

9 6 2023 – Practice Response of PPG Survey 2023

Q1 - Noted that the response numbers from patients was better than the National GP survey.

Q2 – Noted that 24% of patients surveyed found it a challenge getting through to the surgery. Dr Heard and Nat discussed this. It was noted that the new phone system has been in place for nine weeks now. There is a function in the phone system to:

- Monitor numbers of calls coming into the surgery
- How long these calls have waited to be answered
- Average talk times
- Missed calls

It was agreed as part of improvements to access, Nat will create and monitor phone reports to build a picture of how to manage this better in the future in terms of staffing levels if needed. It was noted that already staffing levels are tailored around peak times in reception i.e. Monday morning being one of them. However the new phone reporting system will give a much clearer picture as to peaks in demand.

The number of messages a patient has to listen to has been reviewed and reduced with the new telephone system. However, the options list is necessary for patients to be directed to the correct department. Of note the patient will also hear “comfort” messages which include signposting information, which is an important part of signposting/access.

There were initial problems with some of our telephone numbers not porting across straight away on the new phone system, there was a delay of around 8 working days. However, this is now resolved, and all telephone lines are functional. Including direct lines to the treatment room, however, we do not encourage the use of this telephone line for direct calls as they do not have a “reception” team covering the treatment room phones. Patients should use the switchboard to be directed to the treatment room where appropriate.

Q3: Dr Heard and Nat were very pleased to see such positive feedback that 95% of patients surveyed were satisfied with the appointment they were offered. This is an improvement to the 65% on the National Survey last year.

We discussed the negative comments. It was noted that our GP numbers have changed as we now have a team of allied professionals as part of Practice team managing patients’ health. Therefore, the patient will not always need to see a GP and will be offered an appointment with an Advanced Nurse Practitioner, Primary Care Paramedic or Physician Associate where appropriate. It was agreed to re send, via text our last newsletter which highlighted the different skill mix at the Practice and also helped with signposting, self-referral and self-management

With regards the wait times for Diabetes appointments, it is noted that the Practice now has three diabetes nurses and a Diabetes Health Care Assistant, therefore, the wait times should start to reduce.

Q4: Dr Heard and Nat were very pleased that 92% felt their experience of making their appointment as good. This is very encouraging and significantly increased from the National Survey in 2022. The comments regarding difficulty getting through on the phone, and long wait to see the GP are similar to previous questions, see previous response.

With regards to B12 injections, it is noted that the appointment rota is loaded quarterly, hence a patient might be asked to phone in to make their appointment if the rota has not yet been finalised due to queries in holiday or rota cover.

Q5; good to see a visual example of the varied clinical skill mix we now offer at our surgery.

Q6: Fantastic to see that 99% of patients felt that their needs were met during their appointment. This is such a positive result. With regards the disabled access. Nat has recently completed the annual Access Audit which includes questions around disabled access. It was noted there is a council run Disabled parking bay adjacent to the surgery, with suitable pathways and dropped curb and ramp to the surgery for ease of access.

Q7: Another really positive response in that 96% of patients felt their overall experience was good. This is very positive in the current NHS climate. It was noted that not all patients were happy with their experience, with again similar themes regarding telephone and GP appointments.

The Practice website does advise patients that we are closed on all UK bank holidays, following this survey Nat has amended our website to make this information clearer and more prominent.

It was recognised that there was a problem during the Easter bank holiday with the new phone system message, the supplier had not set up the message service correctly hence patients did not hear the correct message. Nat has liaised with the company now and this has been resolved for subsequent bank holidays.

With regards to a delayed complaint. We have a complaints committee that meet every 4/5 weeks to discuss complaints received and the progress on these. We send patients a letter advising them we aim to respond to them fully within 28 working days and if there is a delay in this timescale we advise them further. Nat would be more than happy to discuss this particular case with the patient involved.

The music is generic, rights free music, included in our waiting room screen package and we do not plan to change it. We have tried various different options in the past, all have received negative feedback at some point.

Q8: a fair split of Male and Female answers

Q9: Interesting mix of ages, reflecting our community demographics of an older population who will generally attend the GP surgery more frequently than a younger age group.

Response to PPG recommendations:

- Continue to take measures to ensure patients are aware of alternatives to a GP appointment - this is an issue the PPG would like to continue supporting the Practice on

Practice Response: The Practice will re send the recent newsletter with self-referrals as a reminder as some patients did not receive this. Nat will also work with the PPG to consider ideas for future communication to patients.

- Review the messages that patients hear when they telephone into the Practice

Practice Response: This has just been reviewed with the new phone system. Nat will liaise with the PPG regarding current phone messages and suggestions for change.

- Review the wording of appointment reminders sent to patients by text to ensure that they state that the text has come from the Practice and that they make it clear what alternative actions patients can take – including attending for their appointment if they are able to do so

Practice Response: Nat will review this template messages to consider changes

- Enable patients to phone the Treatment Room direct if they need to do so assuming this is possible following the installation of the new telephone system

Practice Response: this function is available; however, this is not encouraged due to treatment room admin staffing levels. Patients are asked to telephone the main surgery number or appointments line for enquiries/appointment queries.

- Enable patients to book repeat appointments when they need to do so –including, for example, enabling patients requiring regular Vitamin B12 injections every 12 weeks to book these in advance

Practice Response: It might not always be possible to achieve this due to staff rota queries. Nat will check with our IT lead to see if these appointments could be added to the online booking option to help the patient with access of these appointments.

- Ensure that receptionists receive ongoing training in care navigation to reduce the likelihood of patients with potentially serious medical problems being turned away from the Surgery

Practice Response: Our reception team continue to receive care navigation training, of note Dr Heard spends time in reception with them supporting them with training and advice. Nat would be interested to hear from the patient that was turned away from the surgery so I could gain a better understanding of what happened.

- Review disabled access to the Surgery

Practice Response: It was noted that Nat has recently completed the annual Access Audit. Noted that there will be no changes to disabled access in terms of parking as there is a council run disabled car park adjacent to the Practice. It was noted there

will be no installation of lifts within the Practice, if a patient needs to access a room on the lower ground floor, there is safe pathway available to access those rooms.

- Ensure Patients complaints are dealt with in a timely manner

See Q7 for response to this. Nat would be happy to discuss this further with the individual.

- Review the music played in the waiting room while patients are waiting to be seen.

Practice Response: see Q7 for response