

# The New Mill Street Surgery - GP Patient Survey Results

Improvement Action Plan - December 2018

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## Why patient feedback matters to us?

- ▶ Practice's mission is to provide the best possible care and experience to our Patients and clearly there is room for improvement
- ▶ Over 120 Patients reply to the annual GP Patient Survey - good sample representing patient views
- ▶ Practice rating below CCG average in some surveyed areas - action plan for each area created
- ▶ Practice is improving on the results from 2017 for the overall experience - see the results for GP Patients Survey from 2018
- ▶ Practice scored above CCG average in the 2018 survey in the following areas:
  - ▶ Satisfaction with appointment offered
  - ▶ Support with managing long term conditions
  - ▶ Access on the phone

# Other sources of feedback - the whole picture

- ▶ NHS Choices - 3/5 \* in November 2017 - This has now improved to 4\* as of December 2018.
- ▶ Google rating - 2.8/5 \*
- ▶ Friends and Family results: 1 question is asked, 'would you recommend this practice to your friend or family'. Practices scores high on these: 91% in September, 92% in October, 95% in August.
- ▶ Practice also collects additional PMS question: 'how would you rate your experience of making an appointment. Figures for September, October, November 2018 were 100%, 91%, 100%.
- ▶ Complaints - Practice had 4 complaints in 2017, 1 complaint in 2018 so far - all complaints reviewed and responded to, learning discussed in monthly all staff practice meetings.

What we are doing well?

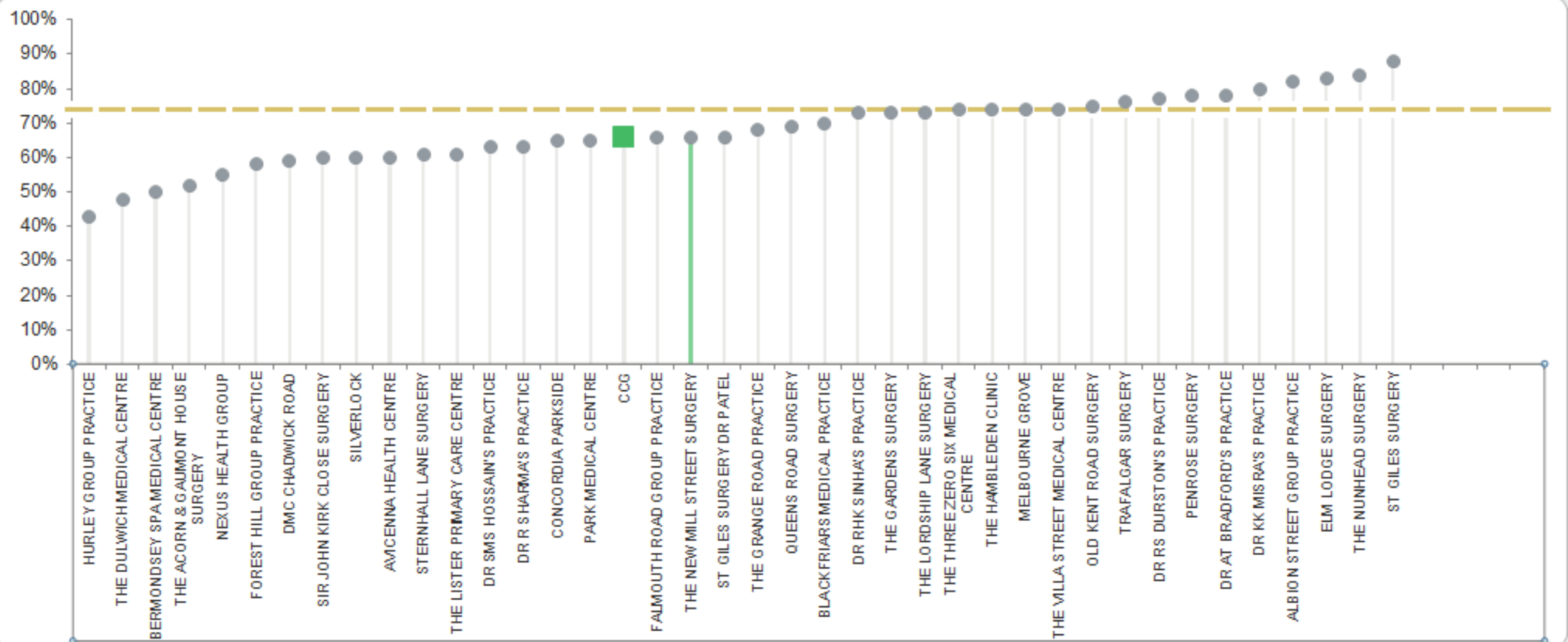


# Satisfaction with appointment offered

Q17. Were you satisfied with the type of appointment (or appointments) you were offered?

Percentage of patients saying 'yes' they were satisfied with the appointment offered

