

## Thornbury Road Centre for Health Action Plan March 2014

Objective	Actions	Responsibility	Time Scale	Progress to date
Improving telephone access	<ul style="list-style-type: none"> <li>✓ consider telephone system options available &amp; arrange meetings with other service providers to discuss</li> <li>✓ Offer an e-mail contact service to reduce number of calls coming into the surgery – pilot initially for one month</li> <li>✓ Continue to promote online services to reduce number of calls coming into the surgery</li> <li>✓ Set times for patients to call for results e.g. between 11 and 12.</li> </ul>	Maria	Over next 12 months	<ul style="list-style-type: none"> <li>✓ X2 meetings arranged for September</li> <li>✓ Practice e-mail address available on practice website (trial July/Aug)</li>   <li>✓ New results times displayed on practice website and reception display board</li> </ul>
Tackle parking issues at school times	<ul style="list-style-type: none"> <li>✓ Display “no unauthorised parking” signs in the car park</li> <li>✓ Confirm car park arrangements with building owner (West London Health Estates). Discuss options to improve appropriate use of car park</li> <li>✓ Contact school to publish parking notice in newsletter</li> </ul>	Maria	3 months	<ul style="list-style-type: none"> <li>✓ “no unauthorised parking” signs have been put up in the car park</li> <li>✓ School contacted to put a note in the school newsletter</li> <li>✓ Car-park now warden controlled</li> </ul>
Promote the online booking service / prescription request service	<ul style="list-style-type: none"> <li>✓ Update appointment system information leaflet</li> <li>✓ Provide online log in details for all new patients at new patient health checks</li> <li>✓ Opportunistically inform patients who attend the surgery</li> </ul>	Maria All staff verbally	2 months	<ul style="list-style-type: none"> <li>✓ Appointment system leaflet updated and available in reception</li> <li>✓ Online log in details being given to new patients</li> <li>✓ Opportunist promotion ongoing</li> </ul>
Improve usability of online booking service / prescription ordering service	<ul style="list-style-type: none"> <li>✓ Reproduce instruction leaflet to be given out with all new log-in details</li> <li>✓ Consider how to improve online prescription ordering service for patients on repeat dispensing</li> </ul>	Maria	3 months	<ul style="list-style-type: none"> <li>✓ Userguide leaflets available in reception</li> <li>✓ Staff to give them out when giving out log in details</li> <li>✓ Ongoing discussion regarding ordering repeat dispensing online – no outcome yet</li> </ul>
Promote use of telephone appointment system	<ul style="list-style-type: none"> <li>✓ Continue to offer telephone advice to all patients unable to obtain an appointment on a daily basis</li> <li>✓ Put posters up in reception</li> <li>✓ Promote on prescription sheets</li> </ul>	Reception Maria	Now 2 months	<ul style="list-style-type: none"> <li>✓ The practice continues to offer telephone advice</li> <li>✓ Telephone advice service posters in reception</li> <li>✓ Note added to right hand side of prescriptions</li> </ul>
Patient Reference Group	<ul style="list-style-type: none"> <li>✓ Promote the Patient Reference Group verbally to patients that</li> </ul>	Maria	3 months	<ul style="list-style-type: none"> <li>✓ Ongoing promotion of patient group</li> </ul>

recruitment	<ul style="list-style-type: none"> <li>✓ attend for appointment and use JX board to promote</li> <li>✓ Reproduce Patient Reference Group flyer to be given to patients opportunistically at reception and during consultation</li> <li>✓ Promote Patient Reference Group by posters in reception</li> <li>✓ Target under-represented groups to join the PRG</li> <li>✓ Attempt to increase size of patient reference group to make it more representative of practice population</li> </ul>			<ul style="list-style-type: none"> <li>✓ Info added to reception display board</li> <li>✓ Patient group flyer attached to all repeat prescriptions for one month period</li> </ul>
Promotion of action plan	<ul style="list-style-type: none"> <li>✓ Copies of action plan to be printed and made available in reception</li> <li>✓ Advertise on home page of website</li> </ul>			<ul style="list-style-type: none"> <li>✓ Available as of 21/7/14</li> <li>✓ Added to website 23/7/14</li> </ul>
Improve appointment access	<ul style="list-style-type: none"> <li>✓ Increase number of available on the day appointments with advanced nurse practitioner (10 hours / 60 appointments per week)</li> </ul>	Nurse	Now	<ul style="list-style-type: none"> <li>✓ 10 hours of nurse practitioner appointment available weekly</li> </ul>
Promote use of out of hours Provider to avoid A+E attendance	<ul style="list-style-type: none"> <li>✓ Advertise out of hours care pathway on JX Board, repeat prescriptions and practice website.</li> <li>✓ Encourage patients to use NHS 111 as first choice out of hours provider</li> <li>✓ Clinicians to promote opportunistically during consultations</li> <li>✓ Promote minor ailments service verbally over the counter and opportunistically during consultations</li> </ul>	Maria Reception clinicians	2 months	<ul style="list-style-type: none"> <li>✓ Details of 111 promoted on reception display board / practice website</li> <li>✓ 111 cards available on reception desk</li> <li>✓ Ongoing opportunistic promotion of minor ailments service</li> </ul>
Update practice leaflet	<ul style="list-style-type: none"> <li>✓ Incorporate details of appointment system, online services, repeat prescription policy, out of hours services</li> </ul>		Sept 14	
Other	<ul style="list-style-type: none"> <li>✓ Discuss comments on reception service at next practice meeting</li> <li>✓ Request for Norlands maintenance company to reassess inner door (doesn't close properly)</li> <li>✓ Amend JX board text so it reads properly</li> <li>✓ Contact local council regarding car park overcrowding</li> <li>✓ Consider Health TV for the waiting room</li> <li>✓ Clean-up notice board in reception. Assign up-keep to member of reception staff</li> </ul>	Maria	3 months	<ul style="list-style-type: none"> <li>✓ Comments discussed</li> <li>✓ Request for Norlands to re-asses inner door</li> <li>✓ Reception display board updated</li> <li>✓ Car park now warden controlled</li> <li>✓ Up-keep of reception notice board assigned to Jade</li> </ul>