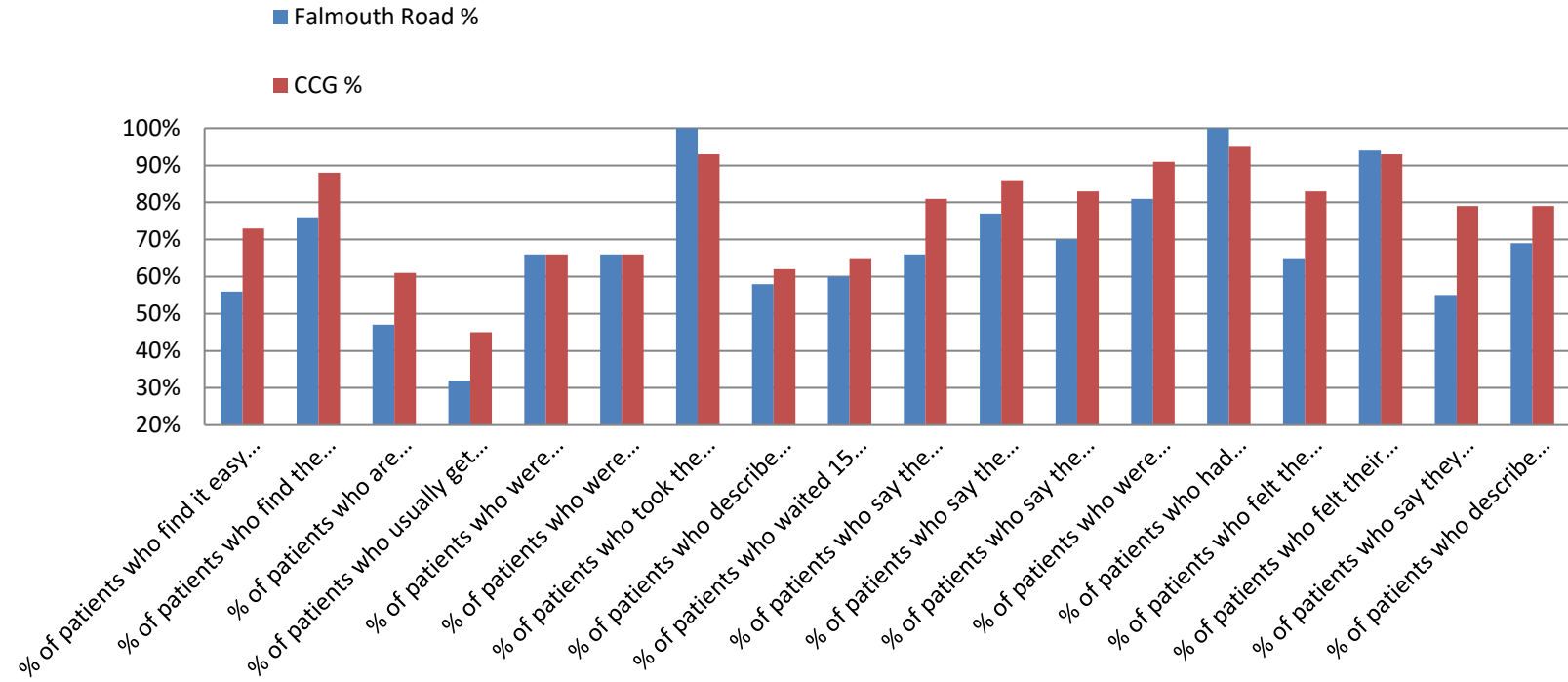


National GP Patient Survey Results – July 2018

Question	Falmouth Road %	CCG %	National %
% of patients who find it easy to get through to this GP practice by phone	56%	73%	70%
% of patients who find the receptionists at this GP practice helpful	76%	88%	90%
% of patients who are satisfied with the general practice appointment times available	47%	61%	66%
% of patients who usually get to see or speak to their preferred GP when they would like to	32%	45%	50%
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	66%	66%	62%
% of patients who were satisfied with the type of appointment they were offered	66%	66%	74%
% of patients who took the appointment they were offered	100%	93%	94%
% of patients who describe their experience of making an appointment as good	58%	62%	69%
% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	60%	65%	69%
% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	66%	81%	87%
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	77%	86%	89%
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	70%	83%	87%
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	81%	91%	93%
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	100%	95%	96%
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	65%	83%	87%
% of patients who felt their needs were met during their last general practice appointment	94%	93%	95%

% of patients who say they have had enough support in the last 12 months to help manage their long-term condition(s)	55%	79%	84%
% of patients who describe their overall experience of this GP practice as good	69%	79%	84%

GP Patient Survey Comparison with CCG July 2018



National GP Patient Survey Results – Falmouth Road Practice - July 2018

The National GP Patient Survey has been designed to give patients the opportunity to feedback nationally and to their practice about their experiences when accessing primary care services. Ipsos MORI, an independent research agency administers the survey on behalf of NHS England.

