



THE GILL MEDICAL CENTRE

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ACTION PLAN 2020/21

| What you/we said | What we did/will do | By When |
|---|---|----------------|
| <p>Access</p> | <p>The practice is still utilising SWEAP appointments which our patients have found to be of great value.</p> | <p>2020/21</p> |
| <p>Patients have expressed their concerns regarding the length of time it takes to get a routine appointment.</p> <p>3 out of 8 comments on NHS choices were in relation to complaints about access to appointments.</p> <p>The patient survey also showed three areas in which the practice could improve and these were also in relation to satisfaction with appointments.</p> | <p>We have employed a salaried GP, Dr Michael Poplawski who works 6 clinical sessions per week and we are currently making enquiries with another GP (female) who is finishing a maternity locum who we would like to speak to with a view to working for us.</p> <p>We continue to accommodate Salford Health Improvement Services so that patients have easy access to social prescribing.</p> <p>We continue to operate a daily walk in clinic which means that any patient wishing to be seen as a matter of urgency can see a doctor on that day or speak to a doctor on the telephone.</p> <p>We are hopeful that once our expansion gets underway we will have the accommodation needed to offer additional clinics.</p> <p>Our primary care network will also be working towards recruitment of social prescribers in the next 12 months.</p> | |

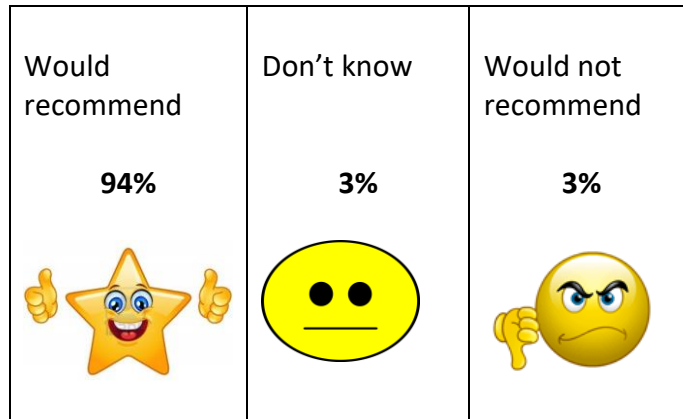
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| <p>Appointment delays</p> | <p>Feedback from family and friends survey over the last 6 months has indicated that patients are frustrated about the length of time waiting in the waiting room. This could either be as a result of a very busy walk in clinic or that the non-duty doctor is running behind.</p> <p>We have discussed this issue with our patient participation group. Our GP's do not apply the 1 problem, 1 appointment rule. Much of our feedback relates to the patients high satisfaction about how much time the GP spent with them and that they felt listened to. We agreed with our PPG members that we should not apply the 10 minute rule to appointments.</p> <p>In July we reviewed whether our appointments should actually be longer in duration. Following a number of discussions we decided to add extra blocks throughout each clinic to give doctors a chance to catch up.</p> <p>We will ensure that our clinicians appreciate how frustrating this is for patients and to make certain that we at least acknowledge their delay with an apology.</p> | |
| <p>Patients have expressed frustration in relation to the length of time they have to wait in the waiting room</p> | <p>Care Navigation</p> <p>It has been public knowledge for some time that there are not enough GP's in relation to the number of appointments needed and it was recognised that many patients ask to see a doctor when a more appropriate clinician could have been better placed to deal with the patient issue, for example a pharmacist or a practice nurse.</p> <p>Therefore our reception team attended care navigation training to assist them with the skills required to navigate patients appropriately and this is an area of work we introduced at The Gill with a degree of success.</p> <p>We do appreciate that it may seem the receptionist is trying to prevent the patient from seeing the GP but this is certainly not our intention.</p> | |
| <p>Patients have expressed their concerns in relation to receptionists asking them why they want to see the doctor</p> | | |

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| | <p>We also appreciate that the design of our reception and waiting area can make it awkward to have a private conversation of this nature.</p> <p>Within the plans for our new building, we have incorporated space for patients to have a confidential conversation with any member of staff should they wish to do so. However this is a project 2 years in the making.</p> <p>We would encourage any patients who require a confidential chat with a member of staff, to make this known to the receptionist.</p> | |
| <p>Telephony</p> | <p>We were aware that our telephone system was now inadequate based on the increase in our list size in recent years.</p> | |
| <p>Members of the PPG had raised some concern in regard to trying to contact the surgery by telephone.</p> | <p>We took this on board and equally wanted to update the system to include call recording so that our receptionists could receive feedback on their call handling to continually improve patient experience.</p> <p>We explored a number of options and decided to use a new company X-On and we went live with the new system in November.</p> <p>We have also recruited 2 further reception administrators to assist with the volume of calls we receive and they are due to commence at the end of March</p> <p>The benefits to the system will allow us to monitor activity including how many calls we receive and how many calls we miss. When our busiest telephone times are. We believe over time we can reap the benefits of having access to this information.</p> | |

Friends & Family

Summary of results

The results of our friends and family survey which are based on whether our patients would recommend the practice to their friends and family averaged over the last 6 months



The whole team at The Gill will strive to improve these results over the next 12 months and we believe with our future development plans we will be able to achieve this and provide an improved service for our patients.