

## **Greenbank Surgery Action Plan – Patient Survey 2012/13**

The Patient Forum continued to meet every quarter during the last year. The number of patients wishing to join the group increased, although the numbers attending the actual meetings dropped. Evening meetings were arranged to accommodate people who could not make the meetings during the day, but the numbers attending were reduced even more. A decision was then taken by the regular attendees to return to having meetings in a morning. Two practice managers and a GP attended at all meetings.

Many questions have been raised this year concerning not only the surgery, but other NHS patients, via the Forum Notice Board.

Concerns around telephone access and seeing a doctor within 48 hours have constantly been raised at all meetings during the past year. Another issue was regarding seeing a particular GP at a particular time, as well as telephone access. Discussions around these subjects have taken place at each meeting and the surgery has been monitoring and auditing the telephone and appointment system throughout the months.

The surgery asked its patients to take part in a survey towards the end of 2011, to establish what other patients' perception of the Surgery was regarding access, service and the physical surroundings. The results and action plans were published on the website and in and around the surgery. Our overall satisfaction rating was 82%.

The surgery then repeated the survey during November 2012.

The survey was outsourced to a Company, who independently analysed the results; a total of 241 people took part over a one month period.

The overall score achieved was 77% and although this was lower than previous, we feel that this indicates the Practice has a dedicated team of highly trained and supportive doctors and staff, supplying a first class service to our patients with a wide range of clinics and surgeries available.

Negative comments from the survey include:

“Appointment system needs over hauling.”

“Waiting time to get an appointment is poor. Approximately two weeks wait.”

“More late nights.”

“Would like to make an appointment without waiting weeks to be seen.”

“I have great difficulty when using the telephone to get through. I am not able to visit the surgery to make an appointment and feel there is need for improvement.”

“The front desk is too open, everyone can hear what you say to the receptionist.”

“Some could listen more and have a friendlier approach.”

However, positive comments include:

“All good.”

“Most of the doctors at this surgery are excellent.”

“Quite satisfied.”

“Totally satisfied with the doctors and nurses I see. I find all doctors very pleasant and helpful.”

“Excellent service.”

“Excellent work.”

“Completely satisfied.”

The Surgery feels pleased with this result; but realises changes and further improvements are still needed in various areas. The results of the survey were compared to the survey from last year. Although the results in each category were slightly lower than last year, the findings were consistent to comments made by the Patient Forum during the meetings.

All of the issues raised in the survey last year have been addressed, as proposed in the action plan. The “urgent drop-in” surgery has proved to be very successful and we are looking to continue with it. Lots of patients still miss booked appointments, thus blocking the system for others. Again we will work hard to try and instil the importance of cancelling unwanted appointments. The telephone access is still a problem, although we are hopeful that when the automated service is switched off during opening hours, the problem will be alleviated.

The findings of this current survey have been discussed with all GPs, staff and our Patient Forum Group. An action plan has been agreed by all concerned, concentrating on the areas where our scores rated below the national average. However, the Patient Forum Group agreed that the Surgery tries very hard in offering a first class service and agreed that in some areas, for example, opening times and seeing a particular GP, it may be difficult to improve significantly; the surgery opens on most days at 7.45 am and closes at 6.30 pm on four evenings and 8.15 pm on a Wednesday.

The Surgery has recently agreed to take part in a pilot scheme called “Productive General Practice”. This programme is designed to help general practice to “deliver high quality care whilst meeting increasing levels of demand and diverse expectations”. We are confident this will help us to achieve these goals.

The people responsible for overseeing the monitoring of the proposed changes are the Practice Manager and the lead GP Dr Booth.

The results of the survey and the action plan have been displayed on the Patient Forum notice board, in the surgery and have been added to the surgery website.

The evidence of change and improvement will hopefully be apparent in our next patient survey 2013/2014.

If you would like to join our Patient Forum Group, please speak to the receptionist.

