



THE GILL MEDICAL CENTRE

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ACTION PLAN 2017/18

What you said	What we did/will do	By When
<p>Travel vaccination forms could be put on the practice website so that patients don't need to come into the practice for them</p>	<p>Forms put on the website to be downloaded as needed</p>	<p>Completed</p>
<p>The practice should give patients information as to what the practice nurse can do, so patients know whether to make a GP appointment or a nurse appointment</p>	<p>The practice have identified a number of clinical reasons why patients could see the practice nurse instead of a GP and are investing in the development of the nursing team.</p> <p>We will include information regarding nurse appointments in our practice leaflet</p>	<p>End of April 2017</p>
<p>Patients thought the nurse could explain test results a little better as the practice scored slightly below the national average in the GP survey</p>	<p>The nurse is undergoing a comprehensive training programme and this includes the interpretation of blood results</p>	<p>On- going through 2017</p>
<p>Patients are often asked to attend the practice numerous times if they have multiple conditions that affect them</p>	<p>We are currently developing a "ONE STOP SHOP" type appointment.</p> <p>Patients will be able to attend the practice on 1 appointment and have all their blood tests done and their reviews for all long term conditions in one longer appointment</p>	<p>On- going through 2017</p>

<p>Some patients would prefer being contacted by e-mail rather than letter or telephone</p>	<p>The practice is striving to increase the number of patients who have on line access to appointments, prescriptions and summary records.</p> <p>We have introduced a procedure where all new patients are automatically signed up for on line services with the option to “opt out” of this.</p> <p>We will continue to raise awareness of these available services</p>	<p>On-going through 2017</p> <p>Currently we have 20% of patients with access to on-line services, which meets NHS England targets</p>
<p>We know that patients have on-going difficulties with the limited car parking space. We know that the car parking facilities in and around the practice cause difficulties especially now that there is stringent parking restrictions in place in the surrounding area.</p>	<p>We discussed with the local authority the possibility of having 2 GP spaces on the double yellow lines on Harriet Street which would free up more space on the car park but this was declined due to Harriet Street being an access road</p>	<p>On-going through 2017</p> <p>We will continue to investigate solutions to this issue</p>
<p>Patients can have difficulties getting to see or speak to a GP of their choice quickly</p>	<p>As previously we are currently developing our nursing team to undertake some of the routine work that GP’s are currently doing so that we can free up GP time.</p> <p>We also have a comprehensive plan in place for development of the administration team who will after training be able to deal with some of the documentation that is received in the practice, again freeing up doctors’ appointments</p>	<p>Programme of training well underway</p>
<p>The practice website does not inform patients whether Dr Green is male or female</p>	<p>This has been edited and Dr Green’s profile now says “female”</p>	<p>Completed</p>