

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.		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.	Target date 31/12/21	SHP / CCG	Meeting was facilitated by CCG and held on 11 th October. Former Monkspath PPG is working to transition into SHP PPG (single PPG for SHP) by end of 2021. Former Monkspath PPG to confirm a follow up meeting date. SHP PPG/CCG to update on progress.
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

			<p>patients online event on 15th June, as well as regular communication and updates with the new SHP PPG.</p> <p>Independent Review (12/8) and recommendations/action plan (16/8) published on our social media, web site, to stakeholders and via the SHP PPG, following an FOI and consent from BSol CCG.</p>
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.	Healthwatch / CCG	
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	CCG Officers TBC	Quality dashboard in development by Quality and Safety team to identify metrics that will be used to trigger potential reviews of practice performance.
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.	CCG Officers TBC	

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 th October.	COMPLETED
Telephone Access	A review of calls identified that SHP receive an extremely high number of calls between 8am-9am. Therefore, we increased	Project implementation completed. KPIs are being monitored regularly.

	our Care Navigator resources and redirected all available trained team members to answer calls from 8am. This was implemented on 8 th November and will be monitored on regular basis. KPIs are being monitored and reviewed regularly.	
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.	Workforce review complete. Competency and training programmes established. Recruitment 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.	Review and recruitment 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 is currently taking place.	Review and audit in progress, due to be completed December 2021
Telephone system expansion	Further installation of the approved telephone supplier system across SHP.	February 2022