**Portishead Medical Group**

**Practice Strategy 2016**

**Summary for the Patient Group Meeting on 19th April 2016**

1. **The Practice Team**  ***Owners: Drs Donald, Speedy, Tsang***
   1. Maintain good team spirit and positivity within the Practice
   2. Attract and retain staff
   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
   6. Maintain our commitment to education within the practice
   7. Create more opportunities to meet as a team
   8. Ensure effective communication within and between teams
   9. Support Partnership sabbaticals
2. **Clinical Skills** ***Owners:*** ***Drs Owen, Riley, Pullen, Lake***
   1. Develop nursing / admin teams to support GPs and move work from GPs to other staff where possible.
   2. Managed care (prevention, effective use of care available)
   3. Specialist clinics in the community
   4. Joint working / sharing care with community teams
   5. Clinical Governance
3. **Premises**  ***Owners: Drs Lyon, Ryan***
   1. Create more space to offer more services
   2. Pleasant working environment
   3. Green / sustainable environmental approach
   4. Support patient flow
   5. Explore funding options for premises development
4. **Patient Services**  ***Owners: Drs Pullen, Owen, Lyon***
   1. Education/health promotion for patients
   2. Active, engaged Patient Participation Group (how we can work together to address some of our challenges)
   3. Patients are supported to identify their problem and direct them to appropriate clinician/service.
   4. See the patient as a person (look at all illnesses rather than one at a time). Guard against different nurses dealing with different conditions.
   5. A system to provide longer appointments for those that need them
   6. Use alternative methods for consultations / patient contacts
   7. Improve continuity for frail elderly patients and home visits/follow ups
   8. Increased support/training for local homes
   9. More staff provide extended hours
   10. Regular multidisciplinary team meetings (involving a variety of clinicians from a variety of organisations).
   11. Improved waiting area and confidentiality at reception
   12. Review existing services to identify those with reducing value
5. **Sustainability of staff/GPs**  ***Owners: Drs Thomson, Fransham***
   1. Understand the pressures on all teams and support them via regular meetings and a commitment to listen to ideas for improvements.
   2. Reduce the administrative burden on GPs
   3. Create more time for meetings
   4. Create space for a) time to see colleagues and b) creative/strategic thinking
   5. Understand the contract and review services accordingly
   6. Understand the strategies of NHS England, North Somerset Clinical Commissioning Group and local groups of practices. Review services and opportunities in the light of these.
   7. Review the patients which see the same GP very frequently and consider what additional or alternative support can be offered.
   8. Reword breaks to ‘coffee or ‘lunch’ on clinic lists
   9. Focus on future recruitment – a) workforce plans and b) making us attractive to applicants
6. **Education and Research**  ***Owners: Drs Ridd, Tsang, Lyon***
   1. Develop more opportunities for education and/or research.
   2. Use Advanced Nurse Practitioner time during the summer months when workload is reduced?
7. **Other**  ***Owners: tbc***
   1. Be prepared for future opportunities to bid for funding – have some ideas on the shelf.
   2. Maximise QOF (Quality and Outcomes Framework) achievement – engage all clinical staff annually