The survey is sent out to all registered patients, annually between January and March each year. At the time AT Medics held a caretaking contract with the CCG. The logistical impact of holding a caretaking contract can impact on investment into the practice given the uncertainty of return on these investments. AT Medics applied for and was awarded the substantive contract for service provision at Falmouth Road and will hold a time limited contract of 5 years with the option to extend for a further five years. This contract starts on 1 October 2018

Falmouth Road Practice welcomes the opportunity to review the findings of the patient survey in order to reflect where the patients at the practice consider the service we provide to be not as good as other practices in the same part of London.

Notwithstanding the uncertainty of contracting arrangements during the caretaking period, we will use the results of the patient survey to help inform the direction for improvements to the services we provide.

It was good to note that patients accepted appointments offered, had confidence in the clinician they saw and felt that their needs were met. It was also reassuring to note that patients were happy with the choice of appointments offered and the type of appointment offered.

However there are significant areas where improvement is required.

These include, the percentage of respondents:

- Who feel the healthcare professional recognised or understood any mental health needs during their last general practice appointment
- Who say they have had enough support in the last 12 months to help manage their long-term condition(s)
- Find it easy to get through to this GP practice by phone.

Since the patient survey was conducted we have introduced new ways to access appointments, recruited a new clinical team, GPs, Advanced Nurse practitioners and Clinical Pharmacists to work alongside the nurses and Healthcare Assistants. This provides for better access on the day, using clinical telephone consultations to determine health needs. This enables us to better utilise local services provided by the GP Hub when we are unable to meet the clinical needs of a patient on the day and direct patients to the Hub for these services.

We will share the results of this analysis with the PPG and consult with them to agree our priorities for improvement in 2018/19

Detail	Actions planned	By who?
Administration		
<p>56 % of patients who find it easy to get through to this GP practice by phone</p> <p>76 % of patients who find the receptionists at this GP practice helpful</p> <p>47 % of patients who are satisfied with the general practice appointment times available</p> <p>32 % of patients who usually get to see or speak to their preferred GP when</p> <p>58 % of patients who describe their experience of making an appointment as good</p> <p>60 % of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment</p>	<ol style="list-style-type: none"> 1. To discuss results of the survey at a practice meeting 2. To discuss the result of the patient survey with the PPG on 1/11/18 3. Improve communications to patients through SMS texting, website, staff training, PPG and patient communications 4. Update practice website to advise of appointment options and produce poster to better advertise recent changes made to appointments 5. Regularly check the proportion of on line appointments to ensure availability in line with patient demand as this changes 6. Staff to proactively encourage patients to utilise online services so that telephone lines can be used for other patient services 7. Staff to undertake SMART training to improve and support responses to patients 8. Train staff in process for patient registering online for services and the checks and balances for providing a password 9. Staff to routinely advise patients verbally when there are delays to being seen 	<p>DC/VSM</p> <p>DC/HA</p>
Clinical		
<p>66% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last</p>	<ol style="list-style-type: none"> 1. To discuss the results of the survey with the clinical team 2. Discuss results of the clinical patient experience with the GP Director 3. Discuss training needs and develop a training programme for 	<p>DC/HA</p>

<p>general practice appointment</p> <p>77% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p> <p>70% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment</p> <p>81% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment</p> <p>65% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment</p> <p>55% of patients who say they have had enough support in the last 12 months to help manage their long-term condition(s)</p> <p>69% of patients who describe their overall experience of this GP practice as good</p>	<p>clinicians (nurses, GPs and Clinical Pharmacists) to help improve patient interaction resulting in patients being empowered to work with their clinician on managing their conditions</p> <ol style="list-style-type: none"> 4. Hold more patient events e.g. self-care, carers to raise awareness of self help and support for carers 5. Further advertise the role of the clinical pharmacist in assisting patients with long term conditions and medicines optimisation 6. Improve communications to patients through the website 	
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