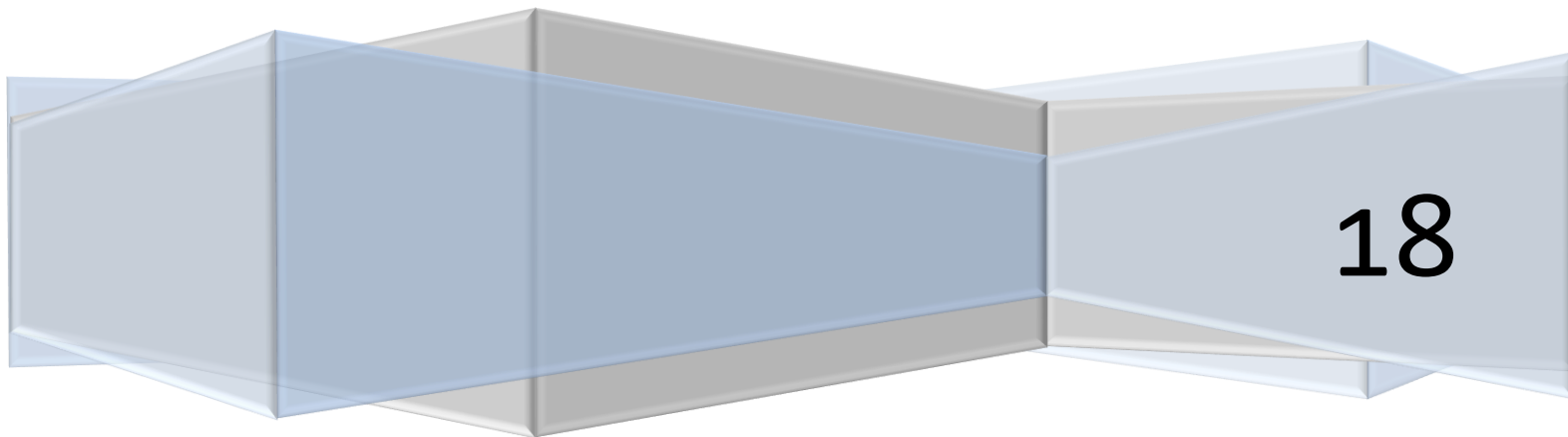


DR U AKBAR BAKEREND HEALTH CENTRE BRADFORD

GPOS 2017

SURVEY & ACTION PLAN

M SHAID PRACTICE MANAGER



Dr U Akbar Barkerend Health Centre - GPOS SURVEY Patient Participation Report 2017

Each year we conduct a survey of patient opinions about our practice and the services we provide.

We analyse the results, compare them to the previous year and produce an action plan to address any areas which require improvements.

In addition to our main survey, we also carry out small additional email surveys which address particular areas of service provision. The results of these surveys are also included in this report. Patient views do count! We are always pleased to receive patient views and opinions as this information helps us plan future services. As part of our aims to involve patients in service planning, we also run a patient participation group, whose aims are to offer ideas and opinions about services and how they can be improved. Further information about the group is available from reception or on our website.

PROFILE OF MEMBERS OF PATIENT PARTICIPATION GROUP (PPG)

There are approximately 11 members of the PPG, who have been recruited via advertisements, posters and leaflets displayed in the practice. In addition the practice website contains links to further information about the remit of the group and how to join.

Practice staff takes every opportunity to advertise the group when patients attend the surgery.

The profile of the group aims to reflect the ethnic background of the patient list and efforts have been made to recruit members from all backgrounds when the opportunity has arisen. The practice will take further steps to ensure greater representation from all ethnic groups.

PATIENT PARTICIPATION GROUP INVOLVEMENT

The findings of the surveys and the draft action plan have been discussed with the PPG and any necessary changes have been made prior to publication

