2015/16 Action Plan & Overview of Progress Made

Promotion of the Online Facilities

In April 2016, the Practice had 669 registered SystmOnline users which was representative of 8.3% of the patient population. While online services have been promoted for several years, growth has been slow.

It was felt with the introduction of online access to medical records that this additional functionality could raise greater interest from patients, and it was therefore agreed to continue promoting the online services with the overall aim of achieving 10% of the registered population having access to one or more online services.

The following approach was agreed by members:-

* Display posters throughout the Practice – on clinical doors, and in the waiting room.
* Put a link to the Youtube video on both the Practice website and Facebook account providing patient perspectives as to the benefits of access to their medical records.
* Place leaflets in all new patient registration packs.
* Put information on the website about how to register for the online services.
* Include details on the counterfoil of prescriptions
* Use systmonline messaging facility to inform patients already registered for online services, of the new functionality.
* Put information into all chronic disease recall letters being posted to patients.
* Try to target patients with specific diseases or young mums, via newsletter articles encouraging them to use the online access to their medical record as a tool to better control their illnesses.
* Ongoing media opportunities – photo opportunity with 1st patient to have signed up to use the service, and the 100th etc. for newsletter, facebook, etc.
* Use the Iplato software to inform patients of the new services and liaise with NHS England on how best to do this.

Outcomes:- As of the 1st April 2017, we now have 1511 registered SystmOnline users which represents 18.2% of the patient population. As can be seen we have achieved a great success with this. While 1511 are registered for one or more online services, 74 patients registered to have access to their detailed medical record.

Given the increase in numbers, we have improved the number of appointments available to book online to include nurses and some health care assistant appointments.

Identifying Unknown Carers to the Practice

In April 2016 the Practice had identified 190 Carers registered with the Practice representing 2% of the patient population. While this average was in line with Bolton as a whole, the Patient Focus Group members felt that there were potentially many more unknown carers to identify. It was therefore agreed to continue promoting Bolton Carer’s Support Group and trying to identify carers, with the aim of increasing the number of registered carers to 3%.

The following approach was agreed by members:-

* Invite Bolton Carer’s Support Group to promote their service and help with identification of carers from in the waiting room, with the Practice supplying multi-lingual staff to translate.

• Increase the number of identified carers through; including a carer’s identification form within any letters being posted from the Practice; promotion through Facebook; dedicated noticeboard within the Practice; website newsletters and articles; iplato promotion of Carer’s events and attendance of Bolton Carer’s Support Group in Practice.

Outcomes:-

We now have identified 2.2% of patients as carers (180 carers) which previously was 2%. Despite much publicity throughout the year of events/attendance in Practice etc, the growth for this remains slow.

On a positive note, we have provided carers reviews for 93.8% of these patients during the year, and been ranked as number 2 in Bolton for provision of flu vaccinations to them..

Improve systems for Identification of Military Veterans, and systems to ensure correct recording of this onto clinical system

In April 2016 the practice had no known military veterans registered with them.

The Patient Focus Group felt it was important to begin to identify Military Veterans to be able to offer them a priority referral service should this be required, in line with the Practice’s Military Veterans Treatment Priority Protocol.

The following approach was agreed by members:-

* Update influenza consent forms to ask patients if they are military veterans
* Update new patient questionnaire to enable identification of military veterans registering with the Practice
* Increase the number of identified military veterans through promotion via Facebook; newsletters and articles.

Outcomes:- As of the 1st April 2017, we now have 24 identified Military Veterans, representing (0.3% of the practice population).

Maximise the use of Iplato software for greater patient convenience and practice administration

Given the withdrawal of previous SMS Text Messaging Software for patient reminders, Bolton CCG purchased a year’s subscription for all Bolton Practices to Iplato Software. The benefits with Iplato over and above previous text messaging software would provide a two way messaging system that could automatically read code responses into patient’s clinical records and enable appointments to be cancelled directly into the clinical system when forwarding the SMS text message reminder of the appointment booked.

Iplato has been used for many purposes this year and has seen great responses as a result. Some examples are:-

1. Text message reminders of appointments with touch button technology to cancel appointments – a recent Bolton CCG Audit across the borough has proven iplato has reduced wasted appointments from patient non attendance from 7.68% to 6.58% which equates to 20,000 appointments. While not audited, it clearly has reduced the number of phone calls we receive confirming/cancelling appointments.
2. We receive very high Friends and Family test responses each month via iplato. In March 2017 alone we received 144 responses from patients that had attended appointments.
3. Iplato was instrumental with the huge success when promoting the online services, receiving over 600 responses.
4. We use it regularly to promote carers events, nhs health checks, breast screening events etc.
5. We use it to collect data such as smoking data, and to ask for urine samples for testing.
6. We promoted an ECG research trial through it and received a massive interest in participating.
7. We have text messaged vaccination invitatons to appropriate patient population groups whereby the patient could decline which then automatically entered into the electronic patient record. We had a huge success using this for the Meningitis C programme for those leaving sixth form and about to go to University.
8. We have begun to use it to recall certain reviews such as smears, blood pressure monitoring etc.