Access Assurance Visit- Recommendations Action Plan
updated 13/02/2019 V1.3

	Recommendation		Actions Required	Responsibility	Deadline	Possible Issues
1	**Website Advertising** The CCG must ensure that all Practice websites are compliant and show how patients can access Extended Access Services.	1.1	Identify which practices that are not compliant; supply with guidance	JR	1st Feb 2018	
		1.2	Screenshots of practice websites are to be forwarded to the GPFV team to provide evidence of compliance.	Group Mgrs/ JR	Mar-19	practices unable to ammend website therefore not compliant
		1.3	individual practices that remain non compliant be receive instructions in writing and a deadline by which their website must be compliant	Group Mgrs/ JR	1st march	
		1.4	In the event of a practice being non compliant, explore contact mechanisms to enforce	GS	Feb-19	
		1.5	contractual sanctions will be enforced where required		Mar-19	
		1.6	Continue with communication plan for access	JR	Mar-20	
2	**Access to Wider Services** direct booking for NHS111 for its Extended Access Service	2.1	liase with the regional lead to identify any issues in implementation	LS	Feb-19	compatability issues with clinical system/ emis remote
		2.2	protocols agreed for safe and consistant use		Apr-19	
		2.3	Roll out plan agreed with IM&T & shared with practices ,		Apr-19	
		2.4	support practice groups to implement solution	LS	May-19	
		2.5	notify the GPFV team when fully live to record in the assurance evidence log to achieve compliance with this criteria	LS	Mar-20	
		2.6	notify the GPFV team of any wider service development plans which could also support the CCG to become fully compliant	LS	Feb-20	
		2.7	monitor usage of apointments via this solution	LS	Mar-20	
3	**Digital Strategy**	3.1	two way text messaging to continue to be monitored and available to practices and at hub level	SC	Jul-19	interoporability
		3.2	video consultation roll out	SC	Jul-19	
		3.3	online triage roll out	SC	Jul-19	
		3.4	National App	SC	Jul-19	issues with roll out
		3.5	other apps for smart devices	SC	Jul-19	
		3.6	inclusion of services in the fuller GP Online Services Engagement Plan	SC	Feb-19	
		3.7	inclusion in the workplan for digital workstream	SC	Apr-19	
		3.8	monitoring of IT solutions	SC/JR	ongoing	low usage of the solutions unable to monitor effectively because of software
		3.9	GPFV team is notified when developments are progressed to record this in the assurance evidence log to support the CCG becoming compliant with this criteria	JR	Jul-19	
4	**Future Commissioning** Increasing capacity to 45 minutes per 1000 population	4.1	specification to be approved by PCCC	JR	Feb-19	
			Practice groups to submit delivery plans	JR	Mar-19	practice groups unable/ unwilling to provide access
			activty to rise from 30 mins to 45	JR	Apr-19	

		moitoring of activity on a monthly basis	JR	Apr-19	