

## Practice Report following Results of NHS England GP Patient Survey

Each year NHS England carries out a national survey in which they randomly select people across the UK to provide feedback about their GP Practice. This survey gives people the opportunity to comment on how they feel about their GP Practice, local NHS services and their general health.

The results of this survey carried out in April 2015 for the Atrium Health Centre were published and sent out to the members of the surgery's Patient Participation Group. The PPG members were asked to comment on the three following questions:

- 1. What do you think are the key issues identified by this survey?**
- 2. Do you have any suggestions for ways in which we can address these?**
- 3. Do you have any other suggestions (which have not been identified by this survey) for areas that we might consider for improvement?**

After receiving the responses from the members of the PPG, the following themes/key issues in response to Question 1 were identified with regards to the Practice, as shown in the table below. The number next to each theme indicates the number of comments received relating to it.

Good overall patient experience	2	Acceptable waiting time for appointment	1
Overall experience needing improvement	1	Adequate consultation time with clinicians	2
Patient confidence/respect/trust in staff	2	Too long waiting times to see clinicians	2
Care/attention from clinicians	6	Acceptable care from Out of Hours Service	3
Pleasant/helpful/considerate staff	4	Poor Out of Hours phone service	1
Unhelpful reception staff	1	Issues with surgery opening times	1
Difficulty getting through on telephone	3	Pathology results not always sent between GPs and consultants	1
Choice of appointments, e.g. face to face or telephone, book on the day	1	Diabetic check reminders not being sent to patients	1
Convenient appointment time	1	Not clear/confusion which site appointment is at	1
Difficulty getting appointments	2	GP involves patients in decisions about care	1
Difficulty getting copies of results	1	GP explains tests/treatment fully	1

In response to Questions 2 and 3, we received suggestions for ways in which the Practice could address the key issues identified. These suggestions are based both on results of the survey and also ideas from patients which were not identified by the survey. The following table outlines these suggestions.

<b>Suggestions received from PPG members</b>	<b>Action which could be/is already being taken by the Practice</b>
It might be helpful for patients who work to be offered early morning appointments first.	Patients can already decide to book ahead if they require early or late appointments. Actions: We will publicise this fact more on our website, Patient Handbook and by posters and on Envisage screens in the surgery. There is also provision for online booking of appointments (more details at reception). From Monday 4 <sup>th</sup> April 2016, Dr Benham will be holding clinics at the Atrium from 08:30 (except Wednesdays) which will mainly be 'book on the day' appointments.
There could be two Receptionists at Crossways Surgery at busy times of day to deal with telephone calls from patients or technology to divert calls to the main site.	Unfortunately we are unable to provide another telephone line at Crossways Surgery due to space and confidentiality. Actions: We have commissioned a full survey of existing and future telephone lines and will be applying to the CCG in the next Improvements Grant cycle (?January 2017). We are also working with developers to identify a site for new premises in view of our recent expansion (closure of Broadmayne Practice ) and anticipated major new building development in Crossways over the next 2-5 years.
When patients arrive, it would be helpful if there was some indication of how long they will be waiting before they are seen by the clinician.	This should already be being displayed on the check-in screens. Patients can also ask the Receptionists to tell them the indicated wait. Actions: Practice to check if indicated waiting times are displayed on check-in screens. Staff to also be asked to inform patients if the waiting time will be greater than 20 minutes.
Have two or more reception telephone lines available during morning surgery hours.	We already have a system in place for this at the Atrium with more than one telephone line. At Crossways we only have one telephone line and are currently unable to provide another. Action: See plans for telephony upgrade subject to funding
Helpfulness of Reception staff depends on who you speak to so possibly consider collating date specific information about the experience of the day.	We have been conducting the 'Friends and Family' test for the past year which aims to gather anonymous feedback about the experience of patients. The test identifies the

