



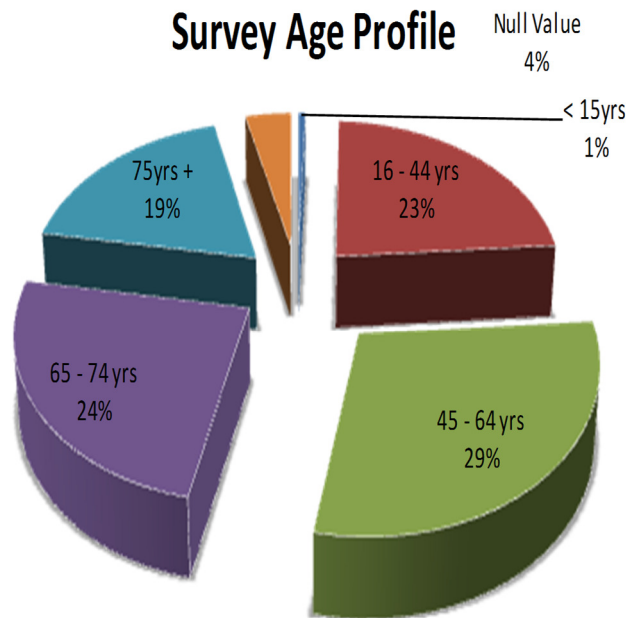
GPS Healthcare

684 Patients Surveyed (1.7% of the practice population)

Patient Survey Results – 2017/18

Thank you for participating in the first GPS Healthcare Patient Survey. The survey has been undertaken to better understand how our patient services may be celebrated or improved upon. The results will be discussed with our PPG to collate and deliver an effective action plan.
(Results are based on total number of patients answering versus total number of patients completing a survey - excludes null and NA values)

Summary Results



CELEBRATIONS

- ✓ **General Service Level:** 81% scored Excellent or Good
- ✓ **Reception Team Service:** 82% scored Excellent or Good
- ✓ **Appointment Booking:** 58% scored Excellent or Good
- ✓ **Appointment Wait Time** 68% of appointments within preferred timescale
- ✓ **Physical Accessibility** 89% accessed the services without problem
- ✓ **Clinical Care** 86% scored very Satisfied or satisfied

AREAS FOR ATTENTION

- ✓ **Phone Access:** 56% scored Fairly Easy or Not at all Easy
- ✓ **Appointment Booking :** 41% scored Average or poor experience
- ✓ **Appointment wait time:** 54% waited more than 10mins

PPG KNOWLEDGE

- * 44% of patients are aware of the PPG purpose
- * 7% of patients would like to be involved with the PPG



Patient Survey RESULTS - How are we doing?

Overall what has been the level of service you have received at GPS Healthcare	Excellent 37%	Good 44%	Average 13%	Poor 5%
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What level of service has been offered to you by the reception team	Excellent 43%	Good 40%	Average 12%	Poor 1%
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How would you describe your experience of making an appointment	Excellent 23%	Good 35%	Average 19%	Poor 22%
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How easy is it to get through to your surgery on the phone?	Very easy 17%	Easy 28%	Fairly easy 30%	Not at all easy 26%
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How long after your appointment time do you normally wait to be seen?	0 - 5 min 10%	5-10 min 35%	10 - 15 min 31%	>15 min 24%
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Did you get an appointment within your required timescales?	Yes 68%	No 32%		
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Have you faced any physical barriers before, during or after your visit to the surgery	Yes 8%	No 72%	NA 20%	
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How satisfied were you with the level of care offered to you during your appointment?	Very Satisfied 44%	Satisfied 42%	Fairly Satisfied 11%	Not at all Satisfied 3%
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How good is your GP/Nurse at listening and explaining tests/treatment?	Very good 52%	Good 36%	Fairly Good 10%	Not at all good 2%
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Do you know what PPG means? Do you know the purpose of the PPG?	Yes - 44%	No - 56%
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Would you like to be involved with the Patient Participation Group? If so please provide contact details or contact the reception desk	Yes - 7%	No - 93%
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Which Surgery do you regularly attend?

