

OVER WYRE MEDICAL CENTRE

Proposed Practice Action Plan as a result of our Patient Care Survey 2014 (will be agreed with our PPG at the next meeting scheduled 14.01.2015).

Practice Name	Over Wyre Medical Centre
Total Practice Population	11, 081
Date of Action Plan	2nd December 2014
Date of Review	14 th January 2015
Lead GP	Dr Tom Marland
Practice Manager	John MacPhee
Office Manager	Simone Harris

Aims

- To provide higher quality and consistency across our patient population, with better care and health outcomes.
- To improve customer service skills and improve patient satisfaction.
- To establish areas where services could be improved.
- To establish whether there are any issues regarding access/appointments.
- To use different methods to reach out to a wider group of patients.
- To draw up an action plan, which is agreed with the PPG and then shared with the practice team.
- To gauge how likely a patient is to recommend the Practice to a Family member or Friend.
- To establish whether the current prescription service could be improved.

Action Plan Time Frame

<u>Action</u>	<u>Who will deliver</u>	<u>By when</u>
To conduct a full audit of patients fronting at the desk and telephoning the surgery.	Receptionists/GP's/Nurse Practitioners	31.01.2015
Establish trends and peak times of telephone calls	Receptionists/GP's/Nurse Practitioners	31.01.2015
To hold an internal review of our Telephone triage, and investigate a system which involves a doctor speaking by phone with all patients requesting an appointment. The purpose is to ensure that patients will see the medical professional best suited to help with their issue. It remains to be established how or if on-line appointments would still be offered if the new system was introduced.	All Partners/All staff	15.02.2015
In direct response to comments made within the Practice Survey, source and implement a water dispenser within the Waiting Room	Practice Manager	31.12.2014
Change Practice Website to the CCG affiliated website	Practice Manager	14.01.2015
Have a rolling programme of ordering CQC compliant chairs for the Practice	Practice Manager	01.04.2015
Make progress with our Neighbourhood and put in place our desire to have a Care Home Team to look after vulnerable patients.	Dr Marland/GP's/Practice Manager	01.04.2015
Continuously monitor our Unplanned Admissions Care Co-ordination Team, creating care plans for 2% of the practice population	Dr Holmes/Sister Amanda Jones	Ongoing