

Amwell Group Practice – PPG Action Plan – 2015/16

Area Identified	Issue	Action Implemented	Further Action Needed	Completion Date
Patient Access	It is clear from feedback from patients in person, on-line and from questionnaires that patients still feel that the waiting time to see a doctor in a booked face to face appointment or via a telephone consultation is still too long.	The practice has recently employed 2 additional salaried GP's. We have also increase capacity for patients to book in for a telephone consultation with their GP.	A new patient survey that includes questions on access should be sent to the wider patient group and given to patients at the practice to get their views on the impact the changes implemented have made. In the meantime the practice will continue to review access and availability at the practice.	June 2016 (once the new Chair is elected)
DNA	An ongoing issue is of patients continually not attending booked appointments and the PPG group were very keen to look at ways to address this.	Last year a letter was produced to send to patients who DNA 3 or more appointment within a 3 month timescale. Clinical and administrative staff will also encourage patients to cancel their appointments when they are not needed. Reception will check mobile phone numbers are correct for texting reminder facility.	The practice will continue to monitor DNA rates. It has become clear that this will always be an issue within general practice and whilst we have continued to encourage patients to attend their appointments and send them gentle reminders by letter this has not decreased the number of appointments wasted.	March 2016 (Review June 2016 one Chair is elected)

<p>Out Of Hours Service</p>	<p>The group identified the need for patients to be aware of the services available out of normal surgery hours.</p>	<p>Staff need to reiterate to patients about the telephone consulting service, email consulting service and extended hours appointments in the surgery all of which have increased access.</p> <p>After the success of the Prime Ministers challenge there will be a new pilot service in Islington. The group and practice will monitor the effect this service has on out of hours access; it will also continue to highlight other services available. The practice has promoted the iHub service, out-of-hours and walk-in services through email to the virtual patient group, posters in the practice and by staff.</p>	<p>Practice staff will continue to advise patients of services available in house. The practice will also include questions about out-of-hours services in the next questionnaire to gauge patient awareness of these services and their needs.</p>	<p>June 2016</p>
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