Meadowside Family Health Centre	10%
YewTree Medical Centre	29%
Park Surgery	23%
Village Surgery	14%
Tanworth Lane Surgery	20%
Knowle Surgery	4%

What is your Age Group

Under 15 years	1%
16 - 44 years	24%
45 - 64 years	31%
65 - 74 years	25%
75 years and over	19%

Please add comments

NOTE : Results are written as a % of the number of patients who answered the question

GREEN - Celebration

AMBER & RED - Areas for attention



GENERAL COMMENTARY

Theme	Areas to Celebrate (55)	Areas for Attention (235)
Appointment Times and Services	5	160
Prescription Services	1	5
Practice Service	47	21
Practice Employees	2	27
Clinical Care	0	19
Accessibility	0	3

Theme	Patient Ideas & Areas for Attention	Actions to be taken / notes	
Prescription Services	Diagnose before prescribe, prescriptions by phone, order prescriptions directly from pharmacist, errors with prescripions, single prescripions not available online, charges for prescripion delivery	> Prescriptions by phone	Unfortunately this creates data protection issues and is only offered to the known house-bound patients. However we do offer on-0line prescription ordering which avoids call queuing and therefore a quicker and a safe solution
		> Diagnose before prescribe	We are unclear about what this comment is pointing out - if there has been a prescription issued with medical oversight please contact the Site manager directly and we shall deal with promptly.
		> Order prescriptions directly at the chemist	There are a number of positive options to address this request - 1) patient can order prescription on line 2) patients can set up a preferred chemist and the prescription will be sent directly to them to be processed, 3) patients on repeat prescriptions can have prescriptions automatically sent to the pharmacy, 4) pharmacists can collect prescriptions that have been ordered from the surgery. The only areas that NHS have stopped is pharmacists ordering your prescriptions - this is due to the over ordering of medication causing both an NHS over spend and health is to patients who are not monitoring their medication intake appropriately
		> Single prescriptions	Individual prescripions cannot be issued without clinical oversight
		> Repeat Errors	We are sorry for this - it is worth reviewing your full repeats list and ensuring all old items are removed and all current items are updated. Any repeat errors with the same prescriptions should be raised with the senior receptionist
		> Charges for prescription delivery	Delivery is not a service offered by the practice - this is entirely a private pharmacy charge
Accessibility	Practice poster detailing 'accessible' services, additional disabled parking spaces, 'at home' services for house-bound such as blood tests, appointment notice system for the deaf,	> Accessible services poster	Great idea - we shall get on to it
		> Additional Disabled Parking (YTMC)	At the next building development we shall see if additional spaces can be introduced
		> Appointment notice for the deaf	We utilise Jayex boards for 3 of our branches and at the remaining practices clinicians will come out and collect patients. We do also offer hearing assistance at all 6 practices
		> At home services for house bound	Community nursing are fabulous service to house bound patients and this would not be matched by a practices capability
Environment	Free water & notice boards	> Free Water	There is no provision of funding to cover this service. We could contact the PPG for fund raising. Alternatively patients could bring bottled water with them to meet their own needs or where they are in need ask the receptionist to help who should be able to provide a plastic cup and some water from the tap
		> Notice boards are out of date	We shall review and address this



