

## **Albrighton Medical Practice**

**November 2015**

**Results of GP Patient Survey published 8th July 2015**

### **Summary and Action Plan**

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#### **Introduction**

Independent survey run by Ipsos MORI on behalf NHS England, sent out to over a million people in the UK.

Robust, reliable data, allows us to benchmark ourselves against local and national results.

Carried out independent to the practice, paper or online responses, sent out to individual patients.

#### **Results**

247 surveys sent out, 126 sent back, 51% completion rate

Overall results very good, please see attached results or look on website [gp-patient.co.uk](http://gp-patient.co.uk) we are above or equal to local and national benchmarking in all questions.

I think overall we should be proud of the results, well done.

I have produced an action plan below and linked to the specific areas below where specific results perhaps could have been improved

#### **Action points**

Results of GP survey discussed at partners meeting and with staff at clinical governance meeting to produce action points below.

Discussion very positive.

1. 64% patients able to speak to their own GP. ?could this be improved, certain issues re less full time gp mean difficult if need contact that day, recent retirement have meant fresh, new clinical staff but knock on has been waiting times for more 'well known' staff
  - audit of duty surgeries has lead to opening up of more routine appointments in advance, this should create more appointments with each GP
  - general consensus that this will improve with time as patients migrate to new GP's within the practice.

2. 88% of patients able to get an appointment to see or speak to someone last time they tried, 5% didn't get an appointment.

- audit of duty surgeries has lead to opening up of more routine appointments in advance and hopefully this will lead to less unused appointments and so better availability.
- continue to sign up to extended access
- signed up to take part in PMCF, meaning more appointments will be available in the evenings.
- enhanced service 2% slots to opened up on the day at 10 am if have not been filled previously
- reduction in slots for home visits triage / hospital discharge calls

3. 24% felt they waited too long or far too long for an appointment.

- audit of duty surgeries has lead to opening up of more routine appointments in advance and hopefully this will lead to less unused appointments and so better availability.
- signed up to take part in PMCF, meaning more appointments will be available in the evenings.
- advertisement sent out for new salaried GP, hopefully to be filled early 2016

4. 27% waited >15 mins for their appointment.

- this will involve duty patients, need to encourage communication of waits, reception to go out and explain to patients any delays
- check signs present asking patient to go to reception if they have been waiting >15 mins for their appointment.
- individual clinicians to review their surgeries, do they need to include 'catch up slots' or change the format of their surgeries?

5. Excellent results re listening, giving time, confidence and trust and explanation.

- try to encourage this within the practice ethos, important to have a section within induction of new staff regarding this, e.g. within ST3 (GP Registrar) induction pack.

6. 9% not sure about what are our opening hours, 80% satisfied with opening hours.

- clearly advertise opening hours, within surgery and on website, include within parish newsletter item.
- sign up to PMCF will provide later opening hours for our patients.

I will present these finding and proposed action points at the next patient group meeting, it will be included as an agenda item.