**Portishead Medical Group**

**Practice Strategy 2016**

1. **Patient Services**
   1. Education/health promotion for patients
   2. Support patients to identify their problem and direct them to the appropriate clinician/service.
   3. See the patient as a person (look at all illnesses rather than one at a time).
   4. Explore alternative methods for consultations / patient contacts. Increase access to appointments.
   5. A system to provide longer appointments for those that need them.
   6. Improve continuity for frail elderly patients and home visits/follow ups
   7. Increased support/training for local homes
   8. Create more building space to offer more services/support more patients.
   9. Support/enhance patient flow
   10. Improved waiting area and confidentiality at reception
2. **The Practice Team** 
   1. Maintain a pleasant working environment, a good team spirit and positivity within the Practice to retain staff.
   2. Focus on future recruitment, workforce plans and making the practice attractive to applicants.
   3. Maintain a supportive and coherent organisational and management structure
   4. Maintain and further develop good working relationships with external teams
   5. Develop flexibility of skills and resources to enable the team to adjust to future changes and working patterns and to support GP and nursing team workload.
   6. Green / sustainable environmental approach
   7. Active, engaged Patient Participation Group (how we can work together to address some of our challenges)
   8. Regular multidisciplinary team meetings (involving a variety of clinicians from a variety of organisations).
   9. Maximise QOF (Quality and Outcomes Framework) achievement – engage all staff
   10. Understand the pressures on all teams. Support/create time for regular meetings. Encourage ideas for improvements or new services and effective communication within and between teams.
   11. Identify, invite and support staff who wish to become more involved in education and research
3. **Clinical Skills**

* 1. Develop nursing staff to enable them to offer additional clinics, services, research and education.
  2. Set up and maintain effective joint working and shared care with community teams
  3. Effective use of care available
  4. Cooperate with and signpost to specialist clinics in the community

1. **The Future / Business Sustainability** 
   1. Understand our contract with NHS England and review services accordingly.
   2. Review services and opportunities in light of the strategies of NHS England, North Somerset Clinical Commissioning Group and local groups of practices.
   3. Create space for a) time to see colleagues and b) creative/strategic thinking.
   4. Review patients who see the same GP very frequently and consider what additional or alternative support can be offered.
   5. Maintain our commitment to education and research within the practice and seek opportunities to expand this.
   6. Maintain level 2 membership of CRN and move to sessional level
   7. Identify and develop opportunities for collaboration with other practices
   8. Explore funding options for premises development
   9. Be prepared for future opportunities to bid for funding – have some ideas on the shelf.