Theme	Patient Ideas	Actions to be taken / notes	
IT Services & Developments	Free WIFI, GPS Healthcare APP for check in & order prescriptions, Health information on screen - well-being info, patient access to their personal info - such as appointments. Last blood test etc., waiting times display	> Wifi Access	We are waiting for wifi access
		> App	Great idea but the NHS has not established this yet. We do however offer online appointments and prescriptions
		> Health info on screen	Excellent idea - we shall liaise with the PPG to establish if some fund raising can occur
		> Patient access to personal info	patient are able to access their personal records - please contact the reception desk
		> Waiting times display	Staff are asked to use the Jayex board or to directly inform patients of delays, We shall re-visit this as a solution.
		> Online service seems to drop out & change frequently?	This service is offered centrally by the NHS. We can feedback your comments
		>	
Clinical Services	detailed care options for 75+, services for terminally ill, poster regarding multi site appointment options, posters regarding available nurses services, ME/CFS Services, counselling/emotional support, vaccinations not covered by NHS, inform patients when test results are back from surgery, mental health named contact, blood pressure machine in waiting room, hot line tel number for gp to save having an appointment, blood taking on site, annual MOT for all patients, physiotherapy, chiropody, minor operations, asthma, copd, cryotherapy, well woman clinics	> Posters of services & appointment options	Fantastic Idea - this will be actioned
		> Asthma, COPD, Minor Ops, Blood pressure machine	All of these clinics and the blood pressure machine are already available - please see the reception desk
		> Chiropody, cryotherapy, ME/CFS, Mental Health, blood	These services are offered by the hospital or in community - this is the best location for the services based on the clinical expertise, space and equipment
		> vaccinations not covered by NHS	Unfortunately these services are expensive to offer and do not utilise the nursing resources we have to the optimum patient needs that we have. We apologise that we can support this service request.
		> Inform patients test results are back	As a practice we will inform a patient when results require patient attention. If we contacted 100% of patients this would increase work volumes and call volumes considerably. This would decline our service ability. We are unable to meet this service request but recognise the patient desire for it. Patients are very welcome to contact the surgery for their results.
		> Annual 75yr + MOT & Well woman clinic	These services were available 10-15yrs ago. Recent evidence based medicine has concluded that neither service is in the interests of the overall population - having patient need based services (patient asks for appointment) targets health concerns . A blanket service for patients who are not necessarily in need unfortunately does not make most of NHS resources.
Telephone system	Tel queue system "you are x number in line", quicker call pick up, more phone lines to enable quicker pick up, direct in for each surgery to avoid having to pick the surgery, more receptionists to cope with volume of calls received.	> Telephone queue message	Great idea - we shall contact our system contractor and establish if this solution is available
		> quicker pick up	We shall investigate if the call queuing has any challenges. Increasing resource levels is difficult - however can investigate call queue methodology. Patient action around calling at the right time, cancelling appointments would help. Also we have undertaken additional call handling training for triage to assist with this
		> direct line for each surgery	The initial call into the business enables the direct lines to be chosen - if we did not have this in place patients would not be able to be transferred from practice to practice and the combined clinical systems where patients can be seen at all 6 branches could not be fulfilled. Unfortunately we cannot meet this request.
		> more receptionists	We have a significant churn in resource during 2017/18 - this has now resolved itself

