

Action Plan

- **Additional Services ie. Podiatry, Weight Management & Counselling**

A number of comments were received regarding the podiatry service provided at the surgery. This service is funded by the Clinical Commissioning Group and is only available to patients who meet their strict access criteria. Patients' who do not meet the criteria, should seek chiropody treatment from a private provider.

A weight management service is not available due to not being funded by the Clinical Commissioning Group. We hope in the near future to access a Plymouth based service and as soon as this is available, we will let patients know through our website and newsletter.

Our counselling service provides an on-site Counsellor weekly for patients who are referred to them by the doctor and not for self-referrals. Again, we will feedback the request for an improved service to the CCG.

- **New Patient History**

We are one of the GP Surgery's to be fortunate enough to receive the new "GP2GP" service. This enables us to request new patient notes electronically from their previous practice and receive them within 48 hours. This does however, depend on the speed at which the previous practice actions the request. This enables all medical history, GP notes and results to be instantly recorded onto our clinical system. This cuts down on the time it takes to summarise a set of paper notes for each new patient who registers with us.

- **Practice Website**

We are aware that the website has not been updated as frequently as we would like, but we will endeavour to maintain it periodically to ensure it remains up to date and current.

- **Practice Environment**

Last year we were lucky to receive partial funds from NHS England for building improvements. All doctors now have a room on the ground floor to see patients who cannot use the stairs. Next year we hope to update our lighting to energy efficient methods.

We also became a Dementia Friendly Surgery and many of our staff are "Dementia Friends".

We also listed to what you had to say about information and we now have a dedicated area in the main waiting room which we endeavour to update regularly.

Publication

This report will be published on our website. A hard copy will also be available in the waiting room. If patients wish, they may request their own copy to take away with them.

Practice Opening Hours

- The practice is open between 8.00am and 6.00pm Monday to Friday.
- The call-back service is available each morning between 8.00am and 10.00am for medical advice and for appointments required before the first available routine appointment.
- Urgent calls received once the call-back service has finished will be dealt with by the duty doctor.
- For results and ad hoc queries the doctors have 4 telephone consultation appointments that can be booked in advance or on the day, depending on the doctor's availability. This service should be used for lengthy discussions with the doctor of your choice rather than using the call-back service.
- Routine appointments can be made up to six weeks in advance.
- Home visits can be requested for those patients who are housebound or seriously ill via the call-back service.
- For all patients living in Princetown and further outlying areas, a branch surgery is held on Monday, Wednesday and Friday mornings as an open surgery from 9.00am until 9.40am on a rota basis for doctors. There are also four bookable appointments from 8.30am.
- Our website enables patients to order prescriptions, book and cancel appointments and update personal details online.

Extended Opening Hours

- The practice offers a regular Saturday morning surgery for patients who are unable to attend during the week due to full-time education or employment. These appointments must be pre-booked.