

Action Plan _ Patient participation Group DES

ACTION PLAN 1 – Referrals

Aim

Improve communications with patients when a new referral for the patient is made to improve the referral process.

Introduction

There appears to be a problem where when the patient has been referred for a new outpatient referral, the patient do not get this appointment in the secondary care.. The Practice want to ensure that patients receive the first appointment at the hospital and if not patients to contact the surgery if they have not received an appointment date within a month of being seen.

All routine appointments need to be seen within 18 weeks from the date on which they are referred and this is a national guideline that has been set up for all specialities on choose and book.

In our current protocol for referral, the Practice creates the referral request then the booking reference number and the telephone number for booking the appointment is posted to the patient to make the initial appointment. The patient then has the responsibility for making the appointment. A referral letter would be sent the Choose and book to support the referral.

Action Plan

To implement a process where once a decision for referral is made by the clinician, the patient is then seen by an administration person who is able to help the patient in choosing the location, date and time of their appointment.

This is working well as many patients leave with an appointment, it has been newly started and we are awaiting feedback from patients if we can tweak the process and improve it further.

ACTION PLAN 2 – Identifying mums with Post Natal Depression

The Practice was looking to do a Post Natal depression assessment and provide early intervention for new mums with neonates. However this is now a research project the Practice is looking to do at a national level called – **Roshni – D**

Details of the study:

Difficulties in treatment of postnatal depression in British South Asian mothers, perspectives of the health professionals: A qualitative study.

Objectives: British South Asian mothers are denoted as 'hard to reach' group because of their psychosocial problems, language and cultural barriers. The aim of this study was to gather views of health professionals about difficulties faced while working with British South Asian mother's suffering from postnatal depression and how these difficulties could be addressed from a health professional's perspective.

Methods: This study used a qualitative approach, through means of focus group discussions with participants. Three focus groups were held with health visitors, GP's, Increasing Access to Psychological Therapies (IAPT) workers, research assistants, workers from the voluntary sector and clinical psychologists. Data was transcribed verbatim and analysed using a framework analysis. This qualitative study was part of an exploratory Randomized Control Trial Of a group pSycHological iNterventlon for treatment of Postnatal Depression in British mothers of South Asian origin. (ROSHNI-D)

Results: There were several 'patient related factors' and 'service related factors' identified as barriers to engagement. The patient related factors suggested were language barrier, trust issues, extended family involvement, and lack of education and stigma of mental illness. Service related factors included lack of access to appropriate services, quality of GP support, impact of financial cuts and lack of cultural awareness in health professionals. Solutions to these barriers were also discussed.

Conclusion: There are several barriers in engaging with the British South Asian mothers and more needs to be done to overcome the barriers at a practical level. Several potential solutions were also suggested by the health professionals to help improve engagement with this group.

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 appointments especially since minor ailment stopped.

Low awareness of how best to use additional services available to patients and how low resources have become within general practice

Open day to improve this service

Introduction

The open day is an even the Practice is looking to hold to provide patients with information about the current status of the NHS and plans for the future.

The Practice will have an opportunity to discuss the access difficulties they have been facing and arrangements that they have put into place to overcome these. Patients will be invited to the open day to come and speak to staff members both clinical and non-clinical about any queries in the services or any suggestions they have to make future improvements.

Action Plan

Book event – 19th June 2014

Venue – 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 adult patients to come for the event. In addition to these all the members of the patient participation group will also be invited.

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 written 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 if not closed

Refreshments to be arranged

Itinerary for the Event and timescale

Outcome

See open day report for Outcome



2014 Open Day
Report.docx

Presentation for Open Day



Shifa Surgery Open
day.pptx