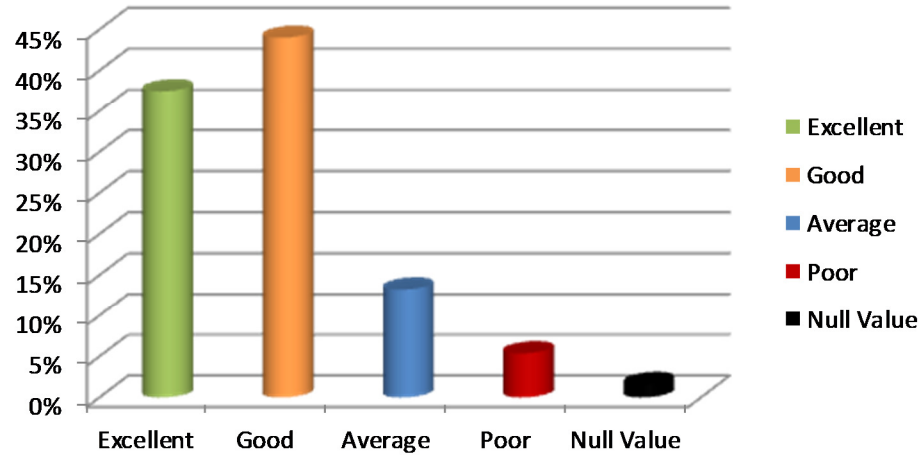


Theme	Patient Ideas	Actions to be taken / notes	
Appointment Times & Service	Weekend and Late Evening Appointments, longer than 2 week wait, more permanent Gp's and less locums, appointments in advance to be made available online, children's appts on online, clear appointment booking procedures & information on types of appointments, cancellation line - fill up cancellation slots, more appointments, ensure telephone appointments are not taken by on-line booking process, more bookable versus on the day appointments,	> Weekend and late appointments	We understand the desire for this service. The NHS and local commissioning groups are currently looking into how these services can be offered . When the service has been reviewed and solutions on how it can be delivered identified GPS Healthcare will fully engage to try and introduce this option for our patients. The service needs to be funded by the NHS and it needs to be delivered safely for both the needs of the patients and the clinicians involved.
		> Longer than 2 week wait appointments available & available online	Our DNA rate escalates out of control when we make appointments freely available over 2 weeks ahead. Albeit clinicians are able to over rule this process during an appointment with a patient for their next appointment - this would be a joint decision between the doctor and the patient and based on medical need
		> Children's appointments online	This is available - the online account needs to be set up correctly., Please contact the reception desk.
		> More bookable v on the day appointments	Interesting request as this is the opposite to most patients requests. The types of appointment offered are worked out on the demand per branch location, the time of year, the holiday season and even the weather (all of which impact demand). We shall ensure that this proportion is constantly monitored by site managers.
		> More Permanent Gp's v locums	GPS Healthcare only uses locums when vacancies or long term sickness reduce the available appointments for patients. As a practice we have a choice - less appointments or clinical service through vetted and proven locums. Wherever possible we choose to use a locum in this instance. As has been well publicised in the media the availability of permanent contracted GP's are reducing and the NHS are looking outside of the UK to try and address this concern. More and more GP's are wishing to become 'locum' for a variety of industry reasons.
		> More appointments	The number of clinical sessions and available appointments for GPS Healthcare has increased since the practice started. At times we have struggled with recruitment and long term sickness and this can take its toll on appointments. The application of long term locums and ongoing recruitment programme has resolved this problem (see above)
		> Clear appointment booking procedure	Good advice - We shall endeavor to improve our communications regarding this
		> Same day appointments to only be released face to face versus online and should also be released throughout the day rather than at just 8am	We have trialled both options for this and its an interesting outcome as which ever way the solution is provided a subset of patients are unhappy. We shall raise this with the PPG and the Clinicians to establish if the demand for change is higher than the demand to remain as the service is currently
Employee Service	Nosey receptionists, unprofessional receptionists (laughing, talking loudly) , admin team lost important paperwork, all staff are rude - reception, doctors, nurses , GP's don't listen only look at notes on screen	> Receptionist behaviour]	We would like any behaviour that causes you dsitress or cause for to be addressed immediately eiether throug a feedback form or by asking to liasie with tehSenior receptionist / manager. We shall feed this back to the teams overall but it would be more effective if teh feedback was direct to the individual (or 2) that you are referring to
		> Nosey Receptionist	For the purposes of directing patients to ther right service they need ot ask appropriat e questions - these have been specified and trained out to all branch loations. If you identify quesitons which do not seem appropriate please feedback directly on this issue and we can tackle the area of concerna nd will be grateful for having service improvement
		> Lost paperowrk	this is of concern and should not happen. We class loss of data as a serious incident - please ensur eyou raise concerns at the pratcie involved. If this is not dealt with please utilise the fomral complaints process
		> GP not listening	Interesting feedback - some patients refer to the GP <u>not</u> looking at notes and others wish the Gp's didnt look - it's a difficult balance for the GP to follow. However, if you identify that they are not listening appropriatley or effectively to your needs then we should address this directly with te eindividual involved rather than all Gp's as this is less effective - please do keep the practice informed



