

**ACTION PLAN
2014/15**

Appendix 3

Area for Action	Objective/Aim	Mechanism for Achievement
Introduce new appointment system	Ease of access on line Ease of access to clinicians	Review GP location for clinics Implement Open Access Clinics Launch new support for care/nursing homes and housebound patients (through practice and not community teams) Patient Education of when to use which service
Development of Nursing Team	Increase clinical expertise reducing 'need' to see GP, enabling GP to see more complex cases	Introduction of HCA role Training of nurses in respective roles to take on increased responsibilities eg HCAs ear syringing Implement Open Access Clinics Launch community liaison nurse role Patient Education
Increased use of technology	Encouraging patients to take more proactive role in managing own care	Launch of electronic self service type equipment (PODS) for basic measurements eg blood pressure, height and weight Patient Education SMS messaging
Review the telephony system/provision	Improve functionality of telephony system to improve ease of access	Engage with other practices and CCG where relevant Scope out and plan accordingly

		<p>Launch by 1 April 2015</p> <p>Centralise calls into Strensall by 1 April 2015</p> <p>All telephone calls to aim to be answered within 5 rings</p> <p>Introduction of call recording</p> <p>Introduce automated service eg for repeat script requests</p>
Opening Hours	Improved access to Practice	<p>Review the opening hours in line with Government initiative of 8 til 8 opening</p> <p>Engage with other practices to find solutions</p>