

## **The Lister Practice 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 results of this survey were taken at a time when The Lister Practice was under the care of a different provider other than AT Medics, and as two surgeries (Hurley Group Practice and Dr Hossain's Practice). AT Medics became the new provider of care at The Lister Practice from 1<sup>st</sup> October 2018. We plan to use these results to identify areas for improvement, as well as reflect on aspects of the surgeries that went well and use these to allow for continual improvement, development and learning.

The Lister Practice welcomes the opportunity to review the findings of the patient survey to reflect where the patients at the practice consider the service can be improved and not to be 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.

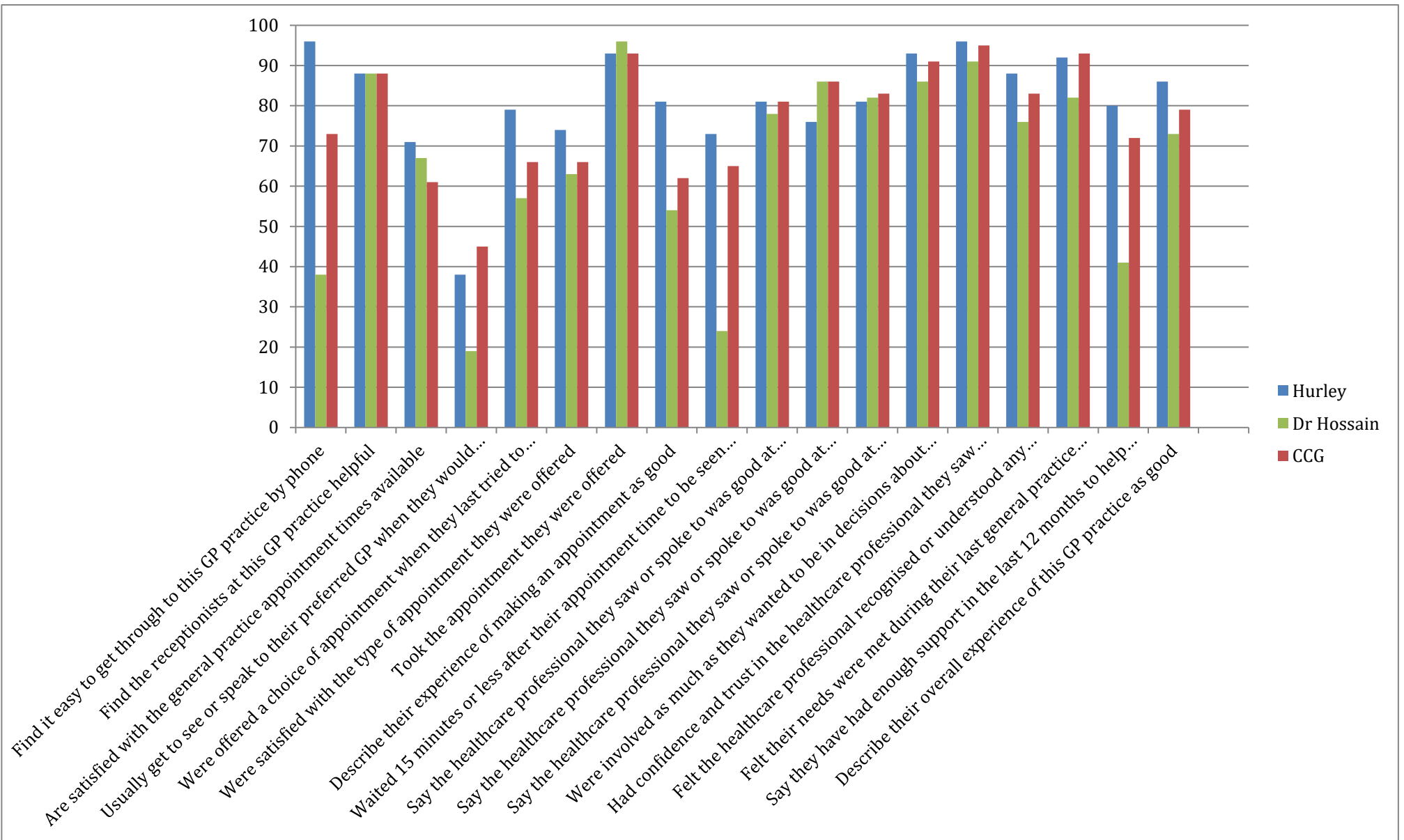
Overall, at least one of the previous surgeries met or exceeded CCG averages on 5 out of 18 indicators. Compared to national averages at least one of the previous surgeries met or exceeded them on 3 out of 18 indicators, with. We believe this figure can be improved and have set about doing this. We have created an action plan that is already being implemented and believe this to be an adequate plan to improve the patient experience and care at The Lister Practice

