



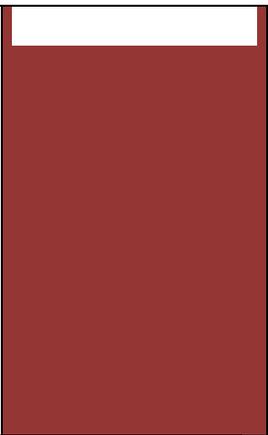
THE GILL MEDICAL CENTRE

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ACTION PLAN 2018/19

| What you/we said | What we did/will do | By When |
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| <p>There are not enough afternoon appointments and this is unhelpful for patients who work</p> | <p>We already provide extended hours appointments although we acknowledge that these are popular and are soon booked up. The CCG have provided funding for extended hours provision around a number of SWEAP hubs throughout Salford that all Salford registered patients can access with the exception of those patients who have opted out of the shared care record.</p> <p>One of our GP's changed his Wednesday morning clinic to Friday afternoon clinics to increase access for patients in the afternoons</p> | <p>The Walkden and Little Hulton hub will be open on the 22nd March 2018</p> |
| <p>A number of issues were raised by patients in relation to medication reviews and errors with hospital discharge letters</p> | <p>In addition to the community pharmacists commissioned by the CCG, we decided to permanently recruit a pharmacist working directly for The Gill. Pete will be carrying out many medication reviews on a face to face basis and he will also review the more complex medications when patients have been discharged from hospital. Pete is also undertaking a prescribing course so he will be able to prescribe any appropriate medications</p> | <p>On completion of induction, Pete will be consulting with patients from April 2018</p> |

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| Dementia Friends | We recognise that dementia is a huge concern and we want to ensure that any patients with dementia can have a positive experience when attending the practice. The practice has registered as a dementia friendly practice and 2 staff have since become dementia champions. We hope to ensure that all staff at The Gill choose to become dementia friends. | The first awareness session will take place by the end of July |
| On-Line Services | To increase awareness of online services and the levels of patients who have online access to services and promote uptake of the log ins. | Ongoing throughout 2018/19 |
| Ongoing issues with the car park and lack of parking areas in the vicinity | Our ideas in regard to extending the car park are no longer an option however we are looking to reconfigure the car park in the next 6 months. We have plans in place to ensure that issues around people parking cars on the car park who are not attending the practice will be addressed | August 2018 |
| Our PPG members said that patients should know what services are offered by the practice nurse | Initially we said that we would include this within our practice leaflet however when we came to do this it was felt that there was too much information to be contained there and so we have added this to our website under "information" | Complete |
| Some patients were concerned about the level of privacy at the reception | We have investigated a number of solutions to this issue. We are hoping that some space will be made available at some point this year if we are able to obtain innovation funding. We have also looked at re-siting the telephones away from the reception and have spoken to a number of telephone suppliers in the last few months. | Ongoing |

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| <p>52% of patients are dissatisfied with regard to the waiting time to be called from the waiting room</p> | <p>The walk in clinic is extremely popular and over the last few months we have experienced very high volumes of patients attending during the winter months. The clinic is very well used and therefore waits can be very long. We fully appreciate that this can cause inconvenience and we do not like to keep patients waiting but equally we do not want to change the service for now as we think this is a valuable provision.</p> |  |
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