



Thornfields

Primary Care Training Specialists

An ERS Medical Company

Agenda

Tackling Access

A One Day Workshop

Objectives: Access and responding to the increasing needs and demands of patients is one of the greatest challenges facing practices. This interactive workshop will provide managers with tips and tools to help them develop access and responsiveness and improve the experience of patients. Delegates will focus on understanding capacity and demand, assessing patient experience and changing systems to improve access.

09.30 Coffee

09.45 Welcome, introductions and objectives
The current patient experience – acting on feedback
Understanding need, demand and capacity

- Management and assessment tools

11.00 Coffee

11.15 Ways of meeting demand
Improving the practice skill mix
Staff competence framework
Putting in place practice standards

12.45 Lunch

13.45 Improving access

- Appointments
- Signposting alternatives
- Using your telephone system effectively

15.00 Tea

15.15 Communicating with patients
Planning changes

- Time and consistency
- Implementation plans

Practice Action Planning Checklist

16.15 Final Questions and Close

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