

Hillview Medical Centre

Patient Participation Action Plan

Throughout the year the practice receives various types of feedback and information regarding performance. This feedback is received direct from patients and carers via patient surveys, Friends and Family Test, emails and telephone calls. Feedback is also received from NHS England and Redditch & Bromsgrove Clinical Commissioning Group via patient surveys and performance frameworks. Once a year the practice reviews all data to enable us to form an action plan for the coming year.

The areas that we have looked at this year are access, communication and service provision

ACCESS

ISSUE	AIM
New patients wishing to register at the practice and existing patients moving to a new address	To monitor the level of our practice list whilst accommodating requests from patients to register at the surgery
Action: Review patient list size on a quarterly basis with a view to increasing our catchment area	
Led by: Practice Manager	Timescale: Ongoing
ISSUE	AIM
Online appointments	Enable patients to book a variety of appointments via computers, tablets etc
Action: Increase availability of online appointments to include blood tests, blood pressure checks and chronic disease clinics. Also increase the quantity of GP appointments available to book online	
Led by: Practice Manager	Timescale: 2 months
ISSUE	AIM
Unused appointments	To decrease the number of patients who do not attend
Action: Actively update contact details (mobile and emails) with a view to introducing a reminder system	
Led by: Practice Manager	Timescale: Ongoing

COMMUNICATION

ISSUE	AIM
Keeping patients informed of new services	To increase patients awareness of services available at the practice
Action: Regular, clear newsletters to be emailed widely to our patient population and made available in our waiting room	
Led by: Practice Manager	Timescale: Ongoing

ISSUE	AIM
Explaining conditions and treatments	Enable patients to fully understand the condition they have and the treatment they will receive
Action: All clinical staff to ensure clear communication with patients especially following changes to treatments, medications etc	
Led by: Practice Manager	Timescale: Ongoing

ISSUE	AIM
Ensuring patients views are sought	Increase use of Friends and Family Test
Action: All staff to promote Friends and Family test	
Led by: Practice Manager	Timescale: Ongoing

ISSUE	AIM
Comments on results not clear	Ensure all clinicians enter comments in the same way and all staff know how to find these comments
Action: Guidance and training to be given to all staff	
Led by: Practice Manager	Timescale: Ongoing

SERVICE PROVISION

ISSUE	AIM
Patients unable to attend for chronic disease clinics due to work	Increase working patients access
Action: Increase early morning availability and telephone consultations with Lead Nurse	
Led by: Practice Manager	Timescale: Ongoing

ISSUE	AIM
Availability of Health Promotion Services	Increase uptake of health promotion and prevention services
Action: Encourage patients to attend for health checks, promote healthy eating, lifestyle changes etc	
Led by: Practice Manager	Timescale: Ongoing