	<p>ways in which the Practice performs well and also ways in which improvements could be made.</p> <p>Actions:</p> <p>We will continue to invest staff training time in customer/ patient experience and feedback.</p> <p>We will audit the telephone skills of Receptionists (Senior Receptionist to do this) and provide individual feedback to them.</p> <p>We will invite a further mystery shopper experience to identify face: face issues.</p>
<p>Copies of test results should be supplied when requested by patients – certain reception staff appear to be reluctant to do this.</p>	<p>Actions: Highlight this issue at a GP partners meeting for them to discuss and check the protocol.</p> <p>A Practice Protocol already exists so we will ensure that staff are aware and have re-read the protocol and that patient concerns are fed back to a Reception Team meeting.</p> <p>(This has now been done and the protocol and website have been updated).</p>
<p>Send out diabetic check reminder letters for 6 monthly or annual checks. May be useful to send out a survey to diabetic patients asking if they have received reminders to make appointments.</p>	<p>Actions:</p> <p>We have organised a further EMIS Web training session for staff to set out how we will improve our recall system.</p> <p>We have agreed that one admin team person will have responsibility for recalls, receive additional training and work with nominated clinicians (JC) to set up recall systems.</p> <p>The partners have now agreed a new monthly rolling recall system perhaps based on birthdates to ensure that patients are consistently but manageably seen in our chronic disease management clinics.</p>
<p>Ease of making an appointment to see a particular clinician could be improved, as well as waiting times for an appointment and overall availability in terms of opening hours.</p>	<p>Action:</p> <p>We have a Salaried GP beginning on Monday 4<sup>th</sup> April which will enable more appointments to be available with the GP partners.</p> <p>We are also endeavouring to recruit a further GP.</p>
<p>Ensure that patients are booked into the site at which they are expecting to be seen to avoid confusion and the patient arriving at the opposite site.</p>	<p>Action:</p> <p>Receptionists to ensure that they make this clear to patients when they are booking appointments.</p>
<p>A notice displayed in reception areas to explain the importance of surveys would be useful for patients.</p>	<p>Action:</p> <p>We will consider adding information about the importance of surveys to our screens in the patient waiting rooms (known as Envisage) and will publish results on our website and in waiting rooms.</p> <p>We will remind staff to seek and obtain feedback and have produced a number of training</p>

	resources to facilitate, remind and publish what we are doing. Results of surveys will be shared with patients via our PPG and on our website.
An additional Receptionist may help with the reception when busy.	Action: We have recently recruited another member of staff at Crossways named Janet. She works 3 mornings per week covering both reception and the dispensary.

### Conclusion

The table of themes/key issues listed on Page 1 has highlighted both the main positive and negative aspects about the Atrium Health Centre which were identified by the survey.

#### Positive aspects:

1. Care/attention from clinicians (6 comments)
2. Pleasant/helpful/considerate staff (4 comments)
3. Patient confidence/respect/trust in staff (2 comments)

It is encouraging to find from the responses we received from the PPG members that the main positive comments were regarding the care and attention received by patients from the clinicians (Doctors and Nurses). It is clearly a very essential thing for patients to feel that their health concerns are appropriately addressed and also means that the main focus of the Practice is achieved.

It is also reassuring that our patients feel that the staff in general are helpful and that they can trust them which is important for good overall patient experience. We have also received similar positive responses from patients with the 'Friends and Family Test' which is a continuing process carried out by the Practice in which patients are able to anonymously comment about their experience.

#### Negative aspects:

1. Difficulty getting through on the telephone (3 comments)
2. Difficulty getting appointments (2 comments)
3. Too long waiting times (sitting in waiting room) to see clinicians (2 comments)

The main negative comments which have been highlighted regarding the Practice is the difficulty patients can have in getting through on the telephone and also getting appointments in an ideal time frame. It seems that this is a more prominent concern at Crossways Surgery. One suggestion we received was to consider having two receptionists at Crossways during busy times to be able to take telephone calls. This is something which has been recently implemented by the Practice and is reported to be working well. We have also increased the number of clinical appointments at both sites with the expansion caused by the closure of the Broadmayne practice. We are hopeful that this will greatly benefit both our patients and staff and create a more efficient system.

With regards to the length of time in the waiting rooms, the clinicians do endeavour to see their patients in an appropriate timescales, however there are occasionally emergencies which occur and unavoidable delays. We have reminded staff via e-mail and a set of guidelines about how to manage and communicate any significant delays during surgery sessions.

We have audited individual GP Partners average running times and have added in catch-up slots to reduce a waiting list build up.

Following the suggestions the Practice has received, detailed on Pages 2 and 3, we have considered possible action/measures which we could put in place to make improvements and are working to achieve these.

### Comments from PPG Members

Below is a selection of encouraging comments we have received by the PPG members in relation to their own experience of the Practice.

*'The overall experience of the Atrium Practice is excellent. The attention received from my GP and the nurses have been very good. The receptionists are very pleasant and try to be as helpful as possible.'*

*'I believe this Practice has a good record of being 'in partnership' with the patient which includes discussing and negotiating care and from a personal point of view I have always found this the very best thing about this Practice.'*

*'Overall it is pleasing to see how well the Surgery measures up both locally and nationally.'*

*'The Atrium/Crossways Practice as a whole scores at least as well and mainly better than the National figures. It should be noted that 'Out of Hours' performance, 'involvement in decisions' and 'care and concern' appear to be areas where the Atrium, and to some extent the Practices locally, outperform the National average.'*

*'Patients have confidence, respect and trust in their Doctors, followed closely by the Receptionists.'*

*'I would recommend Crossways Surgery to someone new to the area.'*

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We would like to take the opportunity to thank our Patient Participation Group members for your positive, supportive comments and useful suggestions for improving the Practice.