National Patient Survey Summary Highlights July 2017

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Local Patient Survey Summary and Highlights

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Action Plan December 2017

4 Seasons Medical Centre

www.4smc.co.uk

A big thank-you to everyone who completed the National GP Survey – it is very much appreciated. The GP survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK.

Unfortunately the uptake at our practice was not very high, 374 forms were sent out and 107 surveys were returned showing a response rate of 29% which was slightly lower than last years.

The results show how people feel about their GP practice.

**What we do best**

82% of respondents find it easy to get through to the surgery by phone. This is higher than the CCG average at 61% and higher than the national average of 71%.

90% of respondents say the last nurse they saw or spoke to was good at involving them in decisions about their care, this compared to 87% and 85% which were the CCG and national averages respectively.

58% of respondents usually get to see or speak to their preferred GP compared to the CCG and National averages of 55% and 56% respectively.

**What we could improve on:**

44% of respondents usually wait 15 minutes or less after their appointment time to be seen. This is below the CCG average of 66% and national average of 64%.

73% of respondents were able to get an appointment to see or speak to someone the last time they tried compared to the CCCG and National averages of 65% and 84% respectively.

74% of respondents say the last appointment they got was convenient compared to the CCG average of 84% and the national average of 81%.

**Action Plan:**

Afternoon appointments have been extended to 15 minutes as opposed to 10 to help allow extra time and stop the runover of appointments. This will help increase the number of patients waiting 15 minutes or less after their appointment time.

The practice also plans to conduct a local patient survey during October 2017 to allow more local questions and hopefully a greater response.

The report from the local survey is as below:

The local survey was carried out during October 2017 and surveys given to patients who were coming to the practice to see the Nurse / Doctor or Health Care Assistant.

During October a total of 74 completed surveys were analysed. Results and action plan are below.

**Action Plan:**

Q3 - How long do you want to be seen when you attend for appointment – this was an issue with the National Survey – we have already tried to address this with making afternoon appointments longer at 15 minutes rather than 10 this is hoping it will stop patients having to wait to see the Doctor. Looking at the results, this seems to be making a difference. There are the same number of appointments available as Dr starts session earlier.

Q5 – Any recommended changes to opening times – There is the extended access service in Warrington at Bath Street, this is open Monday to Friday 6.30 – 8.00pm and 8am-8pm Saturday and Sunday. These appointments are available to book through the GP Practice, although they do get booked up. The practice could maybe advertise this service more within the practice so patients are aware that they can see a GP up until 8pm – although it won’t be Dr Malkhandi.

NHS England are doing a facebook campaign regarding Extended Access currently.