

## **The Hambleton Clinic 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.

The Hambleton clinic 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.

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 easy to get through on the phone, were offered a choice of appointment and the overall experience of the GP practice and making an appointment when compared to CCG and national averages.

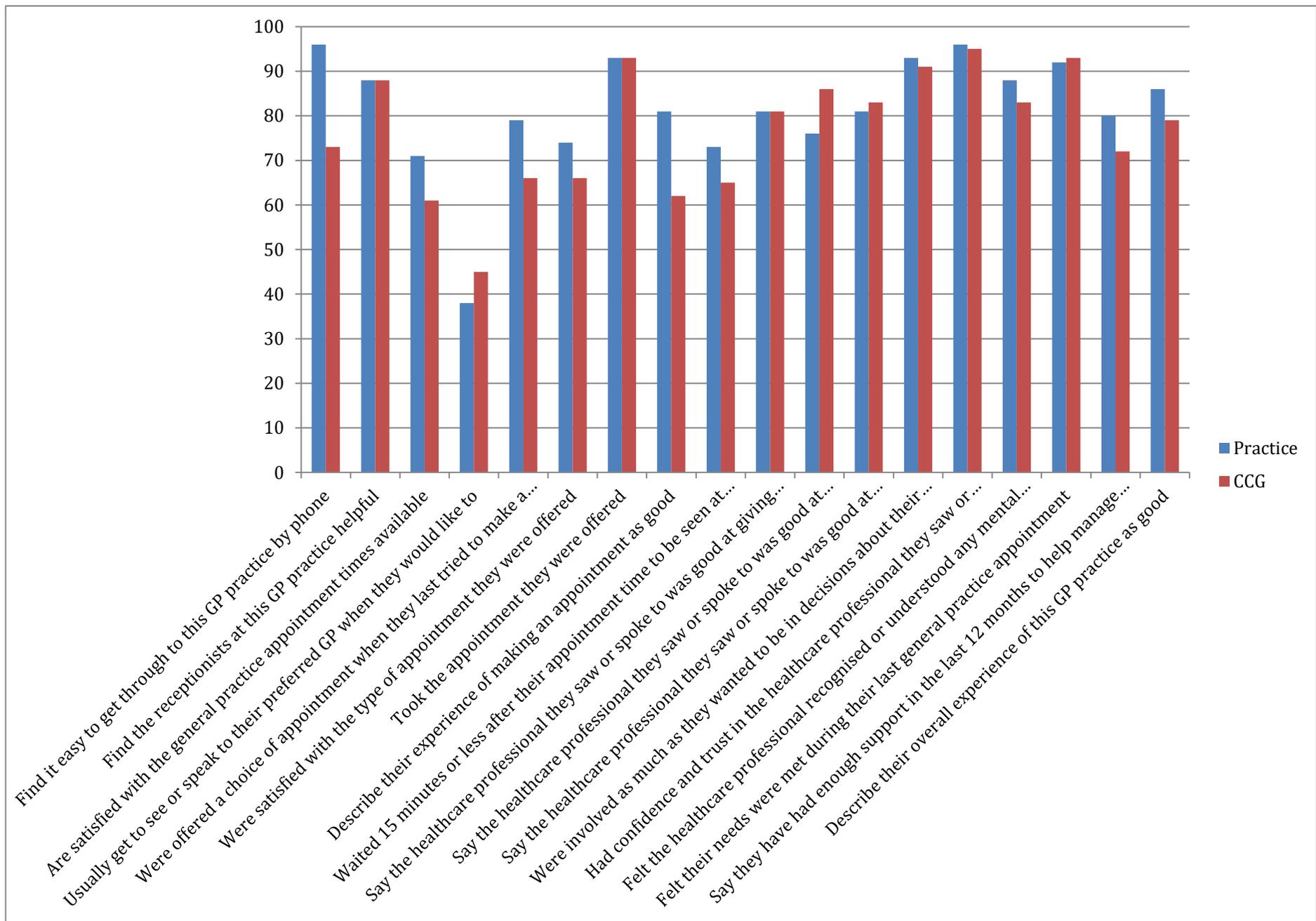
Overall, we met or exceeded CCG averages on 14 out of 18 indicators, whilst 4 were below averages. Compared to national averages the surgery met or exceeded them on 11 out of 18 indicators, with 7 below. This represents a very good performance; however we are aiming to improve on this for the next National Patient Survey.

