

VIRTUAL PATIENT GROUP ACTION PLAN

WESTCOURT VPG ACTION PLAN 2014-15						
ACTION AREA	PRIORITY ISSUE?	NARRATIVE	EXAMPLES	ACTION TO BE TAKEN	TIMESCALE	LEAD
01. Appointments						
Continuity of care with a regular GP		Sometimes difficult to make appointments with the same doctors which affects continuity of care.		Westcourt encourage patients to see the doctor of their choice but equally this means they have the opportunity to see other doctors that are not their usual doctor, possibly in a much quicker timescale. We agree that continuity of care is very important but our clinical system affords our medical staff the ability to be able to 'catch up' on a patients' care in a very short matter of time. However, all patients are advised to book follow-up appointments with the same GP if it is necessary to do so. Suggest that this is reviewed later in the year, once the practice has had the opportunity to review the appointments system as a whole.	Autumn 2015	CW
02. Appointments						
Availability of appointments in general, and the ability to book in advance (greater than 72 hrs)				The practice will be undertaking a review of the system and of the availability of appointments as a complete exercise.	Analysis to be started in Autumn 2015	CW
03. Appointments						
Introduction of a telephone triage system		We hope to trial a triage system later in the year alongside the new automated system.		This will be reviewed as part of the appointments analysis (above).	Analysis to be started in Autumn 2015	CW
04. Prescriptions						
General errors and timescales from request through to availability				We are implementing the Electronic Prescription Service (EPS) in April and hope that this will resolve the majority of issues regarding prescriptions.	April 2015	CW / JH
05. Reception						

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More reception staff on the front desk during busy times				Currently we have a system where the reception on the front desk will ring a bell to alert colleagues of busy spells. We will enforce this process to ensure queues are dealt with efficiently. This will be monitored over the next few months.		CW / JH
06. Reception						
Helpdesk for queries				Currently we are not in a position to be able to offer a dedicated helpdesk but this will remain on the action list and will be revisited in the Summer. We will investigate other avenues such as a telephone helpline.	Summer 2015	CW / JH
07. Communication						
Use of the text alert system to remind of appointments				We are currently looking into this and hope to launch this facility in a few months time.	Summer 2015	CW / MJ
08. Communication						
Facility to email the practice for medical queries				This action will be revisited after the appointments analysis and the potential telephone triage system investigated. It may be that we can have a mix of the two contact types, telephone and email, but needs much more investigation before it could go live, and considerable patient education to ensure it would be used in the correct fashion.	Autumn 2015	CW / JH
09. Transport						
Parking at the practice				We are acutely aware that parking is an issue but are unable to resolve. Discussions took place a few years ago to buy adjacent land for parking but this was unsuccessful. We may approach the party for further discussions at a later date.		