

## **Silverlock Medical Centre Action Plan in response to the patient survey 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 in January, so for Silverlock patients this survey would have been undertaken at a time when the practice was in a different location. All clinical and non-clinical staff remains the same however the telephone system and premises are new. There have also been some additions to clinical and non-clinical staff due to the increase in list size experienced as a result of the dispersal of The AVICENNA Practice in July 2018.

Silverlock Medical Centre 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 changes within the practice over the last few months, 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 found it relatively easy to get through on the phone, found the receptionists helpful and were able to see or speak to their preferred GP, when compared to other CCG practices. They also told us they were able to speak with their preferred GP, although we would like to improve on this even though we were marginally better than our peer CCG GP practices. We will monitor this in the new premises to ensure these standards are maintained.

On the indicator of whether or not patients are satisfied with the appointment times available we have recently introduced a third extended hours service from 18:30-20:00 every week. This now means that evening appointments are available on Tuesday, Wednesday and Thursday. We believe that this will help to increase patient satisfaction with the available times.

The results analysed below which show the practice to be below the local standard can be divided into two categories:

1. Patient experience with making, getting an appointment
2. Patient experience when seeing a clinician

The clinical questions which resulted in a lower than average CCG achievement were, mental health, listening, care and concerns, decisions about care, support and patients having their needs met. There is clearly some improvement to be made here.

## Silverlock Medical Centre - GP Patient Survey 2018

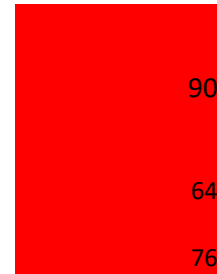
	Practice	CCG	National
Find it easy to get through to this GP practice by phone	79	73	70
Find the receptionists at this GP practice helpful	89	88	90
Are satisfied with the general practice appointment times available	57	61	66
Usually get to see or speak to their preferred GP when they would like to	47	45	50
Were offered a choice of appointment when they last tried to make a general practice appointment	64	66	62
Were satisfied with the type of appointment they were offered	60	66	74
Took the appointment they were offered	94	93	94
Describe their experience of making an appointment as good	52	62	69
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	74	65	69
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	82	81	87
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	81	86	89
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	77	83	87
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	89	91	93
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	91	95	96
Felt the healthcare professional recognised or understood any mental health needs during their	76	83	87

last general practice appointment

Felt their needs were met during their last general practice appointment

Say they have had enough support in the last 12 months to help manage their long-term condition(s)

Describe their overall experience of this GP practice as good



93

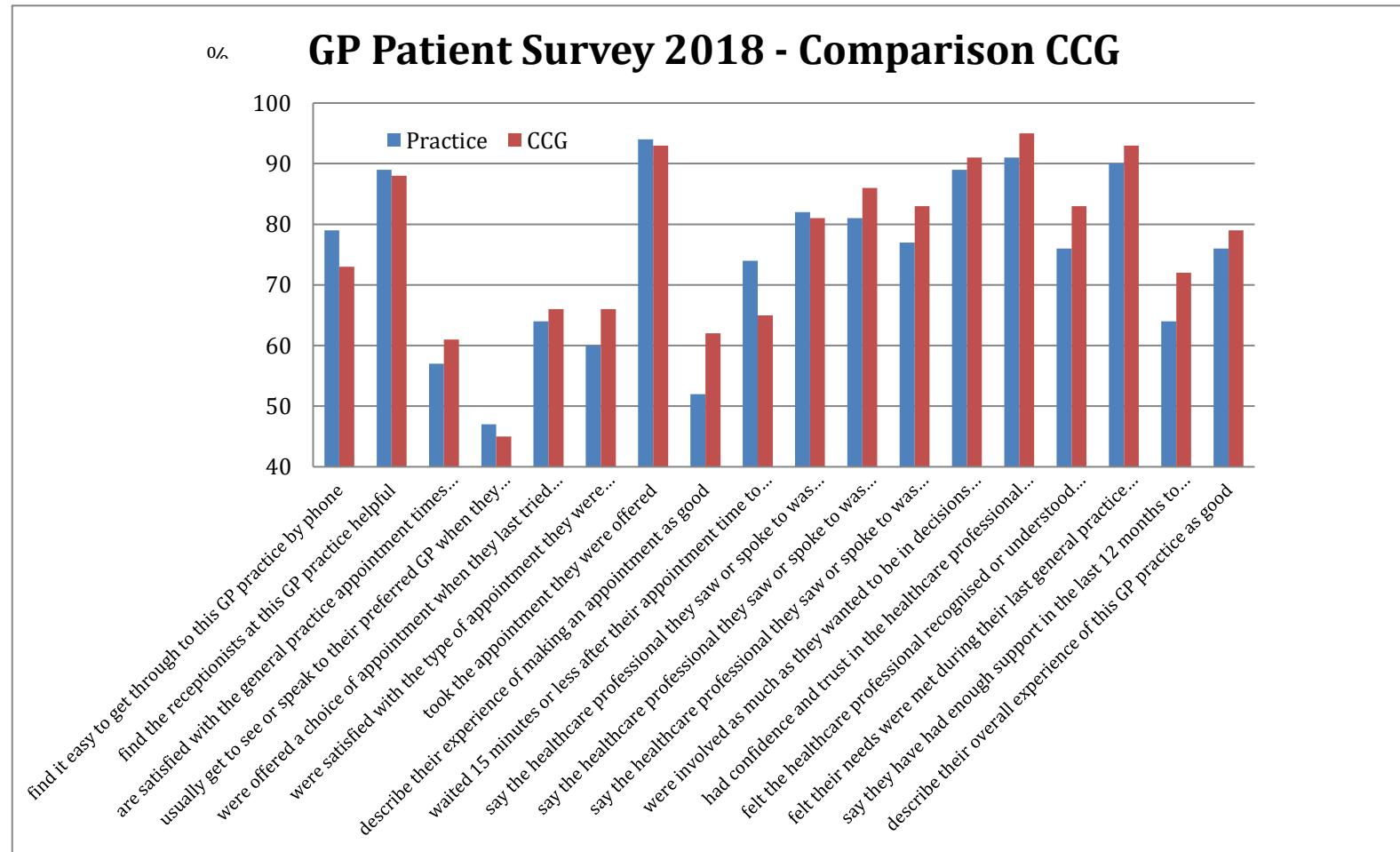
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79

