

## MATLOCK ROAD ACTION PLAN

We have prioritised on the 4 areas where our mean % score is lower than benchmark for other practices of a similar list size. When compared to all participating practices there are 2 areas of improvement: waiting times and opening hours.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable timeframe?	August update
<b>Waiting time</b>	<ul style="list-style-type: none"> <li>- review known busy times (ie Monday mornings) and see if need to amend GP rota to incorporate requirements ie telephone appointments until later morning</li> <li>- remind patients to book longer appointments if a number of issues to discuss</li> <li>- receptionists to advise patients of delays at point of arrival if appointments are over-running</li> <li>- there is a corresponding high score marked with patients being able to speak to practitioner on phone which remains important</li> </ul>	GPs and Practice Manager PPG for feedback and suggestions	To review by 30/4/15 communicated proposals to PPG by mid May 2015 for additional feedback	Continue to monitor waiting times as ongoing item. No additional feedback from PPG. Other items actioned.
<b>Seeing practitioner of choice</b>	<ul style="list-style-type: none"> <li>- advance appointments can be booked with practitioner of choice</li> <li>- same day appointments need to be with the duty doctor (which may not be the practitioner of choice given the small practice size) patients are offered the opportunity to have an appointment the next day if appropriate.</li> <li>- when a Locum Doctor is working patients will be advised if known in advance and will be advised on the day if the locum is the duty doctor</li> <li>- remind reception staff and patients</li> </ul>	GPs and Reception team	To review by 30/4/15	Completed, with ongoing review.
<b>Opening hours satisfaction</b>	<ul style="list-style-type: none"> <li>- Extended hours are on offer once a week (alternate Tuesdays and Wednesdays) so that patients who are unable to attend during standard working day have option for an evening appointment</li> <li>- To remind patients of this option</li> <li>- To inform patients of the weekend opening of the Brighton Walk In Centre should weekend access be required</li> <li>- online access from April 2015 should also enable greater flexibility for patients regarding booking appointments, making repeat prescription requests etc so not having to telephone the surgery within opening hours – to promote through posters in waiting room etc</li> </ul>	GP and PM PPG for feedback and suggestions	To communicate extended hours by 30/4/15 communicated online access during April 2015 and onwards	Staff continue to advise patients of later evening appointments, walk in centre plus online access. Posters re online access on display in waiting area.
<b>Reminder systems</b>	<ul style="list-style-type: none"> <li>- SMS text reminder system will be set up (whilst needing to have the appropriate consents)</li> <li>- NHS England is changing its SMS system through April to June so we are seeking</li> </ul>	Practice Manager	We have contacted NHS England's IT team and will advise on	Continue to liaise with CCG and NHS England re potential

	advice on best approach and timing so minimal disruption to patients		timeframe recommended.	introduction of this.
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Please continue to share any comments you have either through speaking to any member of staff or by completing a FRIENDS & FAMILY Card on the table.