

Recommendations from the SHP Access Independent Review		Timeline	Responsibility	Update and Outcomes
14.1	An ongoing review of the Contact Centre at SHP with CCG Approved Telephone Supplier and CCG Officers needs to continue to ensure the actions are implemented and ongoing improvements are made.	COMPLETED	SHP/ CCG / Telephone Supplier	Meetings held with SHP/Telephone Supplier/CCG. Outcome – A review of the system was undertaken and subsequent recommendations completed.
14.2	An independent consultant to be brought in to review the social media that interviewees have cited as part of this report. In particular, the Solihull Health Patient Facebook Page. Interviewees have raised concerns that the social media could be defamatory and is causing patient safety concerns.	COMPLETED	CCG	The independent consultant provided a report regarding the concerns of the Facebook group which highlighted use of the NHS logo, perception of the group being 'official', and the derogatory personal comments made in the group. Further to this a meeting was held with the Facebook group administrators. Agreement was made that patients raising concerns in the group would be signposted to the correct SHP routes and also provided with additional information about other services. This information has been provided to the administrators by SHP and the CCG.
14.3	SHP should set up a telephone line that is direct for professionals to seek advice so that it diverts any activity away from the main patient phone lines. This is to ensure quick access for professional to professional in the best interests of safety to the patient.	COMPLETED	SHP	SHP has a dedicated telephone number for healthcare professionals. Furthermore, a separate line has been set up for the Community Pharmacy Consultation Scheme service. The dedicated line is given priority by the team and is answered as priority.
14.5	SHP need to resolve the issues between their PPGs, an offer has been made from the CCG Communications and Engagement Team to act as a mediator between the Monkspath and SHP PPG to resolve the issues.	COMPLETED	SHP / CCG	Meeting was facilitated by CCG and held on 11/10/21. Former Monkspath Patient Group is working to transition into the new SHP PPG (single practice, single PPG for SHP) by end of 2021. Former Monkspath Patient Group to confirm a follow up meeting date. Following CCG update, the independent patient group are to signpost patient feedback, concerns and suggestions either direct to SHP or via the SHP PPG.
14.6	SHP need to make sure they are pro-active in all their patient communications as to instil public confidence in their service.	COMPLETED	SHP	Continued patient communication across all relevant channels – online/offline - including on-site, social media, web site, and Patient events - registered patient's online event on 15/06/21, as well as regular communication and updates with the new SHP PPG.

			Independent Review (12/08/21) and recommendations/action plan (16/08/21) published on our social media, web site, to stakeholders and via the SHP PPG, following an FOI and consent from the CCG. Further patient update on the action plan published on social media, web site, to stakeholders and via the SHP PPG on 17/11/21. Regular updates to be published to inform patients – the latest on 25/03/22.
14.7	Healthwatch will be undertaking their own mystery shopper exercise and have agreed to share their findings once complete. A correlation to the CCG mystery shopper findings, once received will be required.	COMPLETED	Healthwatch / CCG SHP met with Healthwatch Solihull on 22/10/21 for Surgery site/Contact Centre and Winter Pressures Hub visits, and to update on the plans and actions to continue to improve access for patients. Healthwatch Solihull attended Monkspath Surgery on 07/12/21 and 15/12/21 with leaflets, feedback forms and collection box to gain insight from patients on the service they have experienced. Regular meetings with SHP/Healthwatch to update and feedback. Healthwatch to continue to receive regular stakeholder briefings and updates from SHP. SHP to review and action any recommendations from any future Healthwatch Mystery shopper findings.
14.8	The CCG needs to review its processes should concerns and complaints be raised and identify triggers that would spark an investigation or independent review	COMPLETED	CCG Officers Quality dashboard in development by Quality and Safety team to identify metrics that will be used to trigger potential reviews of practice performance for all CCG practices.
14.9	The CCG could work with GP call centre providers to work through a consistent set of call handling standards. Given the length of calls patients are waiting in section 10.	COMPLETED	CCG Officers Scoping of call centre guidance and industry standards was undertaken; however, standards related to call centres that were of a significantly larger size than the call centre service provided by SHP and were, therefore, not appropriate to adopt.

Additional projects undertaken by SHP as part of the Improvement plan

Project	Update and Outcomes	Timeline
Winter pressures – Acute Care at Blossomfield Hub	Blossomfield Surgery has been set up as an Acute Care Centre for SHP registered patients to meet the demands of winter pressures. The Acute Care Centre has been up and running since 12/10/21.	COMPLETED
Telephone Access	A review of calls identified that SHP receive an extremely high number of calls between 8am-9am. Therefore, we increased our Care Navigator	Project implementation completed. KPIs are being monitored regularly.

	resources and redirected all available trained team members to answer calls from 8am. This was implemented on 08/11/21 and will be monitored on regular basis. KPIs are being monitored and reviewed regularly. Telephone Access improvements are being seen. Telephone Access improvements presented to SHP PPG Committee on 24/02/22, and improvements and update on subsequent decline in call answering times presented to PPG Members at SHP PPG Member Meeting on 03/03/22. We are continuing to deal with high levels of sickness absence due to winter illnesses and further cases of staff members isolating after testing positive for COVID-19, which is having a detrimental impact on call wait times.	
	Telephone Access - System Review of intermittent technical issues. Telephone system supplier support engineer attended SHP to investigate calls being cut-off. Follow up plan in progress. We issued two patient communications, 04/03/22 and 11/03/22, once we were made aware of telephone access feedback from patients directly from the 25/02/22.	
Care Navigation	We have undertaken a workforce review, which identified the optimum number of Care Navigators required to meet the demand. We also established competency frameworks, reviewed terms and conditions, training programmes and timetables. We are currently running a recruitment drive to ensure we have appropriate resource levels. Performance being measured and appropriated training provided.	Workforce review complete. Competency and training programmes established. Recruitment campaign and drive in progress.
Workforce Planning – Nursing	SHP, like other practices across the country, have found recruiting experienced Practice Nursing team members a challenge. We are currently reviewing our recruitment and retention programme for attracting high calibre healthcare professionals to join our Nursing team. We are part of the NHS Time for Care programme, as part of our demand and capacity work.	Review and recruitment in progress. Time for Care programme in progress.
Demand and Capacity	As part of the NHS England Primary Care Support Programme, there is a review underway on our demand and capacity. An activity audit for demand was completed in December 2021. A review of capacity is being undertaken and action to be implemented that will achieve our outcomes.	Demand review and audit completed. Capacity review and actions in progress.
Telephone system expansion	Further installation of the approved telephone supplier system across SHP.	31/03/22