● Practices ■ CCG — National average

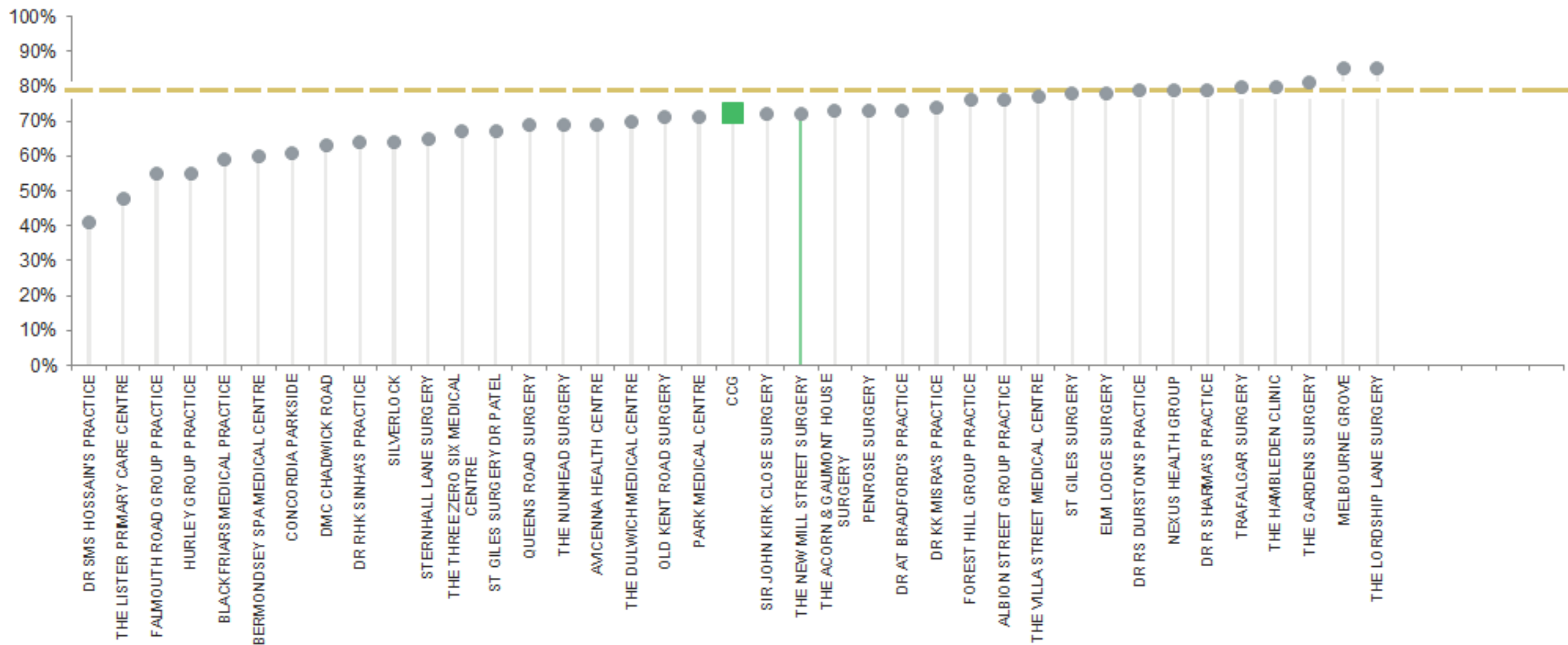


# Support with managing long-term health conditions

Q38. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

Percentage of patients saying 'yes' they have had enough support to manage their condition(s)

