

Hough Green Health Park

47-57 Hough Green Road, Widnes, Cheshire, WA8 4NJ

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IMPROVING PATIENT SATISFACTION PRACTICE ACTION PLAN 1st February 2013

Area for improvement	Recommendation	Action
Access	Increase in GP sessions Increase in nurse sessions	Dr Koya added Wednesday PM session for admin and on call Dr Chalasani has added 2 sessions. <ul style="list-style-type: none">- Tuesday PM for admin and emergency appointments- Thursday PM clinical session Additional bookings for GP telephone consultations Additional session by second practice nurse Four hours session on Thursday PM
Reception	Improvements to appointment system	50% pre bookable / 50% same day Evening appointments available for patients working 9-5 Emergency appointments available at each session. Children <5 yrs always offered same day or emergency if parent feels this is necessary. Acute request and 'on the day' requests clearly divided on system to improve timely responses. More bookings GP for telephone consultations

	<p>Improvements to other systems</p> <p>Improve communication and skills update</p>	<p>Fast track appointments- for select group of patients with complex medical and social needs TLC alerts for palliative care patients and urgent actions for patients on GSF</p> <p>Electronic Discharge Summaries</p> <p>Staff training- NVQ,CPR,Safe guarding, and in-house training by clinicians regarding blood forms, bloods results and organising investigations like x rays and ECG</p>
Patient Services	Patient Access to additional services	<p>Community well being practice - Wellbeing representative (Hough Green community wellbeing officer) visiting the practice weekly. Patients can access information on available support services and be signposted appropriately</p> <p>CBT therapist</p> <p>Physiotherapy</p> <p>Dietician</p> <p>Bereavement Councillor</p> <p>Physioworld (AQP status)- for back & neck pain</p> <p>Open Mind-psychological counselling</p> <p>Wellbeing Nurse-Mental health reviews</p> <p>Diabetic specialist nurse led clinic (to be approved)</p>
Patient information	Easier access for patients to Information	Patient information leaflets (PILS)- Wall display holders now in place in the waiting area for easier access

		<p>Display boards- Practice board for NHS patient information and well being board for community related services/activities and well being initiatives by well being enterprise (update-ongoing)</p> <p>Update-practice information booklet -to be actioned</p> <p>Practice newsletter- twice yearly-to be actioned</p> <p>Patient information leaflet display– update (ongoing)</p> <p>HGHP Website –update (ongoing)</p>
Pharmacy services	<p>Waiting time for patients</p> <p>Blister packs policy-update</p> <p>Lloyds Medication reviews-update</p>	<p>.To arrange 6 weekly meeting with the branch manager and pharmacist.</p>