



# THE GILL MEDICAL CENTRE

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## ACTION PLAN 2019/20

What you/we said	What we did/will do	By When
PPG	We have discussed with our PPG members the prospect of establishing a Facebook page to enable us to broaden our abilities to engage with more patients	6 months
We are very mindful that our Patient Participation Group is not fully reflective of our patient demographics.	<p>We will also investigate the possibility of establishing a “virtual” group for those patients who would like to be involved but cannot make it to the practice due to other commitments</p> <p>We will make the information about our PPG meetings more easily accessible through a dedicated section in the waiting room</p>	
<b>Patient Health &amp; Wellbeing</b>	We will improve the aesthetics of the waiting room by segmenting all the information contained within for ease of access and identification of relevant literature	2019/20
We are introducing a number of patient health and well-being initiatives based on feedback received from our patients	The practice want to start holding patient education events whereby our GP’s will talk to patients about different areas of health and how to manage chronic diseases and other health issues. We are organising educational sessions for patients and will advertise these as and when they are available. This will include a dementia friend’s awareness session	

	<p>We will identify more patients who are carers so that we can ensure they are receiving appropriate healthcare and well-being themselves. If the carer is identified as being a practice patient then we will carry out a health check. If the patient is from another practice then we will advise them to make an appointment for a carer health check at their practice.</p> <p>We will continue to encourage patients to inform us if they have any communication difficulties. We will continue to gather this data at point of registration. This can include hearing or sight difficulties and whether patients require an interpreter present at their appointments</p>	
<p><b>Access</b></p>	<p>We did employ a practice pharmacist as per our action plan last year and Pete is now undertaking all the medication reviews which has freed up lots of GP time and patients are happy with Pete's appointments</p>	<p>2019/20</p>
<p>Patients have expressed their concerns regarding the amount of waiting time to get a routine appointment. The walk in clinic is very well utilised but patients do just want better access to routine appointments.</p>	<p>The practice is a big advocate of the SWEAP programme (Salford Wide Extended Access Project) and we do offer patients alternative appointments across the borough</p> <p>The formation of Primary Care Networks will also give the practice access to a social prescriber which we are certain will also relieve GP pressure as many patients do not require a medical prescription. We will be working towards this with our neighbouring practices</p> <p>We will continue to review all sources of patient feedback in relation to our accessibility and explore any suggestions as to how we can improve patients waiting time for appointments</p>	

<p><b>Estates</b></p>	<p>We are investigating solutions to this problem and have discussed our ideas with the commissioning group and NHS England. There will not be a quick fix to this however, as we want to ensure we get the best possible most appropriate outcome. The estates department have carried out a survey of the practice needs and we are awaiting their advice</p>	<p>2020/21</p>
<p>The practice acknowledges that we have so many more patients on our register than this time last year and we are currently struggling with the demand including the lack of clinical space we now have in the building.</p> <p>Patients have shared concern about the lack of privacy at the reception</p>	<p>Patients have raised concern about the lack of confidentiality in the waiting room. We reconfigured the layout of the administration areas and where there were once 2 members of staff at front reception, there is now only 1. We have removed a computer and a telephone from the front desk and phone calls are now being taken behind the front receptionist. There may be an opportunity to explore this with our new founded Primary Care Network</p>	