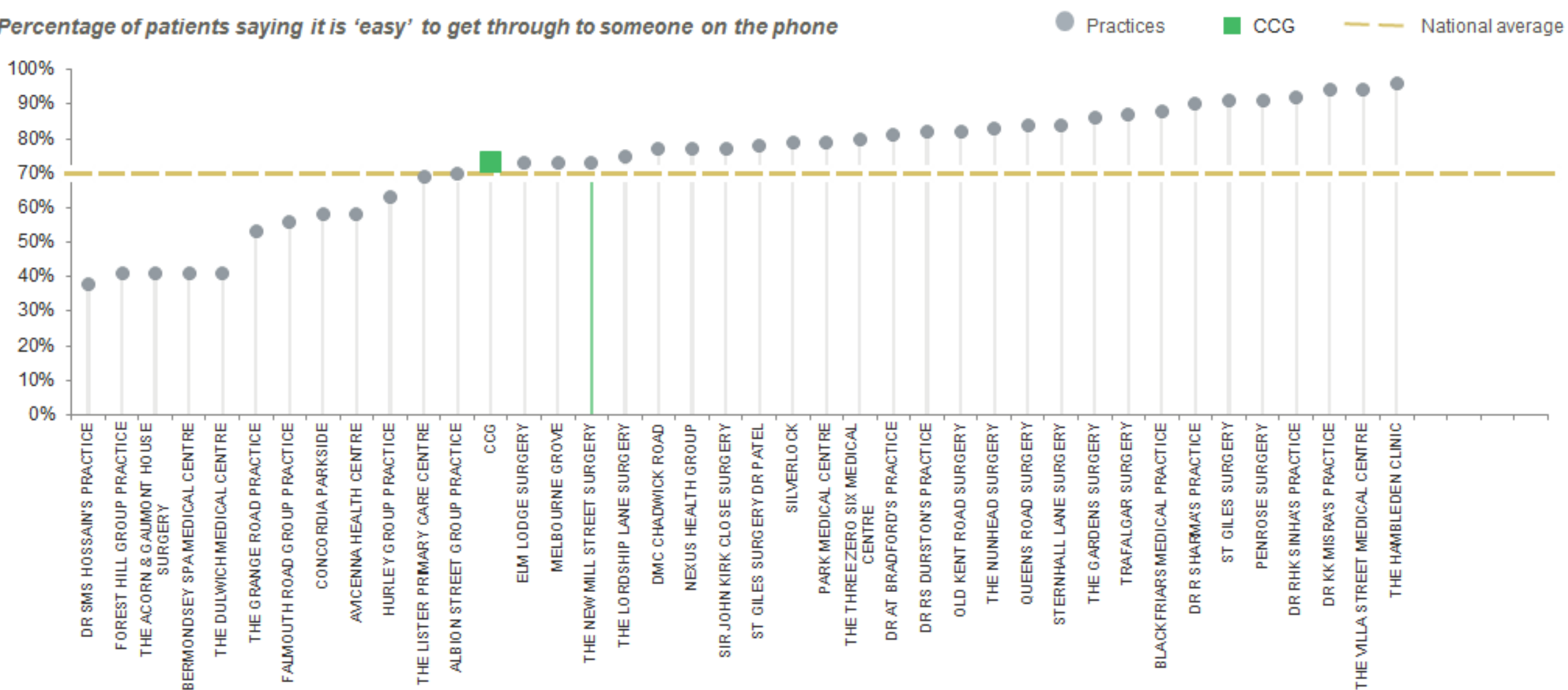
● Practices ■ CCG — National average



# Ease of getting through to GP practice on the phone: how the CCG's practices compare

Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone



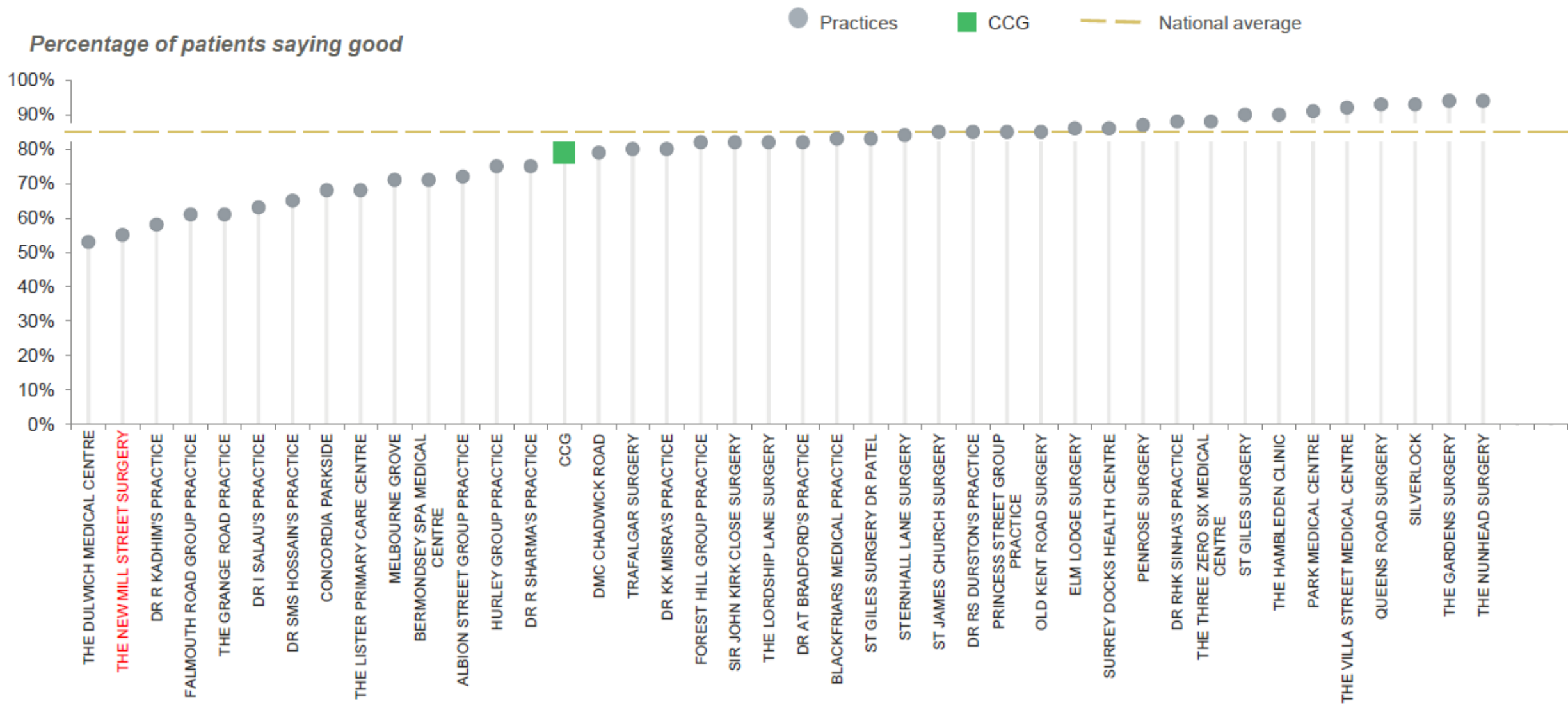
What we are improving on?