SURVEY RESULTS & YEAR ON YEAR COMPARISON

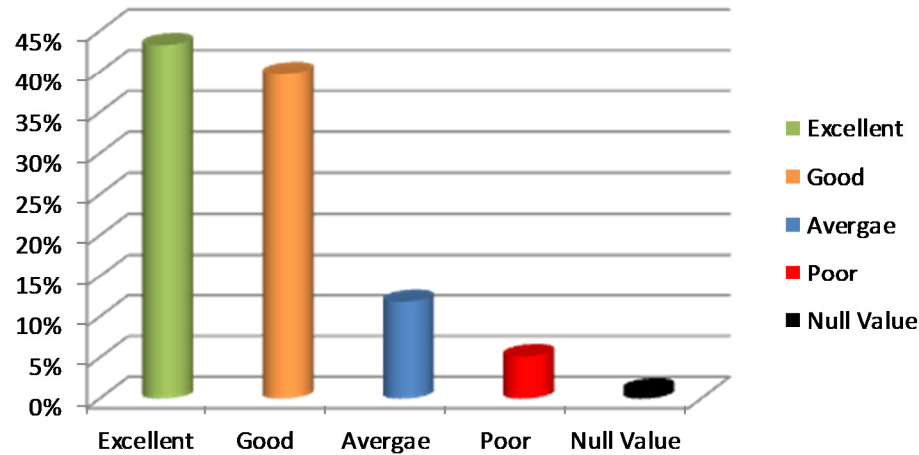
General Level of Service - GPSH Average



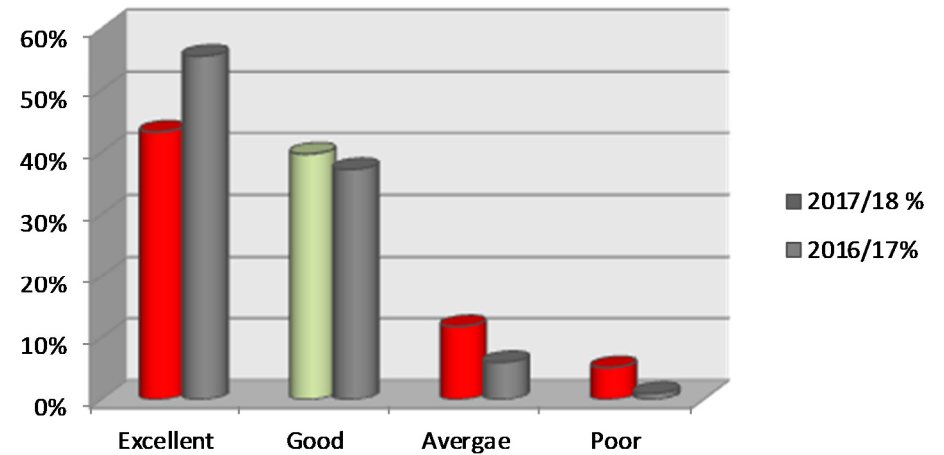
General Level of Service - GPSH Average