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79

84



	Actions planned	Progress to date	By who?
<b>Administration</b>			
<p>57% are satisfied with the general practice appointment times available</p> <p>60% were satisfied with the type of appointment they were offered</p> <p>52% describe their experience of making an appointment as good</p> <p>76% describe their overall experience of this GP practice as good</p> <p>31% of people did not know they could book an appointment on line</p>	<ol style="list-style-type: none"> <li>1. To discuss results of the survey at a practice meeting</li> <li>2. To discuss the result of the patient survey with the PPG on 30/8/18</li> <li>3. Review appointment availability to ensure there are 80 clinical appointments per 1000, (which is in excess of contractual requirements)</li> <li>4. Regularly check the proportion of on line appointments to ensure availability in line with patient demand as this changes</li> <li>5. Review proportion of telephone consultations/face to face to reduce unwarranted face to face appointments, where necessary.</li> <li>6. Check conversion rates from TCs to face to face on day.</li> <li>7. Staff to proactively encourage patients to utilise on line services so that telephone lines can be used for other patient services</li> <li>8. Improve communications to patients through SMS texting, website, staff training, PPG and patient communications</li> <li>9. Review the content of the practice website to ensure clarity of messages</li> <li>10. Provide patient leaflet for staff to hand to patients advising of on line service</li> <li>11. Train staff in process for patient registering on line for services and the checks and balances for providing a password</li> <li>12. Conduct a surveymonkey patient survey to confirm patient views in the new premises</li> </ol>	<p>Returns made regularly to HO</p> <p>JP</p> <p>DC/JP</p> <p>DC</p> <p>Plan to do in October 2018</p>	<p>JP</p> <p>DC/JP</p> <p>JP</p> <p>JP/DC</p> <p>?DP</p> <p>JP</p> <p>JP</p> <p>TG/JP/DC</p>
<b>Clinical</b>			
<p>81% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p> <p>77% say the healthcare professional they saw or spoke to was good at</p>	<ol style="list-style-type: none"> <li>1. To discuss the results of the survey with the clinical team</li> <li>2. Discuss results of the clinical patient experience with the Medical Director</li> <li>3. Discuss training needs and develop a training programme for clinicians (nurses and GPs) to help improve patient interaction resulting in patients being empowered to work with their clinician on</li> </ol>		SA

<p>treating them with care and concern during their last general practice appointment</p> <p>89% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment</p> <p>91% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment</p> <p>76% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment</p> <p>90% felt their needs were met during their last general practice appointment</p> <p>64% say they have had enough support in the last 12 months to help manage their long-term condition(s)</p>	<p>managing their condition/s</p> <p>4. Advertise to patients the role of the clinical pharmacist in assisting patients with long term conditions and medicines optimisation</p> <p>5. Improve communications to patients through the website e.g. clinicians details, qualifications, languages spoken, clinical interests and specific lead areas – build a list of specific clinical interests.</p> <p>Detail the role of the clinical pharmacist</p>	<p>JP</p> <p>JP</p>	
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