

**Review and update on 2018/19 Plan (May 2019)**

Continue to monitor appointments – monitor DNA Levels	<ul style="list-style-type: none"> <li>• Discussion on Data</li> <li>• Advertise our DNA rate</li> <li>• Contact patients who DNA on a regular basis</li> </ul>
Children under 16 – same day urgent access	<ul style="list-style-type: none"> <li>• This has now been moved to under 12's.</li> <li>• We continue to offer same day urgent appointments for the under 12's to avoid A &amp; E</li> </ul>
Look at screening and continue to push patients to attend	<ul style="list-style-type: none"> <li>• Remain high achieves on our screening.</li> <li>• Childhood Imms high % continues to be achieved.</li> <li>• QOF we lost 3 points on osteoporosis – unavoidable – good patient care</li> </ul>
YOC fully implement 2018/19	<ul style="list-style-type: none"> <li>• Continue to maintain a high level of achievement .</li> <li>• YOC will continue for review at birthday month. Lot of hard background work has gone into achieving maximum QOF in all the areas cover by YOC</li> <li>• Good patient care within 2 appointments to help with access</li> </ul>
Zero Tolerance	<ul style="list-style-type: none"> <li>• We will continue to write to patients who are disruptive, rude and causing stress to our staff</li> <li>• Staff deserve to work in a safe environment and we will not accept unreasonable behaviour towards anyone in our team</li> </ul>
Coder – training through HERE and complete the training with Audit	<ul style="list-style-type: none"> <li>• We have 3 fully trained staff covering this role</li> <li>• 3 currently in training</li> <li>• We hope by next year to have 6 fully trained coders to complement our team</li> <li>• These staff have taken on this extra role within their day and we fully appreciate their dedication</li> </ul>
Frailty – prevent hospital admission	<ul style="list-style-type: none"> <li>• GP's have worked extremely hard in looking after our frail patients</li> <li>• Computer identified 183 patients as moderately frail</li> <li>• We clinical identified 90, GP's checked every patients record</li> <li>• Of the 90 clinically identified we carried out a med review and annual review on 82% - fantastic achievement. GP's and Admin team congratulated on their success</li> </ul>