



Parkfields Improvement Action Plan – April 2016-2017

Priority for action	Feedback Resources	Proposed Changes	Who needs to be involved?	What is an achievable time frame	Progress on Action
<p><b>Improve the patient experience of making an appointment through extending the use of IT</b></p>	<p><b>National Survey</b> 54% of patients describe their experience of making an appointment as good (Local CCG average 69% National average 73%)</p>	<ul style="list-style-type: none"> <li>• <b>Online patient booking</b> To continue to register patients online booking for appointments</li> <li>• <b>Online prescription requests</b> To continue to offer online access for repeat prescription</li> <li>• <b>Electronic prescribing Service (EPS)</b> Continue to utilise the service</li> <li>• <b>Online access to patients own medical records</b> Continue to register patient for online access and encourage uptake for their detailed coded data</li> <li>• <b>MJOG Messaging Services</b> To extend texting functions</li> </ul>	<p>Practice manager /practice staff/PPG</p>		

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<p><b>Improve Access to seeing or speaking to their preferred GP</b></p>	<p><b>National Survey</b>                      36 % of respondents usually get to see or speak to their preferred GP.                      (Local CCG average 58% National average 59%)</p> <p><b>CFEP Survey: November 2015</b>                      51% speaking to a practitioner on phone                      National average was 61%</p>	<p>Discuss with PPG how to achieve this.</p> <p>Recent appointment of full time GP</p> <p>Minimise use of locums.</p> <p>Work with clinical team to achieve continuity where possible</p>	<p>Practice manager /practice staff/PPG</p>		

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<p><b>Releasing Capacity</b></p> <p>To release capacity through different ways of working</p>		<p>To consider and consult with the team to achieve a restructuring of roles and functions:</p> <ul style="list-style-type: none"> <li>• Explore establishing a Patient Services Team.</li> <li>• Investigate implementing are Care Coordinator role/s.</li> <li>• Explore with the Practice Pharmacist options for Medicines Management Capacity.</li> </ul>	<p>Partners /Practice Manager /Practice team /Practice Pharmacist</p>	<p>January 2017</p>	
<p><b>Staff training</b></p>		<ul style="list-style-type: none"> <li>• Workforce Planning for supporting Releasing Capacity</li> <li>• Identify training needs to support the team in developing different roles</li> </ul>	<p>Practice Manager and Partners</p>	<p>January 2017</p>	

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<p><b>Monitoring of Service</b></p>	<p>To continue to monitor Friends and Family Test:</p> <ul style="list-style-type: none"> <li>• MJOG texting message service feedback</li> <li>• Feedback via Website</li> <li>• Complete the postcard questionnaires</li> </ul> <p>Utilise National Patient Survey</p> <p>Complete In House Patient Survey</p>	<p>To respond to feedback as appropriate</p>	<p>Practice Manger and PPG/ Admin</p>	<p>ongoing</p>	

The contents of this plan will be discussed and agreed with the Patient Participation Group at the meeting of the 10<sup>th</sup> May 2016