

Queens Road Surgery 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.

Queens Road Surgery 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 Receptionists to be helpful, were satisfied with the appointment times available and found their overall experience of the GP practice to be good when compared to CCG and national averages.

Overall, we met or exceeded CCG averages on 14 out of 18 indicators. Compared to national averages the surgery met or exceeded them on 13 out of 18 indicators. This represents a very good performance; however we are aiming to improve on this for the next National Patient Survey.

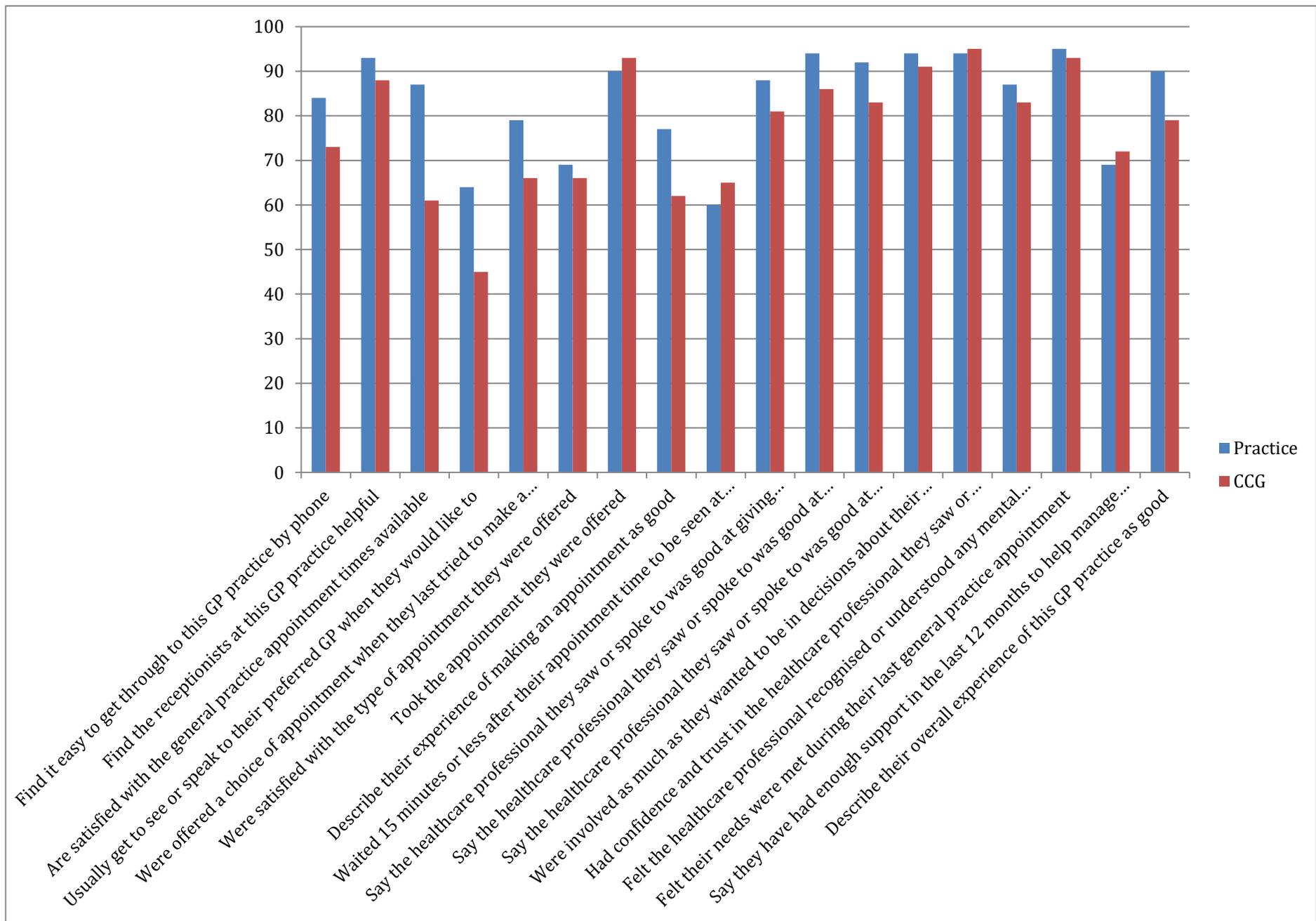
The results can be divided into two categories:

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 'had confidence and trust in the healthcare professional they saw or spoke to during their last appointment' and 'had enough support in the last 12 months to manage their long-term conditions'. Whilst these are below average we are pleased that on the 6 other clinical questions we exceeded CCG averages.

We have created an action plan to help us to improve these survey results for next year.

Queens Road Surgery - GP Patient Survey 2018	Practice	CCG	National
Find it easy to get through to this GP practice by phone	84	73	70
Find the receptionists at this GP practice helpful	93	88	90
Are satisfied with the general practice appointment times available	87	61	66
Usually get to see or speak to their preferred GP when they would like to	64	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	69	66	74
Took the appointment they were offered	90	93	94
Describe their experience of making an appointment as good	77	62	69
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	60	65	69
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	88	81	87
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	94	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	92	83	87
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	94	91	93
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	94	95	96
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	87	83	87
Felt their needs were met during their last general practice appointment	95	93	95
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	69	72	79
Describe their overall experience of this GP practice as good	90	79	84



Queens Road Surgery - GP Patient Survey 2018	Result	Action plan/Comments	By who?
Patient experience with making/getting an appointment			
Find it easy to get through to this GP practice by phone	84	Whilst these results are above CCG average we believe they can be improved. As of 2019 the practice will be having a new phone system that will ease phone communication due to its technological ability.	N/A
Find the receptionists at this GP practice helpful	93	These results are very high, and we are very happy with these results. We will continue to train new staff to maintain this level of Receptionist helpfulness.	N/A
Are satisfied with the general practice appointment times available	87	This is a high result, and we believe our extended hours clinics help with this.	N/A
Usually get to see or speak to their preferred GP when they would like to	64	These results are all above CCG averages and we believe this is a real strength of the surgery. The only below average figure is regarding how many patients took the appointment they were offered however we believe to be a potentially misleading question.	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	69		
Took the appointment they were offered	90		
Describe their experience of making an appointment as good	77	This is above CCG/national averages. We know, however that we can improve this and we believe that our new Receptionists will help us to improve the patient experience of making an appointment as they will all be trained to a high level with patient care being their number one focus.	DB
Patient experience when seeing a clinician			
Waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	60	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. We also note that the next question asking whether the healthcare professional gave enough time in the last appointment is scored highly and so we believe that it is very important that all	N/A

		patients have enough time in their appointments and so sometimes overrunning is unavoidable.	
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	88	<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 Medical Director 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 4. Advertise to patients the role of the clinical pharmacist in assisting patients with long term conditions and medicines optimisation 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 	HA
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	94		
Say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	92		
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	94		
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	94		
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	87		
Felt their needs were met during their last general practice appointment	95		
Say they have had enough support in the last 12 months to help manage their long-term condition(s)	69		
Describe their overall experience of this GP practice as good	90	Discuss results at an admin meeting where all staff can see the positive result their work is having and areas for improvement.	DB