The results 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: listening, being treated with care and concern and patient needs being met. There are clearly some improvements to be made here and the clinical team and management team will work together on this as described in the action plan.

<b>The Hambleton Clinic - GP Patient Survey 2018</b>	<b>Practice</b>	<b>CCG</b>	<b>National</b>
Find it easy to get through to this GP practice by phone	96	73	70
Find the receptionists at this GP practice helpful	88	88	90
Are satisfied with the general practice appointment times available	71	61	66
Usually get to see or speak to their preferred GP when they would like to	38	45	50
Were offered a choice of appointment when they last tried to make a general practice appointment	79	66	62
Were satisfied with the type of appointment they were offered	74	66	74
Took the appointment they were offered	93	93	94
Describe their experience of making an appointment as good	81	62	69
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	73	65	69
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	81	81	87
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	76	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	81	83	87
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	93	91	93
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	96	95	96
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	88	83	87
Felt their needs were met during their last general practice appointment	92	93	95
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	80	72	79
Describe their overall experience of this GP practice as good	86	79	84



The Hambleden Clinic - GP Patient Survey 2018	Result	Action plan/Comments	By who?
<b>Patient experience with making/getting an appointment</b>			
Find it easy to get through to this GP practice by phone	96	Performance very high, and well above CCG/national average- so to continue as before	N/A
Find the receptionists at this GP practice helpful	88	Whilst at CCG average this is an area to improve as below national average. A new Receptionist has just been appointed (providing additional hours), so this will allow Receptionists more time to offer support to patients.	N/A
Are satisfied with the general practice appointment times available	71	This is above national/CCG averages, however we would prefer this to improve. Following the move to DHC we would expect the available appointment times to increase.	N/A
Usually get to see or speak to their preferred GP when they would like to	38	Discussed in admin meeting about Receptionists offering a choice of appointment- so asking the patient what times they would prefer/Doctor they would prefer to see, rather than always earliest available appointment. Due to how our 8am walk-in appointments work patients will be seen by whoever is available on the day, so this isn't always their preferred Doctor	N/A
Were offered a choice of appointment when they last tried to make a general practice appointment	79		
Were satisfied with the type of appointment they were offered	74		
Took the appointment they were offered	93		
Describe their experience of making an appointment as good	81	This is well above CCG/national averages. This result was discussed in an admin meeting (3/9/18) and Hambleden came 4 <sup>th</sup> in the CCG. We believe the changes to offering a choice of appointment/additional Reception cover will help to improve this further.	N/A
<b>Patient experience when seeing a clinician</b>			
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	73	Again above CCG/national average. Unfortunately we cannot predict how a clinic will run, clinicians always aim to stick to their allotted time, however sometimes emergencies do occur that cannot be predicted.	N/A

Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	81	<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 managing their condition/s</li> <li>4. Advertise to patients the role of the clinical pharmacist in assisting patients with long term conditions and medicines optimisation</li> <li>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. Detail the role of the clinical pharmacist</li> </ol>	HA
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	76		
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	81		
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	93		
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	96		
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	88		
Felt their needs were met during their last general practice appointment	92		
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	80		
Describe their overall experience of this GP practice as good	86	<ol style="list-style-type: none"> <li>1. Discussed results at admin meeting</li> <li>2. To discuss the result of the patient survey with the PPG on 30/8/18</li> </ol>	ED