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| **KLOE** | **Safe** | **Effective** | **Caring** | **Responsive** | **Well-led** |
| **Older people** | * Practice Ward (MDT) Meeting – x2 monthly * Monthly Care Plan reviews * Sharing of common health records with Community Care Teams | * Hearing Loop in reception * Call Board * Lift * Named GP for over 75s | * Dementia Friendly Practice * Secretarial/Admin support for chasing referrals, and booking C&B | * Admissions Avoidance Reviews * Care Plans * Friends of Arnewood group – Coffee Mornings * Dementia Adviser | * Dementia GP Lead * Care Navigator * Frailty GP Lead |
| **Working age people** | * On the day Minor Illness clinics/tel cons * eConult / Web GP * Self Help advice in surgery and on website | * Offer SystmOnline service to book apts and order medication online 24/7. * Wide collection of self-help patient info leaflets found in waiting rooms and on our website. | * .Early and Late appointment (not extended hours) | * Use of Social Media * Patient Participation Group * Text & Email service * Extended hours enhanced service – early and late surgeries, including opening every 2nd & 4th Sat. * eConsult / Web GP | * Regular updates to Website and social media sites |
| **Family, children and young people** | * Quarterly safeguarding children meetings which the HVT and School Nurses attend and minutes are taken. | * Childhood Imms Clinic held each week. * Regular contact with health visiting team via email of new child registrations and address changes. * Chlamydia Screening * LARC – coils and implants | * Post-natal & 6-8 week Baby checks * Paediatric Phlebotomy service | * Sexual Health clinics held once a week. * Extra “Sit & Wait” clinics on top of normal surgery. * Minor Illness Clinics daily | * Safeguarding lead and deputy GP * Vanguard project – working closely with Paediatrics at Lymington Hospital * Schools Lead GP, works closely with local schools. |
| **People with long term conditions** | * Call & recall systems in place. * Medicines Management Lead GP * Regular Medication reviews. * Clinical Audits * System Templates used as aids – includes links for patient advice | * Actively review our QoF outcomes, and have regular meetings to discuss the areas that need more attention. * Waiting room campaigns | * Seasonal flu invites and multiple clinics * Disease/Condition specific clinics * Obtaining email addresses and mobile numbers to send advice | * Orange Clinics – apt with HCA which includes BT. Results are rev by GP, and then patient is sent out a tailor made information sheet. * Care Plans * Nurse Practitioner visiting housebound patients to carry out clinics | * Each LTC have a lead GP/Nurse |
| **Vulnerable** | * Offer patients Chaperones before all intimate examinations, and this is widely promoted (by way of posters) within the practice. * Regular fire training is undertaken, where we review the difficulties upon getting disabled patients down from the upstairs waiting room. * Risk Assessments are completed and maintained. | * Longer appointments for more complex cases | * Privacy room in reception * Patient reminders on clinical records * Care Navigator * Frailty GP | * Home visits for patients who are housebound, or too unwell to visit the surgery. | * ‘Virtual Practice Ward’, where our vulnerable patients are added, and then discussed twice monthly with our Community Care Team and Social Services. Chaired by GP * Safeguarding Lead GP * Annual Safeguarding training for all staff |
| **People with poor mental health** | * Daily/Weekly prescription arrangements for monitoring purposes * Regular follow ups * Reminders on pts notes for aggression issues. * Awareness of frequent attenders | * Regular communication with mental health service (Waterford House). | * Learning Disabilities annual reviews * Continuity of care | * Vanguard Project – Lead GP in Local Crisis Intervention * Annual Health Check reviews * iTalk – use our private consulting rooms. Working towards this service being integrated within the practice | * Mental Capacity Training for all staff – annually * Mental Health Lead GP |