# Results from 2017

## Q28. Overall, how would you describe your experience of your GP surgery?

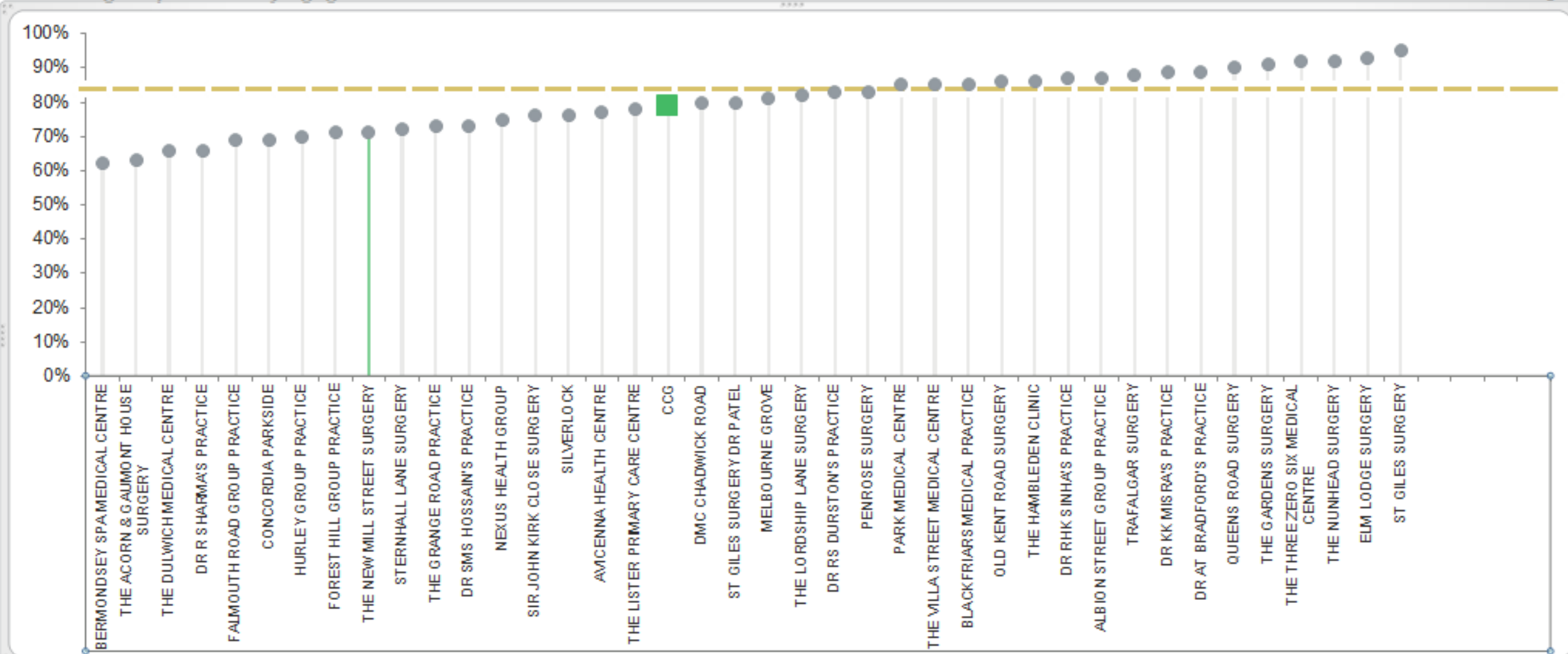


# Results from 2018

## Q31. Overall, how would you describe your experience of your GP practice?

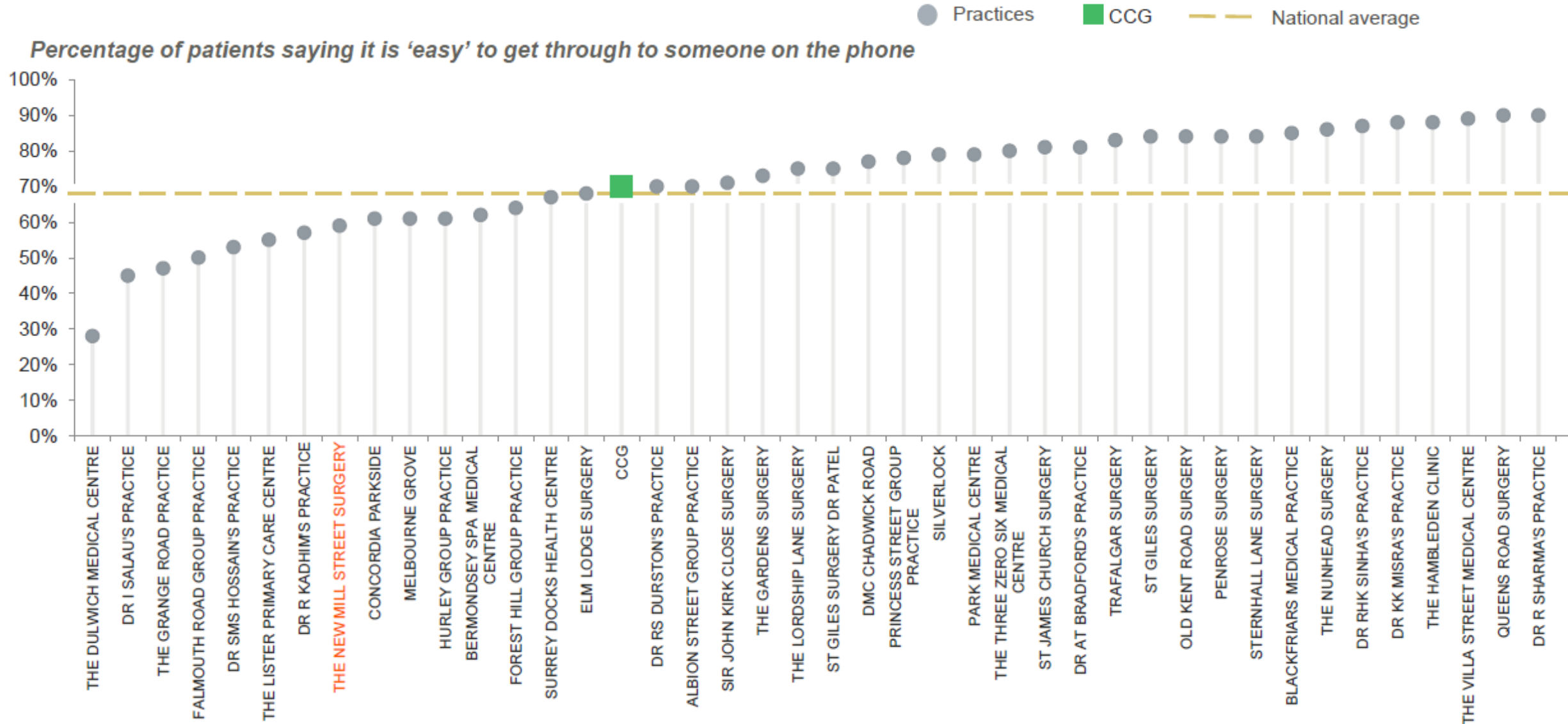
Percentage of patients saying 'good'

● Practices ■ CCG — National average



# Results from 2017

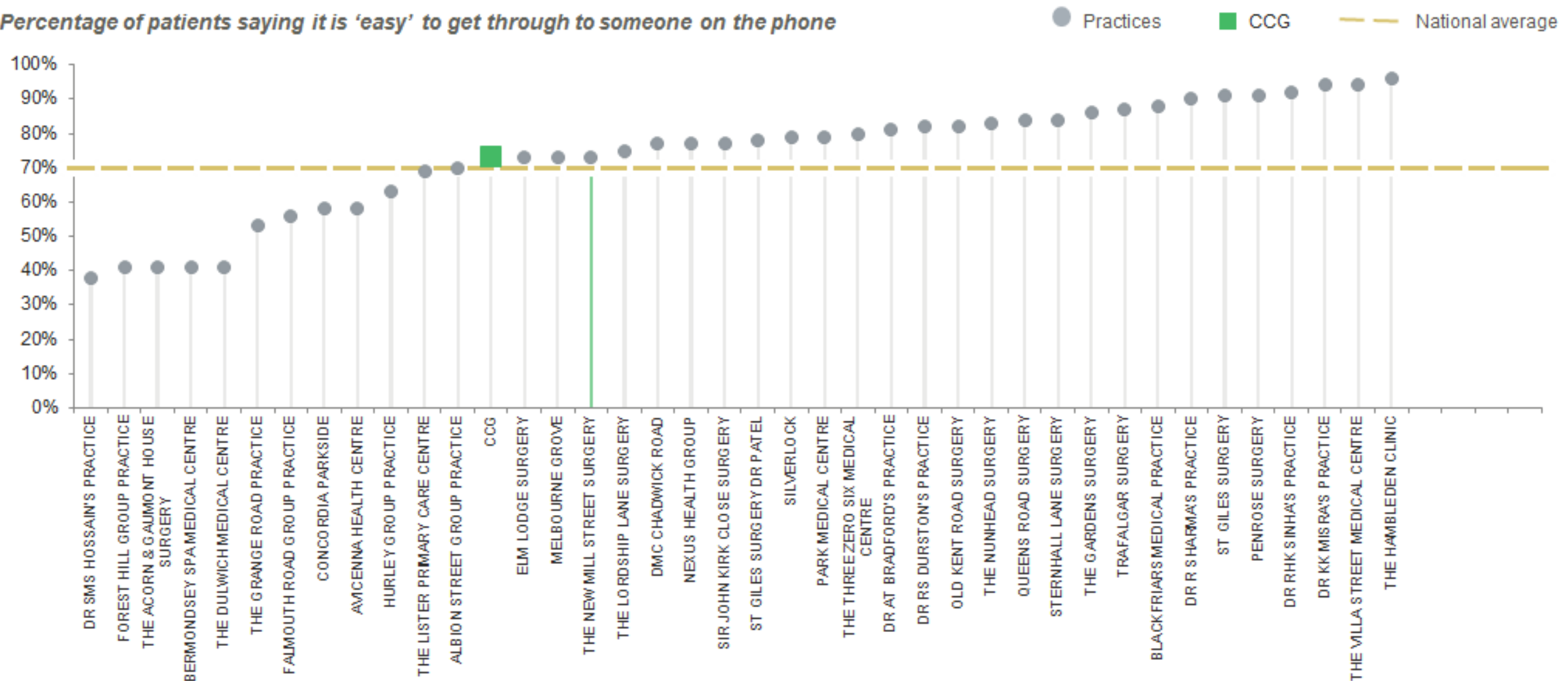
## Q3. Generally, how easy is it to get through to someone at your GP surgery on the phone?



