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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
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| **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
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| **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.
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| **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
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| **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
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| **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
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