**PRACTICE PPG PLAN 2016**

| **Proposal** | **Required for implementation** | **Progress** | **Complete by** |
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| Complaints  | To continue to promote positive messages regarding the services provided. To respond to complaints in an open, honest and helpful manner. To comply with 'Duty of Candour' Requirements. | Ongoing | December 2016. |
| Patients have to make long 'wasted trips' to collect medication that then turns out to not be ready (stock unavailable). | Promote text back service for patients with mobile phones so that they do not have wasted journeys. | Mid July 2016 - Alliance (wholesaler) are launching new functionality to advice dispensary when medication is out of stock and to give indication of time until delivery. Dispensary Team Leader and Practice Manager will look at this in August to see how this can be best used to provide info for patients. Need to promote patient responsibility regarding ordering medication in timely manner. | Ongoing |
| PPG sub group projects | The WGP PPG is very supportive to the Practice team and will provide support to the practice by taking on mini - projects. Projects include: 1. Promoting use of email / mobile phone to communicate with patients. 2. Providing feedback / advice on different recorded messages used by the Practice on the phone system. 3. Working with the Practice to look at how repeat dispensing can be improved to save patients wasted visits to collect 'out of stock' items.  4. Promoting the 'Choose Well' campaign to help patients get to the correct service at the right time. 5. Supporting the annual 'Well and Connected' event. 6. To undertake car park surveys to identify where 'abuse of free car park' occurs and to develop ideas to increase car parking space.  | Sub Project Groups meeting regularly. Some ideas are being implemented (e.g. changes to messages on the bottom of the prescriptions. | December 2016. |
| Access to (routine) appointments | This has been an increasing issue for patients and raised in feedback, complaints and survey results. The practice has a high demand (and seems busier than other local practices). The Blandford site is busiest, but increasingly capacity issues are also being experience at Child Okeford. Analysis is being undertaken to look for the reasons for this (suspect more deprived patients, high number with multiple LTCs, MH / personality disorders, plus 36 jointly managed drug addicts). To keep the service safe the Practice operates a GP triage system at Blandford to ensure that all urgent requests are dealt with promptly. It is likely that CO will move to this in the future. The Blandford Practice receives up to 170 urgent / same day appointment requests each day (average is 92 per day). The Practice uses new ways of working to increase capacity (e.g. community pharmacists, increased telephone appointment, up skilled nursing team to manage LTCs, PAs to support GPs and reduce admin, nurse practitioner, MIAMI project, working with community providers to signpost patients into other support services). | The practice offered 58,302 doctor and nurse appointments Jan - June 2016. This equates to an average of 7.11 appointments per patient (national average is 6, per BMA figures). There are 12 FTE GPs giving a patient workload of 1367 patients per FTE GP (excluding nurse practitioner). CT is in progress in doing some data comparison with Eagle House Surgery to understand if the patient group is different. MIAMI project to up skill MIU / joint work with GP urgent care is being progressed. Integrated Community Teams are being explored. Lack of consulting room space is a barrier to expansion. Practice is looking to purchase additional premises to meet growing demand, which will also provide further opportunity for MDT working.  | December 2016. |
| Improve phone access. | Practice has had two months of technical problems. These have now been resolved; however the patient survey relates to a period before this. The new phone system provides data that can be analysed to see if this is due to the volume of calls, speed of pick up, length of calls. An audit will be undertaken. | Phone system now stable, audit will take place in 2 months’ time.  | Ongoing (Complete audit by Sept 2016) |