

Brook Green Medical Centre Action Plan

Priority area 1

Access – That our surgery opening times meet the needs of our patient population.

We recognise that our patients require a broad range of opening times to meet their needs. Developments in the last 24 months include –

- Offering pre-booked appointments from 7am on a Tuesday and a Wednesday.
- Offering pre-booked appointments up until 8pm from Monday to Friday
- Offering pre-booked appointments on Saturday mornings

What actions were taken to address the priority?

Building on the increased access that is described above Brook Green Medical Centre has further enhanced its access by opening all day on a Saturday and Sunday, this started in December.

At this time patients are not able to book a planned appointment on either a Saturday afternoon or Sunday (although they can on a Saturday morning) as the service is for same day appointments for those patients who require access to a GP following a call to the 111 service.

Result of actions and impact on patients and carers (including how publicised):

Expanding our service to 7 days per week has allowed better access to our medical team. Whilst currently only available via the 111 service it does mean that we are able to support any patient in Hammersmith and Fulham that may require same day GP access. This service is staffed by our own doctors (specifically without the use of locums) which means there is more continuity than the alternative, which is an attendance at either a Minor Injuries or Accident and Emergency Department.

Developments in 2015/16

Brook Green Medical Centre will be reviewing, with support of the virtual PPG, the feasibility of expanding our weekend service to allow planned appointments across all Saturday and Sunday. In addition it will be working with the other clinical team members to implement the following –

1. Offering more pre-booked appointments with our Doctors at weekends
2. Better access to Nurse appointments, after 6.30pm, during Monday to Friday
3. Better access to Nurse appointments during the weekends
4. Better access to Health Care Assistants on Saturday afternoons and all day Sunday – including patient registrations, health checks and phlebotomy.

Priority area 2

Availability – to ensure that appointments are available to patients when they require it.

We recognise that whilst we open our doors to patients at more convenient times this only has true value if the appointments within it are available in a timely way.

What actions were taken to address the priority?

Over the last 24 months, with the help of feedback from the Patient Reference Group we have implemented a system called 'Oncall'. Our Oncall service is walk in clinic that is available to patients every morning and afternoon. There is no limit on the number of patients seen, which means we do not close the clinic once it becomes full.

For many patients this has significant value as it means that you can access a doctor in the morning or afternoon that you need it. The difficulty has been that there are considerable peaks and troughs in demand that has led to some waiting times to see a doctor being higher than we would like.

The original level of access was based upon a level of self-triage. The principle was that the patient will decide what is 'urgent' and we will meet that need on the day.

Result of actions and impact on patients and carers (including how publicised):

Feedback from our Friends and Family test has evidenced that once a patient has seen our Doctor or Nurse then they are reassured and satisfied with the care we are able to offer. It has also shown that waiting times can be a problem during times of high demand.

Developments in 2015/16

As we have built up experience and performance information related to this service we are looking to develop it in the following ways –

1. That a patient requiring a repeat prescription may not need to be seen within the Oncall clinic. Where a prescription is repeated a patient may receive the repeats several times before needing to see a doctor (although this is a patient by patient decision). When a patient reaches the point of needing the medications to be re-issued they often end up waiting for an Oncall doctor. This not only means an unnecessary wait for the patient but also increase the demand upon the service. We will look at developing an alternative route that is both safe and efficient for the patient.
2. That a patient requiring an extension of their Fitness to Work certificate (a sick certificate) may not need to see an Oncall doctor. It is often the case that patients requiring an extension to their Fitness to Work certificate attend the Oncall clinic on or near to the date it expires. We will look at developing an alternative route that is both efficient and supportive to the patient.
3. That we will evaluate an review the base line activity within the Oncall service to make sure we have the appropriate level of staffing in place. This is an important

element as it is a very reactive service. We have built up a picture, over time, of the way our patients use this service. For the first quarter of this year we are evaluating the activity against the capacity to make sure we have got it right.

Priority area 3

Description of priority area:

Patient Experience – Having gathered feedback from patients we believe the essentials of a good patient experience with Brook Green Medical Centre to be –

1. A friendly greeting from a staff member who has the knowledge and experience to help resolve most issues
2. That the waiting times for an appointment, upon arrival, are not significant.
3. That a patient feels reassured and informed after a consultation with one of our doctors or nurses
4. That we are efficient when managing any on-going referrals or tests

What actions were taken to address the priority?

1. A friendly greeting from a staff member who has the knowledge and experience to help resolve most issues

As part of our recruitment campaign we have increased the number of Health Care Assistants that we have working at our Practice. Traditionally a Health Care Assistant would have support a patient through tasks such as taking bloods or blood pressure. For our HCAs we have built in Reception and Call Centre duties in order to better link the knowledge a HCA may have about the clinical service with what a patient requires when they contact us. This is very much still a work in progress.

2. That the waiting times for an appointment, upon arrival, are not significant.

This is a key improvement for 15/16. The developments we have put in place, such as expanding to be open 7 days per week, have not quite made the impact on waiting times that we would have liked.

3. That a patient feels reassured and informed after a consultation with one of our doctors or nurses

Feedback from the annual GP survey tells us our patients believe that our Doctors are good at explaining any tests and treatments that a patient may require however our the experience with our nursing time could be improved.

4. That we are efficient when managing any on-going referrals or tests

We have a clear system for managing any on-going referrals and we believe, after review of complaints, comments and informal feedback, this is an area we have got right.

Result of actions and impact on patients and carers (including how publicised):

We are proactive in our advertisement of the Friends and Family Test and use this as a key measure on how we judge our service. Combined results from December, January and February show –

Would you recommend our service to your friends and family?	
Extremely likely	69%
Likely	23%
Neither likely or unlikely	1%
Unlikely	4%
Extremely unlikely	1%
Don't Know	1%

As an 'on the day' measure we feel we are making good progress at this time.

Developments in 2015/16

1. A friendly greeting from a staff member who has the knowledge and experience to help resolve most issues

We will timetable a more formalised approach to education for our administrative and clinical staff that includes increasing knowledge on –

- Mental Health
- Long Term Conditions
- Communication Skills
- Carer Support and Volunteer Support
- Cytology

2. That the waiting times for an appointment, upon arrival, are not significant.

This will be a key aim during 15/16. Our aim will be to significantly reduce waiting times for a pre-booked appointment as well as our Oncall Service. Our aim will be for patients to wait no longer than 20 minutes from their appointment time.

3. That a patient feels reassured and informed after a consultation with one of our doctors or nurses

Following evaluation we believe there is not a significant problem however we will be looking at how we may provide a patients with some material to take away and digest, following attendance at a nurse appointment.