# Results from 2018

## Q1. Generally, how easy is it to get through to someone at your GP practice on the phone?

Percentage of patients saying it is 'easy' to get through to someone on the phone

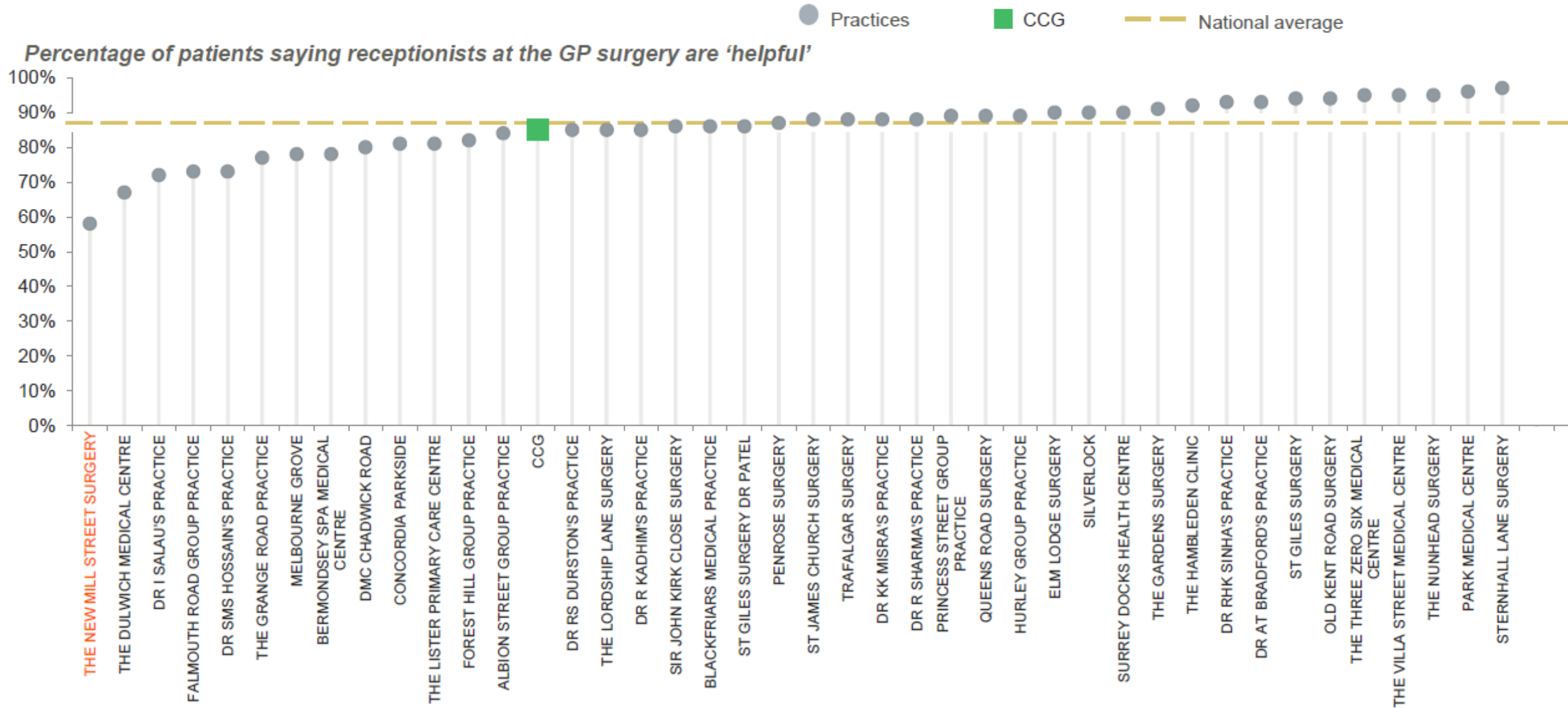


# Telephone system - what we improved?

- ▶ Reports from the telephone system: requested from Premier Telecom, reviewed during practice meetings.
- ▶ Improvements so far:
  - ▶ Introduced a '5 ring rule', all staff to answer when phone ringing for more than 5 ring tones.
  - ▶ Surgery opening times from 7.30am every morning to help Patients to access the services
  - ▶ Introduced a new telephone system that will offer better reporting on telephone usage
  - ▶ Increased line capacity, allowing 6 concurrent patients being able to call us
  - ▶ Better navigation system to help patients to choose when to call for example, test results after 2pm, registrations after 11 to spread the volume of calls through out the day
  - ▶ Redirect non-urgent insurance queries to a separate extension number and to E-Consult.
  - ▶ Promote other services whilst in the queue, for example messages on access to GP services online, Extended Access, Electronic Prescribing, Pharmacy First.

