

**EAST FINCHLEY MEDICAL PRACTICE
 PATIENT PARTICIPATION GROUP ACTION PLAN 2012/13**

STRATEGY	OBJECTIVE	RESPONSIBILITY	TIME-SCALE	PROGRESS
<p>1. Improve Access to GPs</p>	<p>There will be a trial for a Monday morning walk-in clinic which will be introduced in the Spring of 2013; this should free some routine appointments for patients who need to be seen routinely at specific times. This trial will last for 3 months, after which time, we will review the situation. If this has been successful, we will discuss the possibility to introduce more walk-in clinics on a permanent basis.</p> <p>There will be a partners meeting in April 2013 to discuss the possibility of offering after-school routine appointments to make it easier for parents/guardians to bring their children to see the GP without the need of taking them out of school.</p> <p>All receptionists will be reminded never to turn away babies or infants who need to be seen on the day; the same applies to the frail/elderly, patients with learning disabilities and the mentally ill, as well as the very ill with special needs. These patients should always be given an appointment and added to the doctors' session even if they are fully booked on the day.</p>	<p>GPs</p>	<p>From 01MAY13</p>	<p>In progress</p>

<p>2. Improve Access to GP of choice</p>	<p>We always endeavour to offer an appointment with a doctor of choice. When this is not possible, patients will be able to leave a message with the preferred doctor who will call them back and answer queries over the telephone and will bring them in if indicated. It is however more difficult to obtain an appointment with Dr Twena as she is a part-time partner of the practice.</p>	<p>Practice Manager</p>	<p>From 02APR12</p>	<p>In progress</p>
<p>3. Make arrangements for flexible phone back times for patients who are at work and cannot sit an wait for GP to call back</p>	<p>Receptionists to enquire a convenient time for the GP to call back if the patient cannot sit and wait by the phone (within consulting hours) and advise GPs accordingly.</p>	<p>Practice Manager</p>	<p>With immediate effect</p>	<p>Implemented</p>
<p>4. Better inform patients on GP/Nurse availability</p>	<p>The practice will amend the practice leaflet and practice website, as well as publish in the waiting areas, the exact days and times when the GPs/practice nurse are on duty. We will also publish on the website and in the waiting rooms the clinicians' annual leave.</p>	<p>Practice Manager</p>	<p>From 01APR13</p>	<p>In progress</p>

<p>5. Increase telephone manning during busy periods</p>	<p>Since April 2012, we have employed 1 more receptionist to answer the telephone each morning in addition to the 2 receptionists already on duty. We are unable to employ more staff during other days because of surgery desk space, computer equipment and budget. However we will change the way the receptionists operate by having one of them dedicated to answering the phones; this should improve on the time it sometimes takes patients to get through to the practice.</p>	<p>Practice Manager</p>	<p>From 01APR2013</p>	<p>In progress</p>
<p>6. Increase Nursing Access</p>	<p>In May of last year, we have employed a new practice nurse and have increased our nursing hours by an average of 20%. Since February 2013, we have employed a healthcare assistant to carry out more menial nursing tasks such as blood pressure clinics, medical equipment/vaccines ordering thus freeing more practice nurse hours for diabetic/asthma/COPD/immunisation and smoking cessation clinics. This will increase on nursing access even more.</p>	<p>Practice Manager</p>	<p>From 01FEB13</p>	<p>Ongoing</p>