Administration Update for Practices

As you are aware the current time for some letters to reach your practices after clinic appointments has fallen well outside the time frame for acceptable communication. Dr Sion Gibby locality lead for Raynes Park has been able to send us specific examples of such letters which we have used to work back through our systems to see what has gone wrong and what can be done to rectify the situation.

We have shared the full action plan with Sion but below are some key points to demonstrate our approach:

- Monitor the circulation of ‘work in progress’ reports for administration teams to ensure they are aware of any backlog and are actioning / escalating any problems.
- Implement more robust processes to cover the printing of letters which need to be physically posted.
- Ensure that all Merton practices can receive electronic communication of letters so that the physical act of printing and posting will not contribute to the time frame for receipt of letters.
- Improve the booking processes for patients so that telephone calls to secretaries can be minimised thus freeing up more time to get letters processed.
- Work to increase the level of electronic booking by Choose & Book (CaB) and email to reduce administrative tasks for secretaries thus freeing up more time to get letters processed.
- Create a more flexible staffing model to cope with peaks in demand across the organisation.

We are very focussed on improving the patient and GP experience of administration at Kingston Hospital and encourage feedback on areas for improvement or concerns you might have. The full action plan will be closely monitored through Clinical Quality Review Group (CQRG) and our internal Executive Management Committee (EMC). General discussions can be directed through Bal Chohan our GP Liaison Manager balvinder.chohan-rai@kingstonhospital.nhs.uk.

Please note these email addresses for regular communication:

- 2WW email address is: Khn-tr.2ww@nhs.net
- Routine and urgent referral is: Khn-tr.OPReferrals@nhs.net
- GP queries administrative and clinical: kn-h-tr.GPqueries@nhs.net
  Including quality alerts