Reception Team Service - GPSH Average

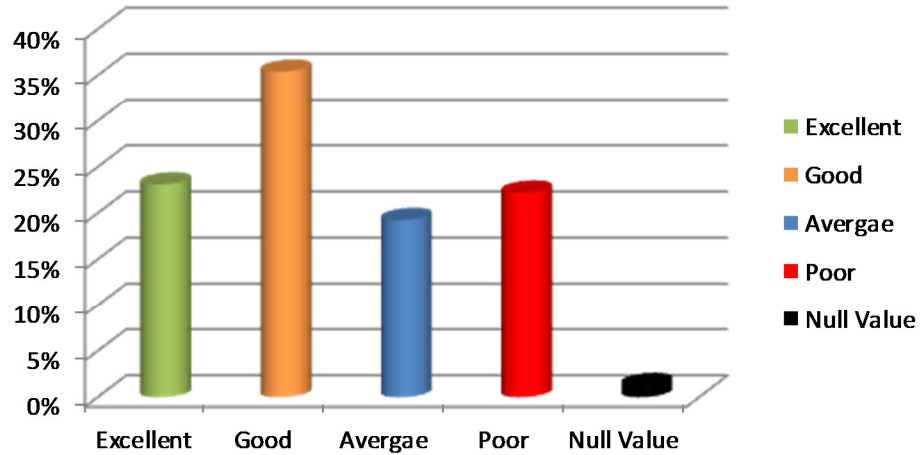


Reception Team Service - GPSH Average

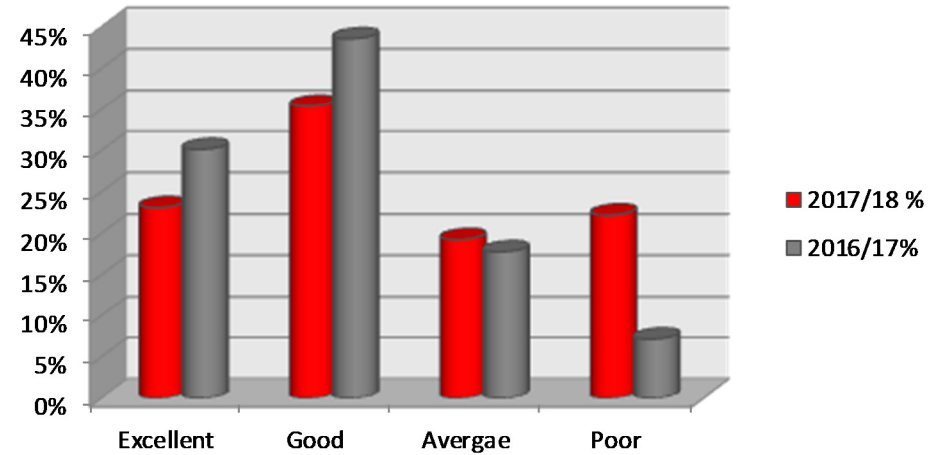




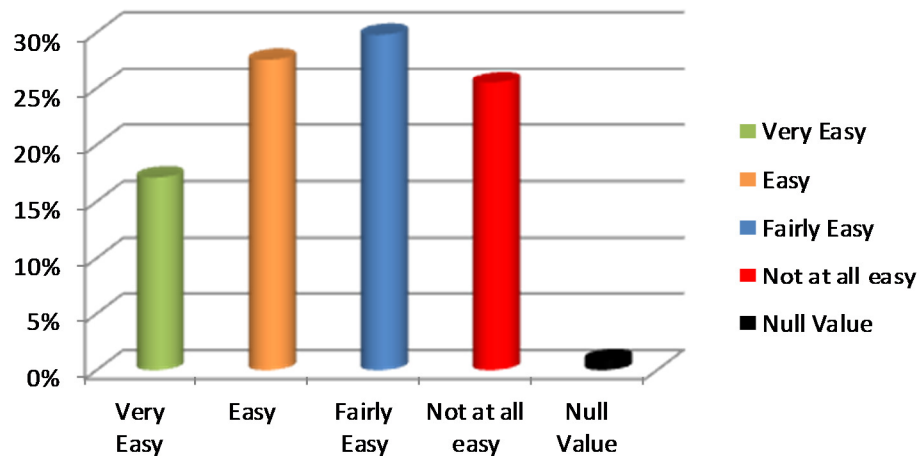
Appointment Experience - GPSH Average



