

## Action Plan for Improvements at The Crookes Practice 2013/14

PPG response and suggestions to actions required	Action	Deadline	By Whom	Completed
<ul style="list-style-type: none"> <li>There seems a link with being able to book far enough ahead and getting to see the GP of choice. I think the suggestion about GPs booking their own appointments at the end of a consultation if they want to ensure good follow up is worth pursuing</li> </ul>	Drs can currently do this and do try to as much as possible. When discussing this action plan all will be reminded.	April 7 <sup>th</sup> 2014	KC	
<ul style="list-style-type: none"> <li>Not enough patients are aware that there is a nurse prescriber. Also would help to have a nurse booking section – last time I looked this facility wasn't available</li> </ul>	We do have notices on reception, the waiting rooms, and information on the web site but we will look to see if we can improve this. We have already put nurse appointments on the on-line booking facility now so this is an enormous benefit to our patients	May 2014	PS	
<ul style="list-style-type: none"> <li>It sounds as though nursing capacity and flexibility needs to be increased.</li> </ul>	We employed a new nurse in March 2014 to increase our nursing service and also a phlebotomist in December 2013 so this should make a hugh difference.	No further action required		
<ul style="list-style-type: none"> <li>Are all the reception staff clear on the nurse remit ie. What they are able to deal with.</li> </ul>	All staff have a list of which nurse can carry out which procedure.	No further action required		

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| <ul style="list-style-type: none"> <li>If you have a nurse practitioner she could be involved in the same day call back system which has been received very well.</li> </ul>  | <p>This will be discussed at the next nurse meeting to look at the possibility of nurse triage</p>   | <p>May 2014</p>   | <p>JW/KC</p>    |
| <ul style="list-style-type: none"> <li>How do people find out about the local phone number? More needs to be addressed around this issue.</li> </ul>  | <p>We currently advertise this widely but have looked at the web site and made it clearer.<br/>We will also add it to the back of prescriptions.</p> | <p>Done</p>       | <p>AH</p>       |
| <ul style="list-style-type: none"> <li>The phone back system is really appreciated could more telephone 'consultations' be prompted, particularly for follow up sessions.</li> </ul>  | <p>To be discussed at the April partners meeting.</p>  | <p>April 2104</p> | <p>Partners</p> |
| <ul style="list-style-type: none"> <li>I think that if it was possible there should be more information on the appointment booking site- primarily a direct link to patient.co.uk – There could be something like – before you book an appointment you may like to look for some self-help information on this site....or advise re the service that pharmacists provide. There is the links section but some would benefit from being more prominent.</li> </ul> | <p>To add to the web site</p>  | <p>April 2014</p> | <p>PS</p>       |

<ul style="list-style-type: none"> <li>We see from the survey less than half of patients requiring an appointment use the online booking service.</li> </ul>	<p>We have looked at how to improve communicating this service and have now include a separate info slip with new patient packs</p>	<p>March 2014</p>	<p>PS</p>	<p>Done</p>
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**REVIEW OF ACTION PLAN**

1. REVIEW MEETING WITH ALL STAFF GIVEN ACTIONS ON March 26<sup>th</sup> 2014
2. PUBLISH ACTIONS TAKEN IN RESPONSE TO PATIENTS FEEDBACK BY END OF March 2014

**Kate Carr**  
**Business Manager**