

2014 Crawcrook and Greenside Action Plan

Issue	Context	Action	Responsibility	Timescale
<p><u>Communication</u> Improvement to telephone system and ease of access</p>	<p>Move from 0844 to 0191 number at Crawcrook surgery appears to have reduced delay and frustration for majority of patients but has limited queuing capacity</p>	<p>*Continue to monitor impact of revised telephone system and effectiveness of the call queuing facility at Crawcrook surgery</p>	<p>PM/Partners</p>	<p>On-going</p>
<p>Telephone consultation with clinicians</p>	<p>Many patients/carers still unaware of this service thus not yet widely used</p>	<p>*Publicise availability of telephone consultations with medical/nursing staff - for both CMC and GBS registered patients *Post notice in waiting rooms at Crawcrook and Greenside; use website to publicise service; ask practice staff to explain option to patients telephoning/calling at surgery for appointment/home visit etc.</p>	<p>PM/Partners</p>	<p>6 months</p>
<p>Information about access to urgent or out of hours medical care</p>	<p>Practice to promote general awareness of urgent medical care or out of hours services for its patients</p>	<p>*Use practice newsletters; website; telephone service and surgery leaflets to promote information and contact details about patient/carer access to urgent or out of hours care (A&E/ walk-in centre) and specialist support organisations *Install fixed notice board on wall outside of entrance; include information about opening hours; emergency/out of hours numbers and practice website address</p>	<p>PM/Partners</p>	<p>2 months 3 months</p>

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<p>Promotion of the CMC practice website and updating of information</p>	<p>Increasing patient/carer awareness of the practice website will help patients to understand policies and use surgery services more effectively.</p> <p>Ensuring information is timely and up to date so patients may have confidence and rely on it.</p>	<p>*Advertise surgery website address to patients at both CMC and GBS using a notice board/entrance wall at each site.</p> <p>*Include the website address on prescriptions; letterheads; external notice board (see above); digital message screen in waiting area and at surgery reception</p> <p>*Review and check information on website regularly</p>	<p>PM/Partners</p>	<p>6 months</p> <p>1 month</p> <p>On-going</p>
<p><u>Service Delivery</u> Booking advance appointments</p>	<p>Patients/carers have been concerned that they may not book surgery appointments in advance. Lack of flexibility for patients who work or have caring responsibilities to balance with other commitments</p>	<p>*Keep under review the benefits to patients of booking appointments in advance</p>	<p>PM/Partners</p>	<p>On-going</p>
<p>Booking appointment options for patients</p>	<p>Majority of patients book by telephone; promoting greater use of on-line</p>	<p>*Publicise at each surgery the option to make on-line appointments</p> <p>*Issue a patient information leaflet to explain process ; promote link on</p>	<p>PM/Partners</p>	<p>9 months</p>

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Reception Area	Patients have raised concerns about lack of privacy at the surgery reception area	*Alter the reception area to increase privacy at counter for patients	PM/Partners	On-going
Extending surgery hours	Patient request for appointments in early evening or weekends	*Consider how surgery times can be adjusted or extended to meet patients requirements for evening/weekend access	PM/Partners	6 months
Surgery opening time	Opening surgery doors at same time as first patient appointment slot does not allow patient time to book in or to be 'on time'	*Consider opening surgery building five minutes earlier than the first patient appointment	PM/Partners	2 months
<u>Patient Experience</u> Staff changes	Patients have expressed concerns about staff turnover and changes in recent months	Matters relating to personnel and recruitment are outside of the PF remit but members felt it appropriate to record this feedback in the action plan	N/A	N/A

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Gender balance in clinical team	Patient expressed preference to consult male clinician for male only conditions	*Consider developing dedicated service such as 'Well Man' or 'Well Women' clinics	PM/Partners	6 months
1:1 Patient – clinician engagement	High levels of satisfaction were expressed with regard to the patient-clinician consultation.	The PF is pleased to record this positive feedback in the action plan	N/A	N/A