# Results from 2017

## Q4. How helpful do you find the receptionists at your GP surgery?



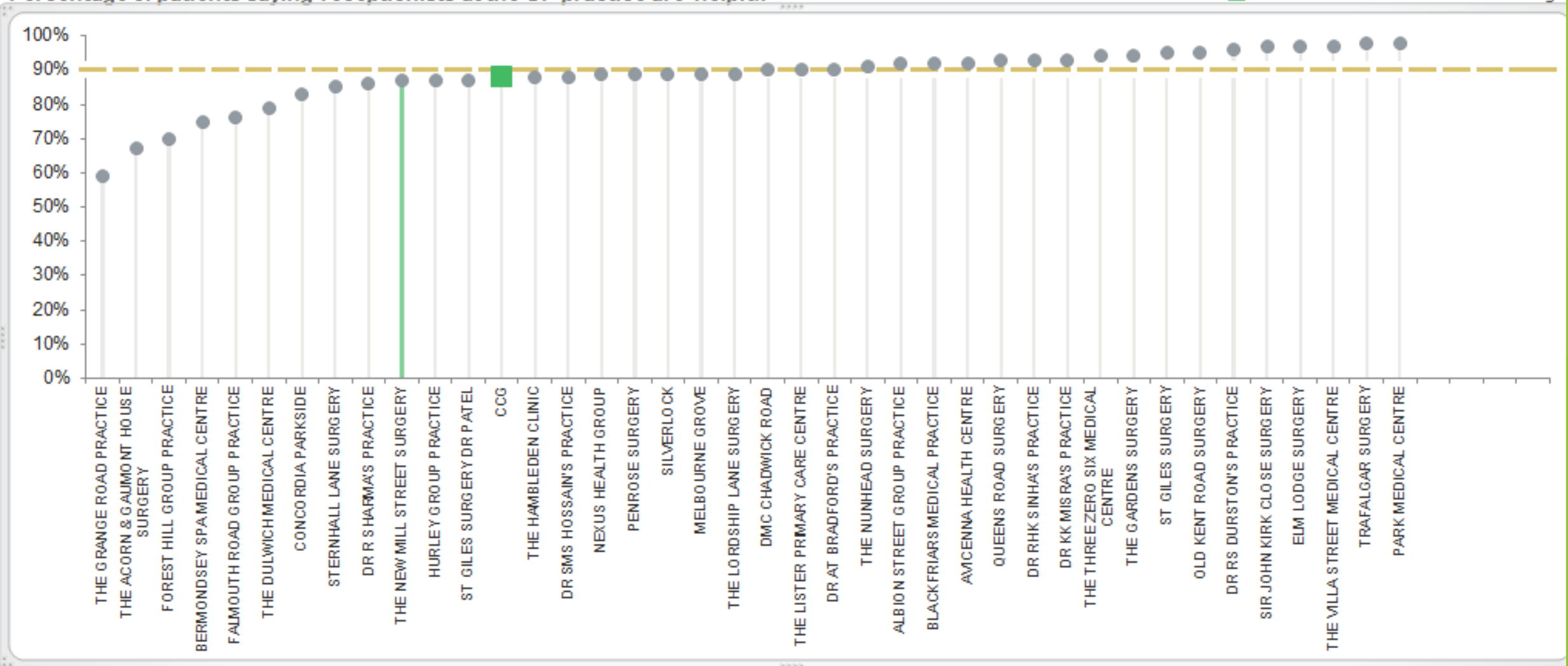


# Results from 2018

## Q2. How helpful do you find the receptionists at your GP practice?

Percentage of patients saying receptionists at the GP practice are 'helpful'

● Practices ■ CCG — National average



# How can we be more helpful?

- ▶ Introduced an 'every contact counts' policy, personal responsibility for excellent patient experience
- ▶ Staff competencies:
  - ▶ Update job descriptions with a set of competencies that every member of staff are working to
  - ▶ All receptionists to become primary care navigators to have more confidence, training provided by QHS (federation), 3 out of 6 already on the programme
  - ▶ Regular reception meetings to allow a better learning environment
- ▶ Training:
  - ▶ Training need analysis carried out to identify the focus of training for every member of staff, discussed during appraisals
  - ▶ Good customer service and how to deal with challenging conversations - funding applied for through PM Forum and CCG.



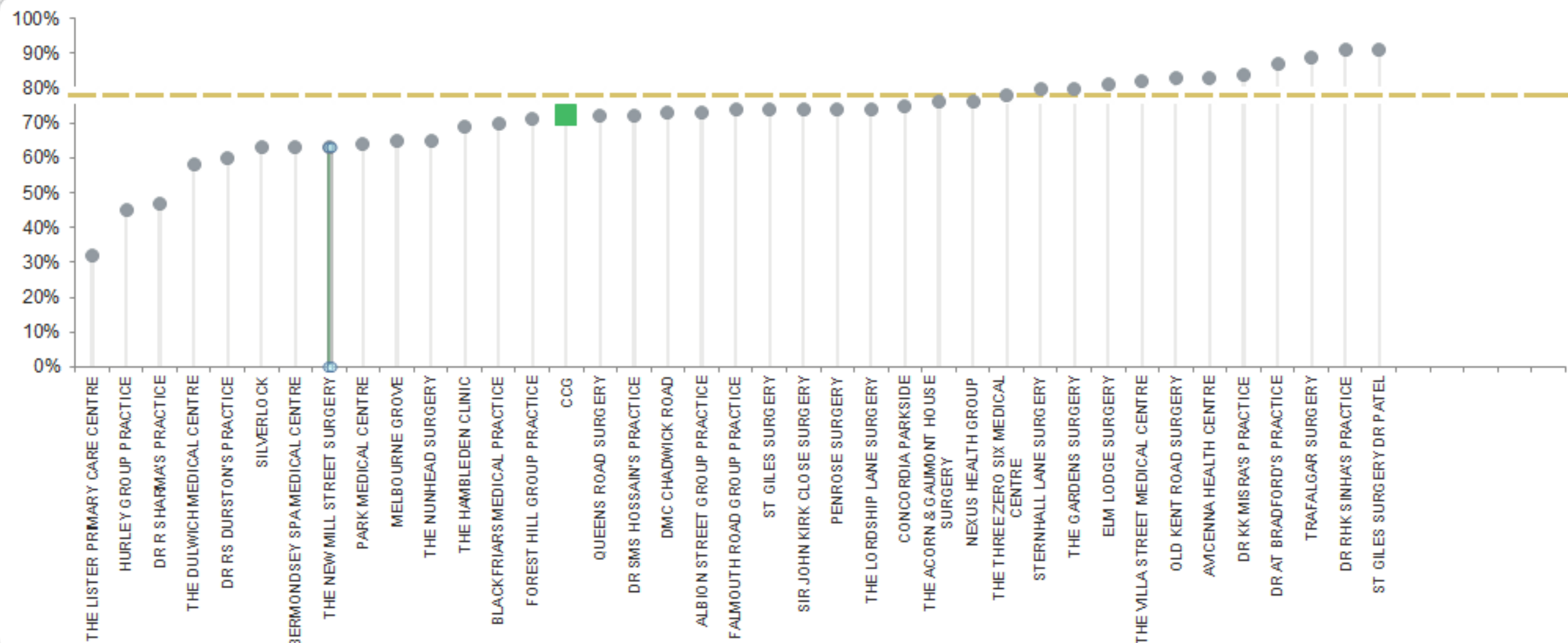
Areas with poor feedback - focus for this year

