

April 2022

Practice Development Plan

# Introduction

## Purpose

The purpose of the practice development plan is to map out the surgery’s targets for the upcoming 12 months. The practice development plan is multifaceted, focusing on areas of development to enhance patient care whilst considering the business perspective to enable future reinvestment into the surgery.

This document is to be considered and updated throughout the year to adapt to the ever changing nature of the NHS following the uncertainty of the past two years through the Coronavirus Pandemic.

The process of formulating this practice development plan has contributed to goal congruence and team building within the practice. The planning has involved all members of the team, which has enabled the team to take ownership of plans moving forward.

## Surgery Overview and Values

Alcester Health Centre is a circa 5600 patient semi-rural practice, based on the Warwickshire, Worcestershire border. The surgery is part of the Arden PCN which consists of seven local GP practices.

Alcester Health Centre strives to maintain the traditional family GP Surgery feel whilst using a forward thinking approach to patient care.

The practice team is comprised of four experienced GP’s in addition to an experienced nursing team. Furthermore, our experienced reception and administration team work hard to direct patients to the most appropriate care. Ensuring patients are seen by the right health care professional first time. Additionally, we collaborate with our Clinical Pharmacist, Social Prescribers and Health and Wellbeing Coach, from our PCN, to provide the best care for our patients.

In the delivery of quality patient care communication, both internal and external is paramount. Therefore, we have regular clinical and all staff meetings enabling the teaching to be incorporated into all levels of our team, sharing good practice and reviewing areas for development. Our aim of continuing development has enabled us to demonstrate a strong performance in QOF and CQC reports. The updates and changes made within the practice are communicated to our patients via our social media, website and our quarterly newsletter.

The on-going development approach has enabled us to tailor our processes in various aspects of everyday running of the practice, to work with the best interests of the patients and the clinicians in mind.

Alcester Health Centre, prides itself on being a friendly supportive working environment, which translates into the health care and support we provide to our patients.

# Our Practice Charter

* You will be treated with courtesy and respect by all Practice personnel.
* You can expect confidentiality to be maintained at all times.
* If an urgent appointment is required an appointment with a Clinician will be available on the same day.
* We aim to see patients within 30 minutes of their appointment time. If you have waited longer than this please let a member of the Reception team know.
* Requests for repeat prescriptions will be dealt with within 48 hours.  This can be in person, online through NHS app or via our online web-form. We do not routinely accept repeat prescription orders over the phone but we are happy to accommodate if this is necessary.
* All comments and suggestions about the service are welcome.  Please complete our questionnaire which can be found in reception or online via our website.
* If you have a query or complaint and wish to discuss any part of your care with us, please contact the Practice Manager. Your complaint will be dealt with in a professional and efficient manner.
* You can expect to be informed of developments in the practice by means of leaflets available in the practice.
* We will respect our patient’s privacy, dignity and confidentiality at all times.
* We wish to make the Alcester Health Centre as accessible as possible.  If you have hearing, visual or physical difficulties please let the Receptionist know so that we can enable you to fully use our services.

# Practice Targets

## Clinical Workforce

* Increase our permeant clinicians (salaried GP, Partners) to facilitate better stability.
  + We aim to provide our patients with more stability and continuity with the increase of permanent staff working within our team. This approach will enable to further develop our culture and vision of improving patient centered care in the community.
* To become a Training Practice.
  + Training and development are fundamental the sustainability of our surgery. We aim to take on GP registrars which will provide more accessibility to the practice. Additionally, this provide opportunities to foster a culture of knowledge sharing which is imperative throughout every department.
* Launch monthly peer teaching sessions as a forum for clinicians to raise ‘hot topics’ and new guidelines.
  + Internal peer teaching sessions within our clinical meetings will enable the team to proactively undertake continuous development and provide a forum for discussion of updated clinical guidelines. We envisage this approach will contribute to enhanced communication within our teams and to align practice objectives.

## Patient Contact and Accessibility

* Active Signposting by continuous development of triaging and awareness of local services and resources.
  + Our skilled reception team have regular meetings to discuss updates which can be effectively communicated to patients contacting the practice. Our GP Partner is committed to enhancing our triaging process to improve patient contact and to streamline internal processes. A triage template has been implemented to facilitate this and will be monitored and reviewed periodically to allow for continuous development.
* Improve accessibility.
  + Accessibility to our services is a priority of Alcester Health Centre. This will be achieved by developing recent implementation of eConsult and increasing our online booking appointments to 25% of our average appointments. By increasing the options that patients have to contact us will improve patients ability to contact the surgery will enable better management of chronic diseases and care for acute illnesses.
  + Our appointments are available to book 1 month in advance and capacity is under continual review to allow us to plan for seasonal demands.
  + Utilising the IT functions and resources to ensure that each contact with patients (where possible and appropriate) encompasses all of the requirements and tests required for their condition to avoid multiple attendances.