

Item 2

Action plan and the results of implementation of plan 2013-2014

ACTION PLAN 1- Repeat Dispensing

Aim

Improvement of repeat prescribing process

Objective

Agreed to look at improving prescribing process

Introduction

According to the action plan for 2013-2014 that was developed in March 2013 there were problems with repeat medications from pharmacies – the main issues that were raised were patients did not like medications not being delivered on time and pharmacy/patient conflict in collections.

In order to resolve these and other problems we had a look at the repeat medication process and the solutions to resolve these issues as shown below:

Problems	Solutions	Implementation	Evidence
Missing prescriptions	Safety of prescriptions	All pharmacy prescriptions kept with the medication co-ordinator in a secure setting	No complaints of lost prescriptions
Delivery of medication	Access to collect prescription	Introduction of time frame for all pharmacies to collect prescriptions and resolve queries to enable patients receiving medication on time	all pharmacies were notified to collect prescriptions within a time frame
Collection of prescription	Patient consent form	Once practice receives conformation from nominated pharmacy prescriptions from there on go to nominated pharmacy	Patient and pharmacy prescriptions separated in pharmacy
Repeat dispensing not very effective	Clean up our repeat dispensing	Repeat dispensing where ever possible	See audit reports below

Repeat dispensing Audit

Time period	Repeat Dispensing	Total number of repeat Prescriptions	Percentage of Prescriptions Repeat Dispensing (%)
April - June 2013	337	1452	23
July – September 2013	1214	1557	78
October – December 2013	1228	1523	81
January – March 2014	1232	1590	77

The Audit above shows that the repeat dispensing increased by 55% from Quarter 1 to Quarter 2 and a further 3% in Quarter 3. The scheme is working well and many patients are happy with the medications being ordered and delivered on time by the same pharmacy.

ACTION PLAN 2 – In house counselling service

Aim

Consider the potential for developing an in house counselling service

Objective

Counselling service is difficult to access could we consider an in house counsellor or mental support worker. Develop services.

Introduction

We do not currently have a counselling service available in the Practice. We will be looking at it from a business point of view.

Business Plan

Where we are - We do not currently have a counselling service available in the Practice.

What do we need to get there?

1. Trained Counsellor or mental health support worker

2. Space – Room availability
3. Finance
4. Sourcing any services locally

How will we get there?

1. SM to see any local available services that may be suitable to access for the patients
2. Look at Practice finance to see if we can afford additional counsellor
3. SM to look at available space
4. Any counsellor or mental health support workers available

Options

1. Local services are accessible through referrals; many counselling services are available locally through Community Mental Health or its subordinate Mindcare for counselling
2. Counselling is available at Bangor Street health and Resource Centre with an Asian counsellor Amina Dalaal. Patients who wish to be seen here need to request this location but need to remember only available at certain times due to room availabilities
3. To employ a Counsellor would cost between £19,000 - £27,000
4. Practice currently cannot accommodate counsellors regularly due to room shortage.
5. Counsellors are happy to change locations suitable to a patient requests as long as rooms are available and the service is provided at those sites.

ACTION PLAN 3 - Open Day for the patients

Aim

Plan an Open Day to increase awareness of how best patients can access services

Objective

Access – Too much demand for apps especially since minor ailment stopped.
Low awareness of how best to use services and how low resources are
Open day to improve this.

Introduction

In order to provide patients and Practice to overcome Access difficulties we are looking to arrange an open day for patients to come to the Practice and speak to staff members both clinical and non-clinical.

Action Plan

Book event – Date??

Site – Shifa Surgery, Bangor Street Health and Resource Centre, Bangor Street, Blackburn, BB1 6DY
or Bangor Community Centre , Norwich Street, Blackburn

Due to high population of patient we are unfortunately not able to invite all patients. Therefore we are randomly selecting 200 patients to come for the event.

Method

To determine who is invited a random search will be carried out using the in-house computer system EMIS. This selection process will choose 200 patients on EMIS to be invited.

Requirements

Send invites to all selected patients for the Open Day Event

Inform all staff of Open day Event to ensure surgery cover is provided at all times

Refreshments to be arranged

Itinerary for the Event , Timescale