A BIG THANK YOU to all those who participated in our recent patient led survey.

We intend to make the survey an annual event as we are really keen to understand more about your experiences so we can respond or let you know why or how we need to operate in a certain way.

We know it has been a really difficult time for you all and it has been for us to however moving on we wanted to respond to what you told us in the survey.

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| **You told us that accessing our services was a problem.**  | There has been a marked rise in demand for GP services over the past 24 months, but to help with this we have taken the following action: * We have been successful in recruiting two new GPs, Dr Lin who has already started and Dr Kumar who will start in July 2022.
* We are also recruiting a further Clinical Practitioner who will focus on acute illness.
* we now have a queuing system so your calls are held in a queue rather than you keep having to redial. To further improve the telephone access we are moving to a cloud based system which we aiming to have installed in July 2022. This will help matters even further as there will no longer be an engaged tone when all phones are in use you will be placed in a queue and a queue buster option will be offered where you will receive a ring back when you are number 1 in the queue.
* we are working to update and improve our website so you can access up to date information that will mean you do not need to call in.
* we have removed long telephone messages that take time up on the telephone system
* we have reduced lunchtimes closure to 1 day per week, 1pm – 2pm on a Wednesday only. This is a necessity for staff training
* we will work towards being able to give time frames for call backs
* we have increased the opening hours of the repeat prescription line by 1 hour per day, 10am – 1pm and 2pm – 4pm.
* We are encouraging patients to use online services or sign up for the NHS App for ordering repeat prescriptions, this function is available 24 hours a day 7 days a week.
* We have introduced early morning appointment from 7am with an ANP on Tuesdays and Thursdays this is in addition to a late access on a Monday evening
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| **Introducing our new GPs** | As detailed above Dr Jeremy Lin started at Parkway as a salaried GP in March 2022. Dr Lin works in the practice all day Thursday and Friday and is currently working all day Wednesday until the end of June 2022, generating over 80 additional GP appointments per week.We have further recruited a new GP partner, Dr Chandra Kumar who will start at Parkway in July 2022 and will work at the practice all day 3 days per week, generating a further 80 additional appointments per week. |
| **Parkway Medical Group is part of the Outer West Primary Care Network – referred to as Outer West PCN. We have been working with the other practices in the PCN to establish local services, this will give a better experience for the patient seeing the right person the first time which in turn will relieve pressure on GP appointments.**  | For Information: Outer West Primary Care Network consists of the following six practices: Parkway Medical Group Throckley Medical Centre, Newburn Surgery, Denton Park Medical Group, Denton Turret Medical Group and Westerhope Medical Group.* We are introducing the use of Community Pharmacist Consultation Service (CPCS) this is a direct booking service to a local pharmacist of your choice who can deal with minor ailments.
* There is a PCN initiative coming over the next few months for access to local Primary Care Services on an evening and weekend. We will share this information when arrangements have been finalised.
* The PCN have introduced a First Contact Physio Service, patients experiencing any musculoskeletal pain can be in booked in directly instead going via a GP. The booking with a Physio is often the same day or next working day.
* The PCN have introduced a First Contact Mental Health Practitioner Service, patients experiencing symptoms of mental health can be booked in directly with a First Contact Mental Health Practitioner. Some exclusion apply to this service dependent on symptoms.
* The PCN have developed a plan for housebound reviews which will start in the next few weeks. There will be a Nurse and a Health Care Assistant who will monitor and follow up housebound patients with regards chronic disease management.
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| **Roles and responsibilities of Reception/Admin Staff** | You asked about the role of our Primary Care Coordinator. Our Primary Care Co-Ordinator is also the Reception Manager. They are responsible for planning and creating GP Rota's, planning and creating Reception/Admin Rota, taking minutes of meetings, managing staff holiday and audit processes. They are also involved with the day to day work detailed below.We have 12 members of Reception/Admin team which includes the Reception Manager/ Patient Care Coordinator. Staff have undergone signpost training so they have more information to direct you to the correct person or service the first time, hence why you are asked what the problem is you are experiencing when booking an appointment. Each member of the Reception/Admin team within their roles have areas they lead in, this list is not exhaustive but gives the main areas of work:Booking patient appointments face to face and telephonePatient queries and requests face to face and telephoneHouse call requestsTasks from clinical teamIncoming emailsProcessing Prescriptions requests face to face, online, email and telephoneMedidose box ordering (patients who receive weekly prescriptions)Dealing with incoming and outgoing emailScanning of clinical letters on to computer systemCoding of clinical lettersTranscribing letters – referrals, letters to consultations, patients etcCompleting referrals to hospitals and community services using eRS systemManaging workflow of referrals via eRS systemRecall of long-term conditionsRecalls if annual bloods and BPRecall of Childhood ImmunisationsRecall of general Immunisation – flu, pneumococcal vaccines, shingles, Meningitis ACWYRecalls for high risk drug monitoringRecalls for Learning Disability reviewRecall for Mental Health reviewRecall for Dementia reivewsAdding on new registrationsRecords movement incoming/outgoingIncoming and outgoing insurance reports and solicitor requestsSmear RecallMaternity AdminMaintaining Palliative care registersMaintaining Safeguarding registersThe Outer West PCN are looking to rename the Reception/Admin role title to something more meaningful to reflect the roles that they carry. We will inform you when this is rolled out.We are currently updating our photo-board that is usually displayed in the practice. |
| **Concerns of missed reviews** | During the pandemic we went to a total triage system, something new to all our patients and staff here at Parkway. This together with many of our patients being advised to shield, and the continuing shortage of blood bottles this has cause delays in patients being recalled for their annual reviews. We have redeveloped out Year of Care process, where patients are being invited in their birthday month for monitoring of chronic disease. Patients requiring annual bloods and blood pressure are also recalled in birthday month. GPs are carrying out medication reviews that are overdue on patients that are seen in the practice.One of the PCN Pharmacists are allocated to carry out medication reviews on all housebound and care home patients. With the addition of Dr Kumar our new GP Partner starting in July together with recruitment of a further Clinical Practitioner will increase the capacity to complete further medication reviews. |
| **Other plans following feedback** | We will work closely with the Reception/Admin team to monitor calls, introducing scripts for dialogue, and regular telephone audits. This is all achievable once we have the new telephone system installed. Making customer care training an annual training event for staff.Revitalising patients participation group - Creating a pool of patients to support our work and invite patients to get involved- act like critical friends to changes, options and ideas. Consider alternative website designs and development of a patients working group around this.Continue feedback survey on an annual basis Explore ways we can develop better communication and support to vulnerable groupsMore effective communication and health promotion via social medical, website and notices in the practice. |
| **Feedback** | Feedback, good and bad, of your experience of the practice is something we hope patients will come forward to do. The Practice Manager or Reception Manager are happy to accept and discuss feedback. There is an option to provide feedback on our website [www.parkwaymedicalgroup@nhs.uk](http://www.parkwaymedicalgroup@nhs.uk) or send email to parkwaymg.a86022@nhs.net Feedback is shared with staff and discussed at staff meetings.We are committed to make changes where possible. |