type: none"> Monitor use of self check in 	Aug – Dec 2018
<ul style="list-style-type: none"> SystmOne – review of post 	<ul style="list-style-type: none"> Adapt to new links arrangements New ERS System (Referrals) Training and development 	Driss Taani	<ul style="list-style-type: none"> Ongoing Training for appropriate staff in June, implemented in September 	Ongoing September 2018
<ul style="list-style-type: none"> SystmOne – review of tasks 	<ul style="list-style-type: none"> Review System One tasks with Admin Staff. Delegate responsibilities 	CP	<ul style="list-style-type: none"> On going 	Ongoing
<ul style="list-style-type: none"> Online Services 	<ul style="list-style-type: none"> Ensure the practice is compliant with all contractual elements regarding the provision of online services Increase additional online appointments accordingly 	CR	<ul style="list-style-type: none"> Monitor number of patients registered for online services and usage 	ongoing

4. Area of Work: Patient Services	Activities to be undertaken	Lead person	Measures	Timescale
a. Appointments	<ul style="list-style-type: none"> Quarterly review of appointment system in line with patient feedback Review of appointment system Review of DNA policy 	CP/ MP Sylvia Webster	<ul style="list-style-type: none"> Impact and Evaluation New DNA policy reviewed 	Ongoing
b. Diabetes	<ul style="list-style-type: none"> Review Diabetes Service in light of achievement 	MP	To be confirmed	August 2018
c. Frail and Elderly	<ul style="list-style-type: none"> Implement arrangements in relation to Frailty Index 	MP/ RSL	To be confirmed	Ongoing
d. Cancer Referrals	<ul style="list-style-type: none"> Work with Stats re cancer referral rates and outcomes Develop a practice plan and share with clinicians and staff 	MP/ RSL	<ul style="list-style-type: none"> Arrange meeting Plan implemented to timescales 	To be arranged

e. Dementia Friendly Practice	<ul style="list-style-type: none"> Scope what is involved in becoming a Dementia Friendly practice Develop an implementation plan 	MP/RSL	<ul style="list-style-type: none"> Dementia Friendly practice by Dec 2018 	Dec 2018
f. Clinical Audits	<ul style="list-style-type: none"> Review High referral areas A&E attendances 	MP/RSL	To be agreed	Ongoing

5. Area of Work: Financial Sustainability	Activities to be undertaken	Lead person	Measures	Timescale
a. Cashflow	<ul style="list-style-type: none"> Reviewed by Dr Patel and Clive Polles Review monthly and bookkeeping practices adjusted and challenged if necessary on a monthly basis 	MP/CP Manuel Noguera	<ul style="list-style-type: none"> Practice remains financially solvent 	
b. Enhanced Services Monitoring	<ul style="list-style-type: none"> Develop a process for ensuring all payments from Open Exeter are invoiced and received and a system for monitoring this 	CP and Manuel Noguera	As above	Ongoing
c. New Initiatives	<ul style="list-style-type: none"> Scope the feasibility for providing new services in the practice and research opportunities. Scope the feasibility for providing new services in the practice – aesthetic and private work 	MP/CP	As above	
d. Enhanced Service/ QOF lead roles	<ul style="list-style-type: none"> Continue to Identify leads and build in to objectives for staff Tie in to review of pay 	All staff	<ul style="list-style-type: none"> Evidence of ownership of lead roles at meetings 	Ongoing

6. Area of Work: Management	Activities to be undertaken	Lead person	Measures	Timescale
a. Officer Manager	<ul style="list-style-type: none"> Continue to review skills mix in line with funding available 	CP/MP		Ongoing
b. Nurse Manager	<ul style="list-style-type: none"> Continue to review skills mix in line with funding available 	CP/MP		Ongoing
c. Accounts/ Payroll	<ul style="list-style-type: none"> Review the outsourcing of accounts. Fairways Training...effectiveness 	CP	<ul style="list-style-type: none"> Impact assessment completed on potential costs/ savings 	June 2018-06-14 completed

7. Area of Work: Communication	Activities to be undertaken	Lead person	Measures	Timescale
a. Headlines	<ul style="list-style-type: none"> Ensure onward cascade of CCG and Federation Initiatives on a monthly basis 	CP/MP	<ul style="list-style-type: none"> Agenda item on all staff agenda 	Ongoing

b. Management Process	<ul style="list-style-type: none"> Review Admin and Management responsibilities, delegate and alter Job Descriptions Review after 6 months 	CP	<ul style="list-style-type: none"> Process developed and deployed Impact assessment and review completed 	July 2018
c. Use of Noticeboards	<ul style="list-style-type: none"> Review noticeboards 	Sylvia Webster	<ul style="list-style-type: none"> Constant review 	Dec 2018
				Ongoing

8. Area of Work: Patient Reference Group	Activities to be undertaken	Lead person	Measures	Timescale
a. Patient Surveys	<ul style="list-style-type: none"> Friends and Family surveys 	Sylvia Webster and CP	<ul style="list-style-type: none"> CQRS Returns 	Ongoing
b. Website	<ul style="list-style-type: none"> Monthly review of website to ensure it is kept up to date and fit for purpose 	CP and Bhavesh Mandora	<ul style="list-style-type: none"> Quarterly website audit implemented 	Ongoing

New Work Areas	Activities to be undertaken	Lead person	Measures	Timescale
a. Saturday Opening	<ul style="list-style-type: none"> Monitor 	Sylvia Webster and CP	<ul style="list-style-type: none"> Usage 	Ongoing
b. Aesthetic Work	<ul style="list-style-type: none"> Implement and Review 	MP/CP	<ul style="list-style-type: none"> Quarterly website audit implemented 	Ongoing