GPOS SURVEY FINDINGS & BREAKDOWN 2017

- 23% find it easy to get through to this surgery by phone - Local (CCG) average: 55%National average: 71%
- 52% find the receptionists at this surgery helpful -Local (CCG) average: 77%National average: 87%
- 29% usually get to see or speak to their preferred GP -Local (CCG) average: 41%National average: 56%
- 42% were able to get an appointment to see or speak to someone the last time they tried -Local (CCG) average: 72%National average: 84%
- 34% say the last appointment they got was convenient -Local (CCG) average: 70%National average: 81%
- 23% describe their experience of making an appointment as good -Local (CCG) average: 60%National average: 73% -
- 49% usually wait 15 minutes or less after their appointment time to be seen - Local (CCG) average: 57%National average: 64%
- 31% feel they don't normally have to wait too long to be seen -Local (CCG) average: 44%National average: 58%
- 78% say the last GP they saw or spoke to was good at giving them enough time -Local (CCG) average: 78%National average: 86%
- 84% say the last GP they saw or spoke to was good at listening to them -Local (CCG) average: 82%National average: 89%
- 80% say the last GP they saw or spoke to was good at explaining tests and treatments -Local (CCG) average: 79%National average: 86%
- 71% say the last GP they saw or spoke to was good at involving them in decisions about their care -Local (CCG) average: 75%National average: 82%
- 73% say the last GP they saw or spoke to was good at treating them with care and concern -Local (CCG) average: 75%National average: 86%
- 94% had confidence and trust in the last GP they saw or spoke to -Local (CCG) average: 94%National average: 95%
- 85% say the last nurse they saw or spoke to was good at giving them enough time- Local (CCG) average: 84%National average: 92%
- 82% say the last nurse they saw or spoke to was good at listening to them -Local (CCG) average: 85%National average: 91%
- 81% say the last nurse they saw or spoke to was good at explaining tests and treatments -Local (CCG) average: 84%National average: 90%
- 80% say the last nurse they saw or spoke to was good at involving them in decisions about their care -Local (CCG) average: 79%National average: 85%
- 81% say the last nurse they saw or spoke to was good at treating them with care and concern -Local (CCG) average: 83%National average: 91%
- 100% had confidence and trust in the last nurse they saw or spoke to -Local (CCG) average: 95%National average: 97%
- 50% are satisfied with the surgery's opening hours -Local (CCG) average: 70%National average: 76%
- 55% describe their overall experience of this surgery as good-Local (CCG) average: 74%National average: 85%
- 36% would recommend this surgery to someone new to the area -Local (CCG) average: 63%National average: 77%

| PLAN | DO | STUDY | ACTION |
|---|--|---|--|
| <p>PATIENT SURVEY</p> <p>Introduction of Practice Team</p> <p>Members of the Patient Participation Group</p> | <p>Meeting Thursday 22.02.2018</p> <p>Introduce Practice Team Responsibilities GP Representation: Dr Akbar Nurse Rep: S.Hussain, Practice Nurse Practice Manager: M Shaid PPG Lead: V Hunt</p> <p>Patient Participation Members:</p> <p>Survey Report / Action Plan to be discussed and noted during meeting</p> | <p>Welcomed all Members</p> <p>To be introduced at meeting Responsibilities discussed</p> <p>Feedback on survey report</p> <p>Discussion of changes Agreed and Approved</p> <p>Action on outcome of proposals below</p> | <p>To be agreed minutes of last meeting Agreed and updated to new minutes</p> <p>Report on feedback</p> <p>Note changes and what actions agreed and approved by patients</p> <p>What was agreed and to be actioned And agreed by Group</p> |

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| <p>Patient Survey Questionnaire Report</p> <p>Is there anything we could improve comments from patient survey.</p> | <p>Review Benchmark Results</p> <p>What is good about the practice</p> <p>Is there anything could be improved</p> | <p>Response:80/368</p> <p>84% of respondents say the last GP they saw or spoke to was good at listening to them</p> <p>80% of respondents say the last GP they saw or spoke to was good at explaining tests and treatments.</p> <p>To discuss comments from survey how the following areas could be improved</p> <ol style="list-style-type: none"> 1 Appointment System 2 Getting Through 3 Telephone Calls Triage GPs 4 Booking in Advance 3 Longer Opening Times 4 Waiting times to see GP 5 GP Choice 6 Access via Website | <p>Practice benchmarks were lower than National in survey report. Discussed in PPG of how the practice can help and encourage more patients to partake.</p> <p>The patients reported that the results did reflect overall professionalism of the practice.</p> <p>To discuss, agree and signed off on suggestions by group.</p> |

