



THE GILL MEDICAL CENTRE

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ACTION PLAN 2016/17

What you said	What we did/will do	By When
<p>Patients said that they have to wait more than 15 minutes to be seen after their appointment</p>	<p>We appreciate that at times we are particularly busy, and we understand that it is quite frustrating when waiting for your appointment however our practice philosophy is that “every contact counts” and we don’t ask patients to stick to the 1 issue 1 appointment rule.</p> <p>Our receptionists are trained to monitor the waiting room and advise patients if the doctors are running behind</p> <p>We add two 10 minute blocks during the surgery as a ‘catch up’ block.</p> <p>We will offer more 20 minute appointments especially to those patients who may need additional time due to communication difficulties</p>	<p>Receptionists are aware to offer 20 minute appointments when required</p>
<p>Some patients have difficulty getting an appointment to see or speak to someone</p>	<p>We realise that at times it is hard to get an appointment especially during peak holiday times.</p> <p>We have reduced our practice boundary to ensure that there are more available appointments to patients who live within that area.</p> <p>We have recently applied to become a training practice and will supervise junior doctors who will be able to offer a range of appointments</p> <p>We have changed our practices and patients can now get a telephone appointment to have their medication review which will free up appointments.</p>	<p>Boundary has already been reduced</p> <p>Process begins in July 2016</p>

	<p>Our new practice nurse is undertaking training to enable her to carry out chronic disease management, which is something the GP's are currently doing and therefore release further appointments.</p> <p>A new project in the near future will see a number of community pharmacists working from GP practices who will be able to offer appointments for things like routine medication reviews and some of them will also be able to prescribe medications. We envisage this will free up GP time to concentrate on more complicated health matters.</p>	
<p>Patients are not always able to see the doctor of their choice when they want to</p>	<p>Our doctors all offer the same number of appointments each week and we are aware that some patients prefer to see a specific gender of doctor of which we have a 50/50 ratio.</p> <p>2 of our doctors are new to the practice and therefore it will be a matter of time before patients recognise them as a preferred GP which should even things out in the future.</p>	<p>All of our doctors offer telephone appointments which can be booked up to 4 weeks in advance if your problem is something you can speak about on the telephone with your preferred GP</p>
<p>Patients have difficulties with the limited car parking space</p>	<p>We know that the car parking facilities in and around the practice cause difficulties especially now that there is stringent parking restrictions in place in the surrounding area.</p> <p>We are investigating the possibility of purchasing more land near the practice so that we can provide better facilities</p>	<p>Discussions are already taking place with the local authority</p>
<p>80% of our patients are satisfied with the practice opening hours</p>	<p>We have extended our opening hours so that patients can book appointments outside of core contractual opening hours.</p> <p>We have appointments available from 7.30am on Fridays and until 7.30pm on Wednesday evenings. We try to keep these available for our working population</p> <p>We don't close for lunchtime.</p>	<p>Extended opening hours in place</p>

<p>77% of patients who have attended the practice would recommend us to family or friends</p>	<p>We are very sorry to hear that 23% of our patients would not recommend us to their friends or family. We do try to provide an excellent healthcare service to all our users.</p> <p>We have tried to recruit a patient participation group (PPG) where patients can meet with us to discuss what they want most from their general practice but this has not been successful.</p> <p>If you think that you would like to join our PPG and have your say, please contact one of the reception staff and they will be happy to take your details</p>	<p>Establish a patient participation group where the patient has a say in the development of the practice</p> <p>By December 2016</p>
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