

Patient Questionnaire Survey: Action Plan to be taken as priorities for 2023/24

Patient survey action plan discussed & reviewed by OS/ AA (2 November 2023)

Action	Responsibility of:	To be completed by (date)	Date completed
<p>Patient Education</p> <p>Further development of health educational material and practice information – Review of material in alternative languages and format of delivery i.e. audio visual recordings for patient waiting room.</p>	Obaid Siddiq, PPG members & Clinicians with interest	<p>Patient Information screens & content implemented in Sept 19. Content to be periodically reviewed and updated.</p> <p>Clinicians will potentially develop short webinars for online content.</p>	Ongoing
<p>Improving Access to practice services</p> <p>Reduction of DNA Rate</p> <ul style="list-style-type: none"> - Implementation of robust policies - raise patient awareness - Implementation of mobile text reminder system - Reception staff - appointment 'call reminder' <p>Monitor New Telephone system</p> <ul style="list-style-type: none"> - Utilise telephone audit data to determine demand upon system through any one day. <p>Implementation of relevant new technologies</p> <ul style="list-style-type: none"> - Online appointment booking & Prescription service - AccuRx – e – Consult Service (as part of GP Triage service) 	<p>Obaid Siddiq & GP Partners</p> <p>Obaid Siddiq/ GP Partner/ Reception team/Telephony providers</p> <p>Obaid Siddiq</p>	<p>Review after 12 months (Audit GPAD data for reduction in DNA rates for GP/nurse appt's compared to previous year, currently 8 -10%)</p> <p>3rd Party Telephony support company providing audit and technical support</p> <p>Online system is being implemented (Uptake >1430 users, 1307 active users).</p> <p>Review capacity of online appointments. EPS consents: 2810 (55.0%)</p> <p>Review after 12 months</p> <p>AccuRx (Oct – Dec) 1778, aprx. 600/Mth</p>	<p>On-going monitoring</p> <p>Pending ICB funding for upgrade (Apr 24)/ On-going monitoring upon implementation</p> <p>On-going monitoring</p>

<p>Promotion of Pharmacy First/CPCS scheme & Extended Access Hub usage</p>	<p>Obaid Siddiq/ Reception Team</p>	<p>Reception team to promote CPCS scheme and sign post extended access service (Pharmacy First scheme uptake currently 2113 users)</p>	<p>On-going monitoring</p>
<p>PCN target ACC-08: Percentage of patients whose time from booking to appointment was two weeks or less</p>	<p>Obaid Siddiq/Reception Team</p>	<p>Current data indicates >80% appts are 2 weeks or less.</p>	<p>Ongoing review of GPAD data</p>
<p>Designated Clinics ('fast track') for identified patient groups. Increase appt capacity and reduce A/E attendance. For example: Mental Health Assessment clinics, Learning Disability assessment and Frailty service for identified patients. 'Minor ailments clinics' for children during Winter period. Dementia clinics run by Clinical Pharmacist (PhD) to develop new care approaches.</p>	<p>Obaid Siddiq/ GP Partners</p>	<p>On-going & dependent upon funding sources and PCN recruitment</p>	<p>On-going monitoring</p>
<p>Multi Skilled Team - Building capacity</p> <p>Identifying appropriate training needs for clinical and non-clinical staff. Develop skills mix. For example Clinical Pharmacists undertaking ACP course & admin staff member trained as GPPA to free up GP time.</p>	<p>Obaid Siddiq/ GP Partners/ Training providers</p>	<p>Review after 12 months (Protected learning time/ Individual staff targets). Dependent upon funding sources</p>	<p>On-going monitoring of GPAD data</p>

The findings of the survey will be communicated to patients by;

- 1) Information posters displayed in waiting rooms
- 2) Presentation of findings to Practice Patient Group