

# WHAT YOU THOUGHT OF YOUR PRACTICE!!

## GP – Penrhyn Surgery Patient Survey Results 2019 – Reflection and Action Plan

*Fieldwork: January - March 2019*

Thanks to all our patients who participated in National GP Survey. Patients were sent National GP Survey forms at random and data was collected by NHS England.

NHS England together with Ipsos MORI have now published the latest Official Statistics from recent GP Patient Survey. The National Patient Survey has been running for several years now and patients can view the results online at <https://gp-patient.co.uk/> however the Practice will now download these and post on the main notice boards in Reception area for patients to view.

The National Summary Report available on the GP Patient Survey website was reissued on 12<sup>th</sup> July 2019 and we were notified. We then provided the results to our Patient Participation Group (PPG) members as well as displayed them on our website and main notice boards in the Practice. We also reviewed the results with our Practice Team and the PPG Team during our meeting so we can formulate our action plans. You can see the full results on attached excel sheet.

We continue to be above both the Local Waltham Forest Clinical Commissioning Group of Practices and the National average in the following areas and we appreciate our staff , PPG group and patient's input to achieve this.

**😊72%** of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: **61%**National average: **68%**

**😊92%** of respondents find the receptionists at this GP practice helpful

Local (CCG) average: **85%**National average: **89%**

**😊87%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: **81%**National average: **86%**

We noticed three main areas where we achieved lowest compared to the CCG average and we wish to work on supported by our Patient Participation Group Team.

**29%** of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: **44%** National average: **48%**

**47%** of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **61%** National average: **62%**

**60%** of respondents were satisfied with the type of appointment they were offered

Local (CCG) average: **69%** National average: **74%**

## SURVEY 2019 ACTION PLAN SUMMARY SHEET

ACTION AREA TO LOOK AT i.e. Question or comments from the survey	CURRENT SITUATION	ACTION	Responsible Person
<p><b>29% of respondents usually get to see or speak to their preferred GP when they would like to</b></p>	<p>Only 12 patients i.e 29% could always or almost always or a lot of the time speak to preferred GP compared to CCG percentage of 44%and nationally 48%</p> <p>This question was not in 2018 survey to compare performance We looked at factors influencing patient</p>	<p><b>1. Clinic structure and design</b> – Longer appointments and reserved slots to ensure continuity is prioritized where appropriate.</p> <p><b>2. Role of Receptionist/Care Navigator</b> – Receptionist to appropriately direct patients and manage clinicians appointments to support continuity</p>	<p><b>Suzia</b> (Double slots and dr reserved appointments now added to appointment system)</p> <p><b>Suzia</b> (new banner on</p>

	<p>preferences for continuity - Prior relationship with own GP/clinician</p>	<p><b>3. Alternatives to face to face consultation</b></p> <p>Increase in use of email and telephone consultations to support whole pathway of care and helping maintain the relationship between patient and clinician.</p> <p>4. <b>Patient Awareness</b> Staff to inform patients whenever possible that electronic and shared records can allow clinician to have a better understanding of a patient who they have never met before</p>	<p>website regarding e-consultation- reception staff advised regarding use of e-consultation especially for fit note requests )</p>			
<p><b>47% of respondents were offered a choice of appointment when they last tried to make a general practice appointment</b></p>	<p><b>Survey revealed total 79 responses received – out of which 37 patients were offered choice of appointment -</b></p> <p><b>47% 37(Practice)</b></p> <p><b>61% 1855 (CCG)</b></p> <p><b>62% 365368 (National)</b></p>	<p>PPG agreed to have more information for patients so they can understand what is available for them</p> <p>Over recent years practice has seen year on year increase in demand for appointment due to care moving out of hospitals, people living longer and more complex care for chronic conditions.</p> <p>Role of front staff and practice website to provide information to patients regarding choices available for them.</p> <p>Staff meeting informing and discussing the need to offer patients all available appointments so patient can choose best method of consultation for them.</p>	<p><b>Reception Team</b> (Some team members were not able to book directly into Fednet slots – now all staff are trained and advising patients of other options and choices available to them)</p>			
<p><b>60% of respondents were satisfied with the type of appointment they were offered</b></p>	<p>Breakdown of type of consultations booked at practice</p>					
	<p><b>Practice 1</b></p>	<p><b>Practice 1 (N)</b></p>	<p><b>CCG 1</b></p>	<p><b>CCG 1</b></p>	<p><b>National (%)</b></p>	<p><b>National (N)</b></p>

	(%)		(%)	(N)		
to speak to someone on the phone	6%	5	9%	305	9%	60756
to see someone at my GP practice	88%	69	86%	2824	86%	549943
to see someone at another general practice location	4%	3	4%	128	4%	24930
to speak to someone online, for example on a video call	0%	0	0%	1	0%	596
for a home visit	2%	2	1%	18	1%	4944
Total		78		3275		641168
	<p>Only 6% patients booked telephone appointments. 88% of patients called to book GP face to face consultation therefore the demand is for more GP face to face consultations rather than telephone appointments.</p> <p>A study published in peer reviewed medical journal, The Lancet has shown that instead of saving time, the phone service actually increased the workload. <a href="https://www.nhs.uk/news/medical-practice/phone-consultations-do-not-reduce-gp-workload/">https://www.nhs.uk/news/medical-practice/phone-consultations-do-not-reduce-gp-workload/</a></p> <p>Suzia to do draft appointment plan for GPs to review workload for GPs and patient benefits.</p>					<p><b>Suzia</b> to do research and present draft of “GP Appointment type survey” for new appointment system in meeting for approval (<b>completed 18/12/19</b>). <b>Please see below</b></p>

**CURRENT GP APPOINTMENTS/WEEK**

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY					
	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM			
KO	15	5	12	12	5	12	15	5		15	5							
AN	12	5	12				12	5	12	15	5		12	5	12			
LC				15	5	12							12	5	12			
TO										15	5		15	5	12			
	27	10	24	27	10	24	27	10	12	45	15		39	15	36			321 appointments/week

**NEW APPOINTMENT SYSTEM - CHANGING TO MORE TELEPHONE ADVICE APPOINTMENTS**

	MONDAY			TUESDAY			WEDNESDAY			THURSDAY			FRIDAY					
	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM	AM	t/calls	PM			
KO		36	12		36	12		36		36								
AN		36	12					36	12	36				36	12			
LC					36	12								36	12			
TO										36				36	12			
	0	72	24	0	72	24	0	72	12	108	0		0	108	36			528 appointments/week

There is increase of 207 appointments 64.49% per week