The results can be divided into two categories:

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

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>GP Patient Survey 2018</b>	<b>Hurley Group Practice</b>	<b>Dr Sms Hossain's Practice</b>	<b>CCG</b>	<b>National</b>
Find it easy to get through to this GP practice by phone	63	38	73	70
Find the receptionists at this GP practice helpful	87	88	88	90
Are satisfied with the general practice appointment times available	55	67	61	66
Usually get to see or speak to their preferred GP when they would like to	8	19	45	50
Were offered a choice of appointment when they last tried to make a general practice appointment	61	57	66	62
Were satisfied with the type of appointment they were offered	43	63	66	74
Took the appointment they were offered	81	96	93	94
Describe their experience of making an appointment as good	45	54	62	69
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	56	24	65	69
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	74	78	81	87
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	73	86	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	68	82	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	86	91	93
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	88	91	95	96
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	73	76	83	87
Felt their needs were met during their last general practice appointment	89	82	93	95
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	55	41	72	79
Describe their overall experience of this GP practice as good	70	73	79	84



Hurley Group Practice/Dr Sms Hossain's Practice- GP Patient Survey 2018	HGP	Dr. Hossain	Action plan/Comments
<b>Patient experience with making/getting an appointment</b>			
Find it easy to get through to this GP practice by phone	63	38	The telephone system is currently under review. We have also discussed in an admin team meeting that answering the phone as soon as possible is vitally important, we expect this figure to improve with the introduction of new processes and policies as well as increased training of Reception staff
Find the receptionists at this GP practice helpful	87	88	Whilst at CCG average this is an area to improve as below national average. A new Receptionist has just been appointed and all Receptionists will be receiving extra support and training to ensure that they are able to be as helpful as possible and to provide the information that is necessary.
Are satisfied with the general practice appointment times available	55	67	The surgery open times will now be aligned so that they are:  Monday 8am-7:30pm, Tuesday 8am-6:30pm, Wednesday 8am-8pm, Thursday 8am-6:30pm, Friday 7am-6:30pm.  We believe that these opening times provide enough variety for patients to be able to access services throughout
Usually get to see or speak to their preferred GP when they would like to	8	19	This will be discussed with our Receptionists so that we are offering a choice of appointment- this will mean asking the patient which times they would prefer/Doctor they would prefer to see, rather than always earliest available appointment. Due to our telephone triage for acute appointments this will not always be the case, however we will try to accommodate as much as possible for routine appointments.
Were offered a choice of appointment when they last tried to make a general practice appointment	61	57	
Were satisfied with the type of appointment they were offered	43	63	
Took the appointment they were offered	81	96	
Describe their experience of making an appointment as good	45	54	

			that patients find the experience of making an appointment as pleasant as possible.
<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	56	24	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. With the introduction of new workflow systems to free up GP and Nurse time we hope to ensure that they can start their clinics on time as the admin burden has been reduced.
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	74	78	<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>
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	73	86	
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	68	82	
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	93	86	
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	88	91	
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	73	76	

Felt their needs were met during their last general practice appointment	89	82	
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	55	41	
Describe their overall experience of this GP practice as good	70	73	With this action plan in place we believe that this will ensure that the overall experience of patients at our practice improves.