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| <p>APPOINTMENT SYSTEM</p> <p>Access to GP's & Nurses.</p> <p>Offering Triage Service by admin and offering call backs. Advance Access for GP bookings</p> <p>Follow Ups for reviews e.g. medication, LTC by trained nurse and pharmacist.</p> <ol style="list-style-type: none"> 1. Appointment System 2. Telephone Calls Triage GPs 3. Booking in Advance 4. Longer Opening Times 5. Waiting times to see GP 6. GP Choice 7. Access via website | <p>Offering Triage service by receptionist and implementing a cancellation list to free slots and offer to accommodate more patients.</p> <p>Advance Access up to 3 weeks non-emergencies for GP choice and nurse health checks/reviews.</p> <p>Telephone Triage Consultations to free appointment system and patient connivance.</p> <p>Telephone consultations</p> <p>Booking in Advance</p> <p>Review Clinics during Bank Holidays and Annual Leave.</p> | <p>GPs call back service to discuss problems and offer on the day appointment for emergencies. If not offer alternative.</p> <p>Bookable appointments are available. Improve routine appointments so as to see GP of their choice & advance bookings.</p> <p>Patients leaving messages for call back</p> <p>Can be done on line and patients encouraged to use</p> <p>More appointments to cope with demand after bank holidays.</p> <p>Nursing team increased to 3 to provide more health monitoring services to our patients.</p> | <p>Most patients happy with admin offering basic triage and cancellation opportunity. Emergencies will be seen on the day. Texting appointments confirmation was very well accepted to reduce DNA's.</p> <p>Triaging & Texting at present has reduced DNAs. Considering more Telephone consultations/ reviews to be introduced to the practice with our GPs and Locums</p> <p>SMS Messaging service is working well and it is a reminder to patients of appointments. Less cancelled/ forgotten appointments plus online access Online access more patients using</p> <p>Admin more book on day appointments to keep up with demand. Two New ANP's have joined to cope with demand and capacity issues.</p> <p>The service the nurses provided is always well received. Offering support in chronic diseases, vaccination cervical smears, contraception, to all the patients. In addition supported GP Minor illness clinics by lead nurse are a regular feature in the surgery.</p> |

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| <p>TELEPHONE / TRIAGE ACCESS</p> | <p>Telephone access is available from 8.30-6:30pm</p> <p>Three receptionists are available</p> <p>Starter pack for new patients for ease to joining practice and also on-line access to advise new patients on registration.</p> <p>Automated service</p> | <p>Telephone lines should be less busy new telephone system in place and more staff manning phones. Clinicians triaging via telephone consultations to give better access and free appointments. Receptions staff aware to answer phones in a timely manner.</p> <p>Phones are covered by 2/3 members of staff at 8.30am.</p> <p>New software system so online access available to patients for registration</p> <p>Patients do not want automated service, as overall patients prefer to speak to a receptionist doctor or nurse when available.</p> | <p>Telephone lines should be less busy new telephone system in place and more staff manning phones. Clinicians triaging via telephone consultations to give better access and free appointments. Receptions staff aware to answer phones in a timely manner.</p> <p>Phones are covered by 2/3 members of staff at 8.30am.</p> <p>New software system so online access available to patients for registration</p> <p>Patients do not want automated service, as overall patients prefer to speak to a receptionist doctor or nurse when available.</p> |

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| <p>LONGER OPENING HOURS</p> | <p>The Practice Website has the new times of opening and all services and Clinics. Posters displayed within the surgery.</p> <p>Practice extended opening hours includes Saturday 09:00 -11:00am.</p> | <p>The practice has acknowledged access issues which were highlighted on the Survey as follow:</p> <p>34% of respondents say the last appointment they got was convenient Local (CCG) average: 70%National average: 81%</p> | <p>Extended hours on Saturday and Holidays has been running, this has been viewed as a success by all members.</p> <p>Patients would like longer opening hours. This was considered and 2 new ANPs have been appointed. One ANP offering extended hour on a Saturday. Both can do home visits with community backgrounds. In house pharmacist can complete and review prescriptions. Excluding fast track referrals turnaround is 48 hours.</p> <p>Staff have fed back and find this reasonable and sustainable.</p> |