## Our Action Plan

### Q2 – Telephone Access

Surgery Mean Score 34% – National Mean Score 64%

PRIORITY FOR ACTION	PROPOSED CHANGES	PERSONNEL INVOLVED	TIMEFRAME	AGREED/ DISCUSSED WITH
Twenty four hour automated telephone system causing patients to become distressed and confused whilst “trapped in a loop” when waiting to speak to a Receptionist	Contact supplier of automated service to arrange for the facility to be switched off during the day, to make it easier to speak with a receptionist.	Practice Manager	Immediately – monitor and review within two months	Patient Forum GPs Surgery staff
Patients waiting too long for calls to be answered	Staff to deal with calls more efficiently and pass more calls through to relevant departments for action instead of dealing with queries.	Reception staff	Immediately – review in one month	GPs All staff Patient Forum
	Where possible, more staff to answer calls at peak times	Clerical staff/Office Supervisor	Immediately – review in April 2013	GPs, Staff, Patient Forum

### Q4 – See a Practitioner with 48 Hours

Surgery Mean Score 32% – National Mean Score 65%

PRIORITY FOR ACTION	PROPOSED CHANGES	PERSONNEL INVOLVED	TIMEFRAME	AGREED/ DISCUSSED WITH
Patients having difficulty making a GP appointment with 48 hours.	Advertise the extended hours surgery on a Wednesday evening and early mornings.	Management/All staff and GPs	Immediately	All Staff/GPs/Patient Forum
	Educate patients into cancelling all unwanted appointments instead of wasting them – promote	Everyone	Immediately with review in three months	All Staff/GPs/Patient Forum

	“text to cancel” details.			
	Ensure “Did Not Attend” policy is adhered to, as unwanted and wasted appointments block the system for other patients.	GPs/Management	Immediately with review in three months	All Staff/GPs/Patient Forum
	Continue to promote the “drop in” service for patients who feel they need an urgent appointment.	All staff/GPs	Immediately with review in three months	All Staff/GPs/Patient Forum
	The appointment system is due to be changed. After several months of monitoring demand and capacity of GP appointments, more doctors and therefore, more appointments will be made available at the beginning and the end of the week. This should help in patients being able to see a GP within 48 hours.	All GP’s and staff	February 2013 – monitor weekly	All Staff/GPs/Patient Forum

**Q5 – See Practitioner of Choice:  
Surgery Mean Score 30% – National Mean Score 61%**

PRIORITY FOR ACTION	PROPOSED CHANGES	PERSONNEL INVOLVED	TIMEFRAME	AGREED/ DISCUSSED WITH
Patients having difficulty booking in with particular GPs.	All doctors/staff and members of the Forum Group agreed that it is difficult to see a GP of choice, due to various reasons such as: GPs not working full time, holidays and other leave, the surgery will change the appointment system, which should allow more capacity into the booking system for patients wishing to book with certain	GPs, Receptionists	February 2013 – monitor and review three months	Patient Forum, GPs, Surgery staff

	GPs.			
	Encourage patients to cancel unwanted appointments.	All staff/GPs	On-going	Patient Forum, GPs, Surgery staff
	Ensure DNA Policy is utilised.	All staff/GPs	On-going	Patient Forum, GPs, Surgery staff
	Advertise “text to cancel” poster	All staff/GPs	On-going	Patient Forum, GPs, Surgery staff

### Q6 – Speaking to a GP on the Telephone

Surgery Mean Score 43% – National Mean Score 61%

PRIORITY FOR ACTION	PROPOSED CHANGES	PERSONNEL INVOLVED	TIMEFRAME	AGREED/ DISCUSSED WITH
Patients find it difficult to speak to a GP on the telephone	Ensure Receptions staff are all trained on correct procedure when taking messages. Ensure patient is aware the GP may not be able to call back until next day due to being in surgery or on visits etc.	Practice Management, all staff, GPs	Immediately with review in one month	GPs, all staff, Patient Forum
	Advertise above point in waiting area.	Practice Management, all staff, GPs	Immediately with review in one month	GPs, all staff, Patient Forum
	Advertise on the notice board that a duty doctor is available each day for advice.	Practice Management, all staff, GPs	Immediately with review in one month	GPs, all staff, Patient Forum
	Ensure all staff are adhering to GP triage procedure.	Practice Management, all staff, GPs	Immediately with review in one month	GPs, all staff, Patient Forum