**Stocktake of HCH**



|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirement**  | **Start Date** | **Next Steps**  | **Target** | **Completed** |
| **GP Triage** |  |  |  |  |
| **Same day appointment availability** |  |  |  |  |
| **Extended Hours**  |  |  |  |  |
| **Call management and call wait times.** |  |  |  |  |
| **Non-acute consultations over the phone, video and via secure email** |  |  |  |  |
| **Cultural Consideration** |  |  |  |  |
| **Care Planning and risk stratification** |  |  |  |  |
| **Patient self-management programmes** |  |  |  |  |
| **Pre-work for patients** |  |  |  |  |
| **Patient experience survey** |  |  |  |  |
| **Consumer co-design (Focus groups)** |  |  |  |  |
| **Web and Smart phone based portals** |  |  |  |  |
| **Lean Programme maturity** |  |  |  |  |
| **Staff Engagement survey** |  |  |  |  |
| **Facility****re-design** **(phones off front desk)** |  |  |  |  |
| **General Practice Roles****(PCPA)** |  |  |  |  |
| **Workforce Development Plan**  |  |  |  |  |