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| <p>WAITING TIMES</p> | <p>At present patients are accommodated for emergencies & advanced bookings.</p> <p>On the day emergencies</p> <p>Telephone consultations with GP</p> <p>48-Hours script service</p> <p>NHS & referrals to other services.</p> | <p>Patients come with a multiple problem need to be rebooked otherwise appointments over run.</p> <p>Patients accommodated with on the day appointment and are informed that they may have to sit and wait.</p> <p>Triage service and emergencies on the day may lead to longer waiting times. More messages are dealt with by the GPs and Nurses.</p> <p>Patient has a choice to either wait or rebook on another day if the doctor is running late.</p> <p>Our protocol is to have repeat prescription ready within 48 hrs. Electronic service in practice.</p> <p>Referral Management service trying to cut down on waiting times for referrals.</p> | <p>Longer appointments will be given to complex patients and rebooked up to 2 weeks as it may not be possible to accommodate earlier with GP of choice.</p> <p>If urgent / emergency can be seen on the day. If patients need longer doctors will try to accommodate and do not like to make the consultation seemed rushed.</p> <p>This is proving to be very successful with GPs and patients and emergencies are seen on the day. The triage service it is hoped will also alleviate the pressure at A & E and walk in centres, which is also a NHS directive for the practice.</p> <p>Patients to be kept informed if doctor is running late.</p> <p>Online System1 promoted to patients so reception have more time. Patients can pick up scripts direct from pharmacy. The local pharmacy will deliver to housebound patients.</p> <p>This service has not been highlighted at present but review of all systems in underway</p> |

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| GP CHOICE | A GP of your choice is available, but you may have to wait up to 3 weeks for a consultation | A GP choice is still available if need to see a GP | Triage service is working well for practice and patients. Does the group -agree? Overwhelming Yes |
| ACCESS BY WEBSITE / EMAILS | Some patients have asked for this service | We now have this service available | Group liked this and more patients coming on line |
| Prescriptions | Scripts can be order by fax, post, face to face, on line and pharmacy pick up too. | Electronic Prescribing Service in place. | Website access is available now for repeat prescription requests from patients. |
| Registrations | On line and in paper form but will try and increase System 1 online uptake. | We need to capture data from new patients to keep the system up to date before medical records arrive. | Nurses doing new patient checks and data entries on all new patients to the practice. |
| Booking on Line | On line access for patients | Patients need to come in to get their username and id to access on line services. Acquiring iPad to increase online access. | This is now set up for on line booking of appointments, repeat prescriptions and change of details, registration queries. |
| Results | To text patients results | Only normal results could be sent. | Dr Akbar informed the group that if abnormal results were sent it would worry the patient. The group though it better to phone in after a week or surgery informs patient of abnormal results. |
| Other Improvements to surgery | The group was informed of Improvement of telephone system, new office equipment. New PPG lead and regular PPG meetings. | All new telephone system and automated messages to help patients. Applied for Self-checking hub from NHS England awaiting response. | If desk busy this save time for patients. This made it easier for patients |
| Plans and suggestions | Access on line | Patients go to reception and register for on line access | Patients are using this more and like the service. |

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| <p>Practice priorities</p> <p>Suggestions / Complaints</p> <p>PPG Meetings</p> | <p>Most suggestions/comments are to do with the above problems and improve services all round.</p> <p>As above</p> <p>The Group were happy to support the practice with continued support to improve services for patients and the community.</p> | <p>Patient Group is welcome to make suggestions about services.</p> <p>We address all complaints within 2 working days.</p> <p>PPG members to continue to attend meetings and recruit new members which would improve feedback from a diverse group.</p> | <p>Patients will let us know if there is any innovative ways to support the practice/ Newsletter organised by V Hunt. More changes but together with patients support the practice will continue to meet patients' requests and provide a good service to all.</p> <p>Most patients are happy with our new complaints procedure, available in practice and website.</p> <p>PPG meeting on website, displayed at the surgery and also PPG Lead to SMS patients for regular meetings.</p> |

CONCLUSIONS FROM THE 2017 SURVEY

Whilst the results from the survey clearly show that the practice is performing well on some of the key areas there is clearly work to do. Patients advised that they all are generally satisfied; however there are areas we can improve, re-examine and change to further meet the needs of patients. Whilst there obvious areas for improvement are phone access, this should be looked at to determine improvements. Main areas of improvement are:

- 34% of respondents say the last appointment they got was convenient
- 23% of respondents describe their experience of making an appointment as good
- 23% of respondents find it easy to get through to this surgery by phone

ACTION PLAN 2017

Priorities areas were discussed and agreed with the primary health care team prior to submission to the patient participation group.

Work has been carried out and reviewed in house via meetings, audits and PPG feedback.

New telephone systems has had positive reviews and feedback and patients are advising that it is easier to get through on the phone to book appointment and make enquiries.

Requirement has been undertaken and levels of staff have increased across the board from nursing clinicians and administration to help alleviate capacity issues.

The practice continues to review and monitor on going changes to adapt improve services and experiences for the patients at Dr U Akbar surgery.