

Notes on:

Accessible Care:

1. Patient Choice: We already offer Face to face, telephone consultations and a skype type consultation is already being trialled.
2. Contacting the practice: You can contact us by phone, e-mail, on-line, in person and through the automated telephone system.
3. Routine Opening Hours: We already offer routine pre-bookable appointments Monday to Friday. Without outside funding the cost implications may make Saturdays difficult, but we are part of a hub system so we can offer weekend appointments within the borough.
4. Extended Opening: We currently open until 8pm on Mondays only. The hub is in place for the rest of the week. Again to operate 8-8 as a surgery additional funding would need to be sourced.
5. Same Day access: We offer some same day appointments but it is not possible to see everyone on the same day for routine appointments. You can't offer pre-bookable appointments and then see everyone else that wants to be seen all in the same day, the doctors would be here all night.
6. Urgent & emergency: We have a risk calculator which puts about 3% of our practice population on a priority register. They are identified as AUA from their records and a Doctor will respond to urgent enquires on the same day. Other urgent needs will be assessed by the duty doctor.
7. Continuity of care: All patients are allocated a names GP.

Proactive Care:

1. Co-design: We are involved with a number of outside agencies that we feel can offer support for our patient's needs and advertise these as much as possible within the surgery, as well as directed targeting of information for relevant groups.
2. Developing Assets: Again this is about working with other services to signpost patients to support.
3. Personal Conversations: All of our 'AUA' patients are given a care plan which includes capacity, they are also offered longer appointments to discuss their whole health on an annual basis and care plan reviews on a regular basis.

4. Health & Wellbeing: The practice has as much information as we can on specific services, support and conditions. I'm not sure liaising with schools and other community settings is the role of the practice, possibly the CCG or the outside services?
5. Patients not currently accessing services: Is this a practice issue? NHS England are better financed to promote health care initiatives.

Coordinated Care:

1. Case finding and review: We already do. AUA patients, MDT meetings, Safeguarding Meetings, FGM meetings are already held at our practice.
2. Named Professional: Everyone already has a named GP, they are informed at registration or when they attend for an appointment.
3. Care Planning: Already offer this through the AUA system.
4. Patients supported: We provide guidance on how to access information and support for particular conditions on an on-going basis. Possibly some open days in particular topics might help?
5. MDT: Already offer this through AUA & MDT meetings.