# Ease of use of online services

## Q6. How easy is it to use your GP practice's website to look for information or access services?

Percentage of patients saying it is 'easy' to use their GP practice's website

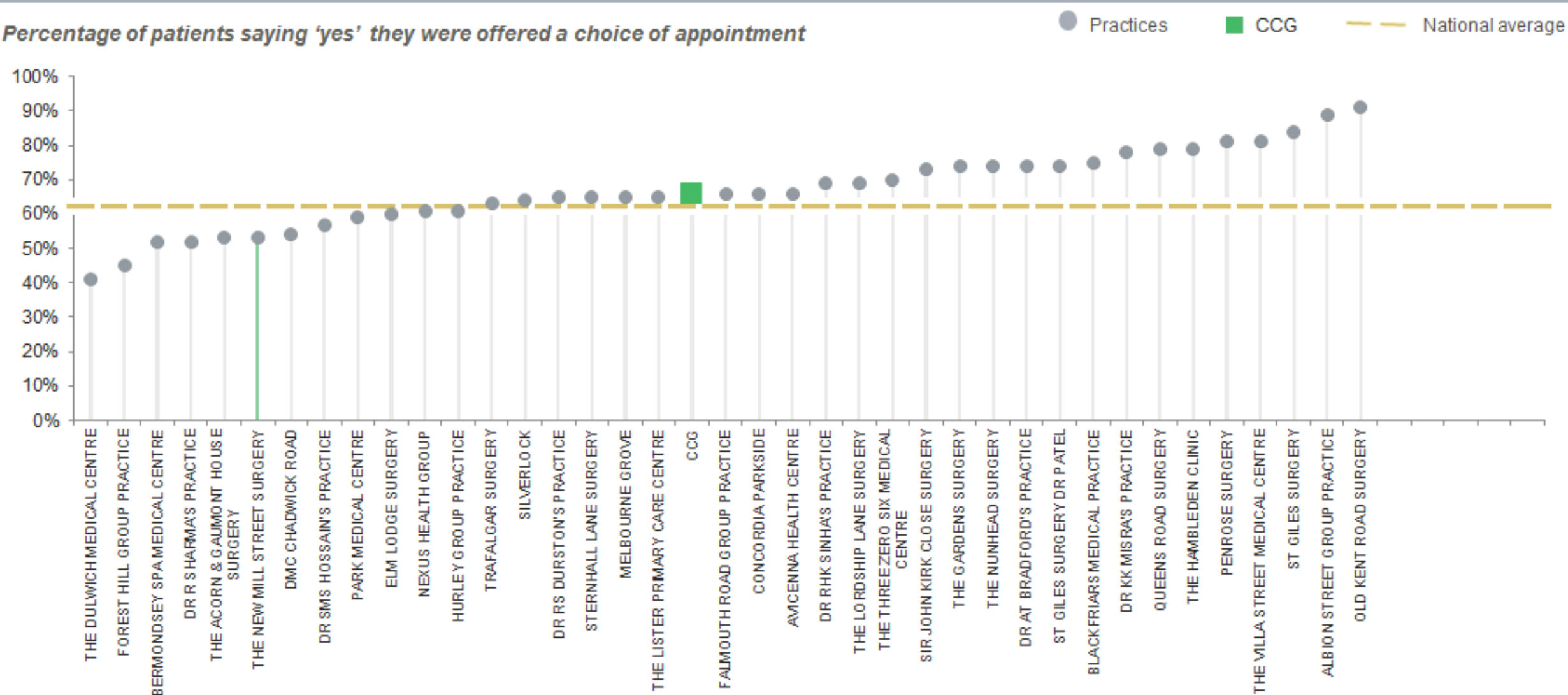
● Practices ■ CCG — National average



# Choice of appointment

Q16. On this occasion (when you last tried to make a general practice appointment), were you offered a choice of appointment?

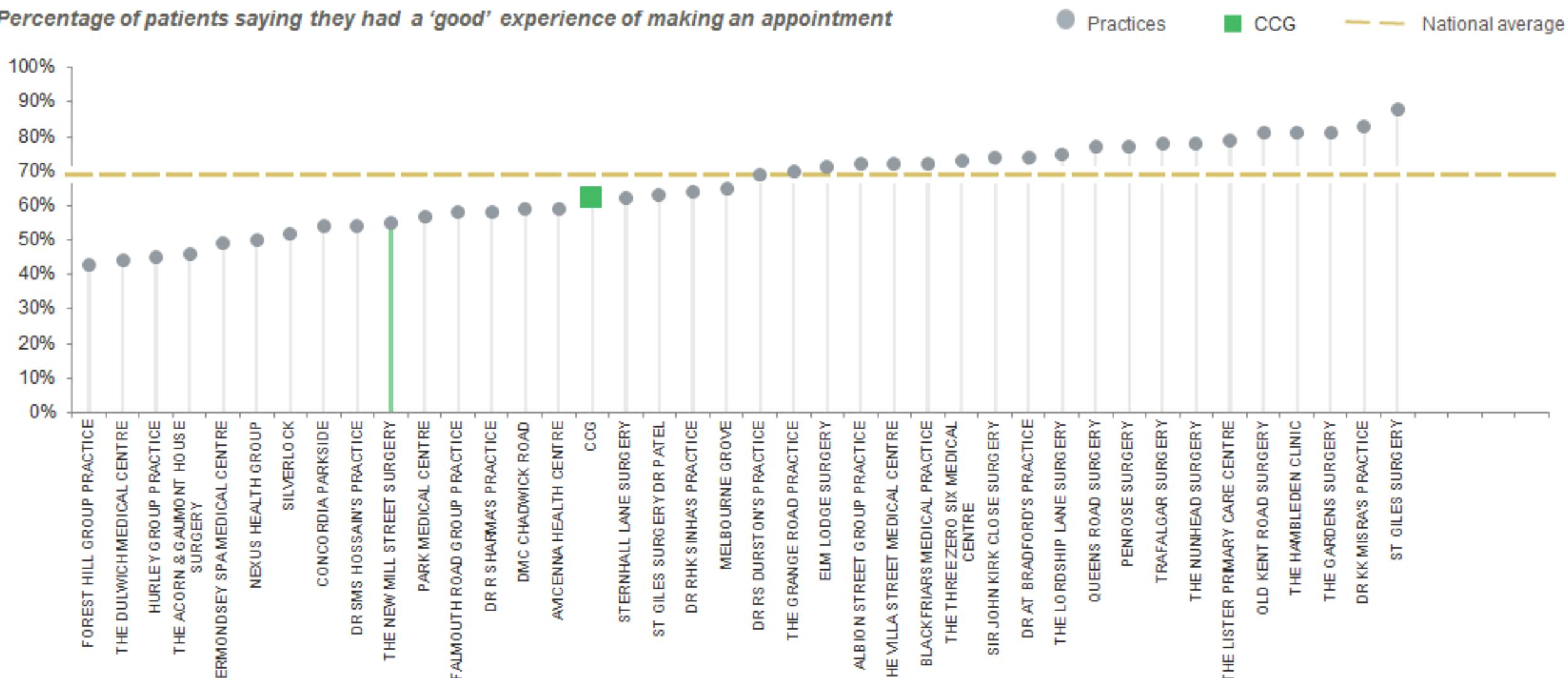
Percentage of patients saying 'yes' they were offered a choice of appointment



# Overall experience of making an appointment: how the CCG's practices compare

Q22. Overall, how would you describe your experience of making an appointment?

Percentage of patients saying they had a 'good' experience of making an appointment

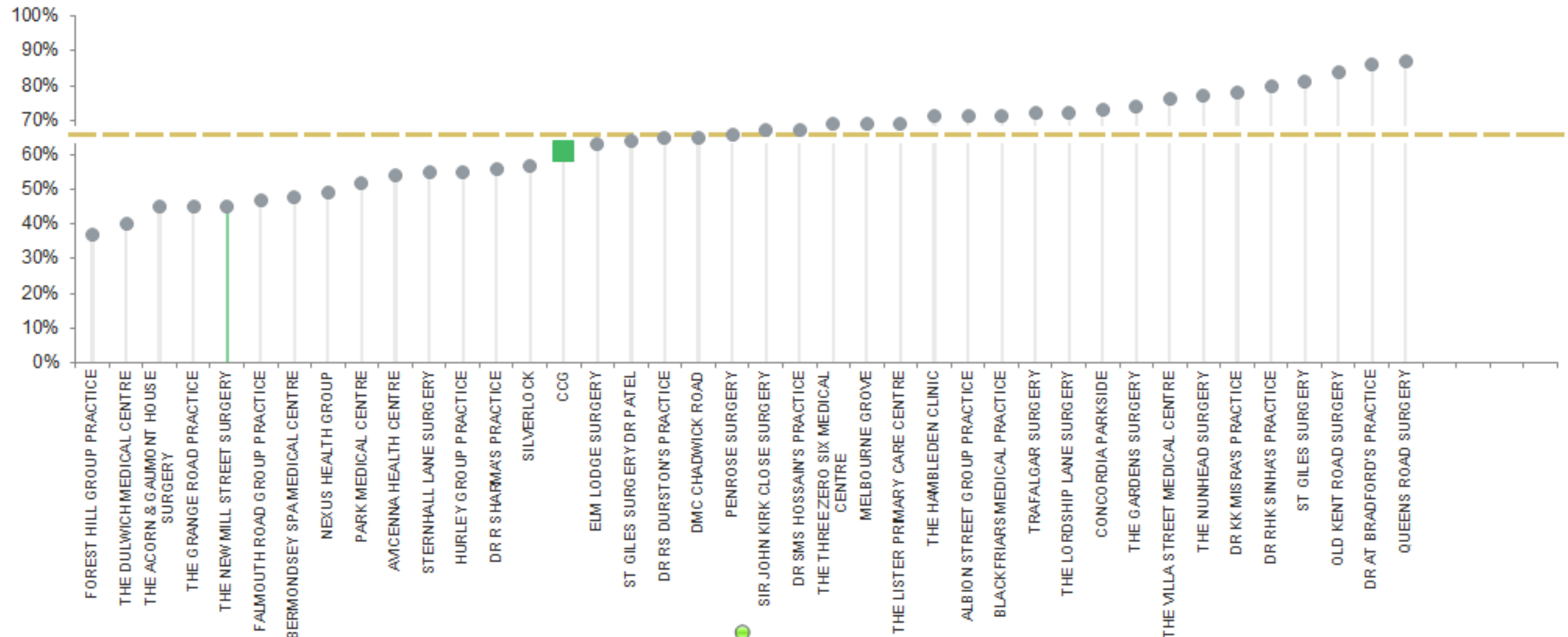


# Satisfaction with appointment times: how the CCG's practices compare

Q8. How satisfied are you with the general practice appointment times that are available to you?

Percentage of patients saying they are 'satisfied' with the appointment times available

● Practices ■ CCG — National average



# GP Survey Results 2018 - areas to improve on

- ▶ Practice website - new website has been updated and live since November 2018.
- ▶ Choice of appointments - new female GP employed to start in January 2019, clinical pharmacist appointments on offer, ensuring we offer appointments at the Extended Primary Care Service to our patients as and when suitable.
- ▶ Experience of making an appointment - we have recently introduced to our appointment system: telephone appointment, telephone triage, e-Consult, online access to book an appointment and access on the day for urgent appointments.
- ▶ Appointment system leaflet offered on registration to promote self-referral or other places to seek help for example Pharmacy First, Extended Access, Minor Eye Scheme
- ▶ Practice measures the 3<sup>rd</sup> available GP routine appointment on the system and if waiting time more than 3 weeks, additional capacity is added.

# Can we make the appointments more convenient?

- ▶ The Practice needs to promote the usage of our extended primary care service - appointments available for acute problems with GPs 8am-8pm, 7 days a week, and routine nurse appointments available on Thursdays and Saturdays.
- ▶ The Practice already offers:
  - ▶ late GP appointments on Monday and Tuesday evening (till 7.40pm) and Friday morning (from 8am). Practice is reviewing whether we can be open during another evening, to be agreed in February 2019.
  - ▶ late Nurse and HCA appointments on Monday and Tuesday evening (till 7.40pm)
  - ▶ started to offer HCA appointments on Friday mornings (from 8am) from October 2018
  - ▶ online access increased to 60% of all GP routine appointments and 20% of Nurse (specific slots for Smear, Contraception, Flu, Childhood Immunisations all available for online booking)
  - ▶ Appointments at the extended primary care service are offered and promoted to our patients for weekends

# Waiting times at GP Surgery

- ▶ Report on EMIS to identify average waiting times for each of the clinicians on a monthly basis:

Name
All slots per type last month
Average Waiting Times
Missed appointments GP last month
Missed appointments Nurse/HCA last month
Next 4 weeks available GP Appointments

- ▶ Introduced 10 min catch up slots for GPs every 3 regular slots
- ▶ When SMS reminders go out to Patients, additional wording added to ask Patients to book double appointments if more than one issue needs discussing
- ▶ Practice to review whether 15min appointment slots could be introduced to help with this. GPs are piloting this with one session per month in January 2019.