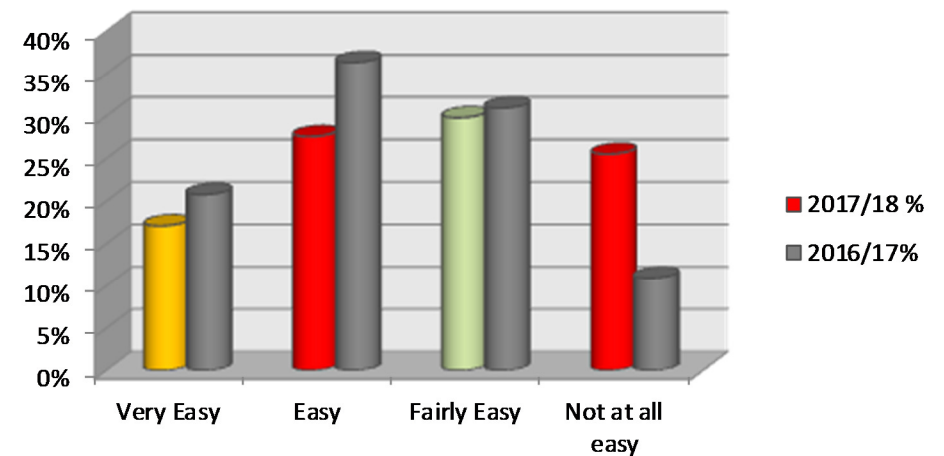
Appointment Experience - GPSH Average



Phone Access - GPSH Average

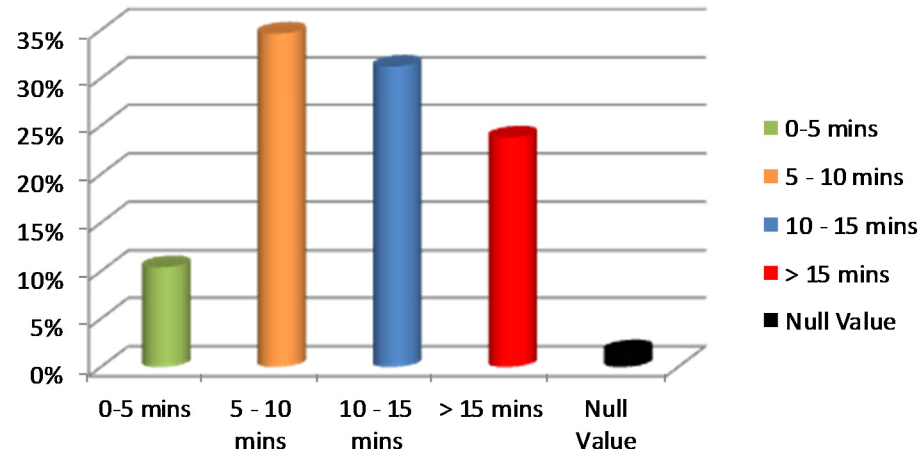


Phone Access - GPSH Average

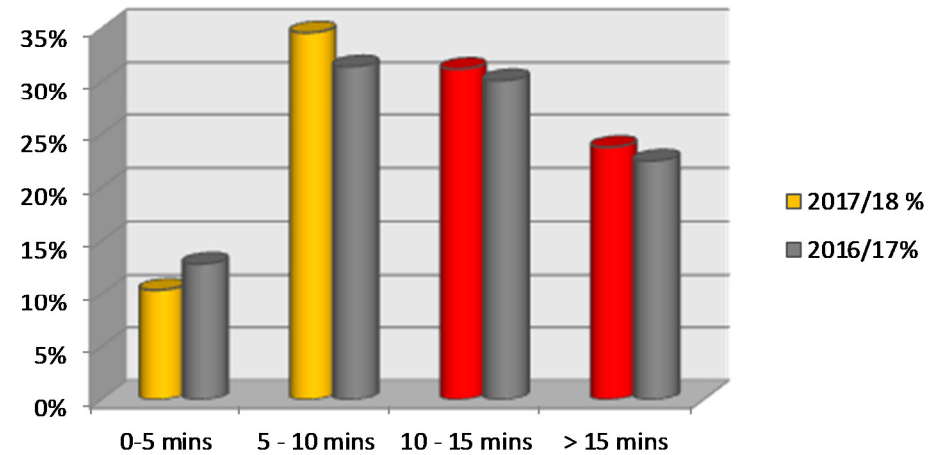




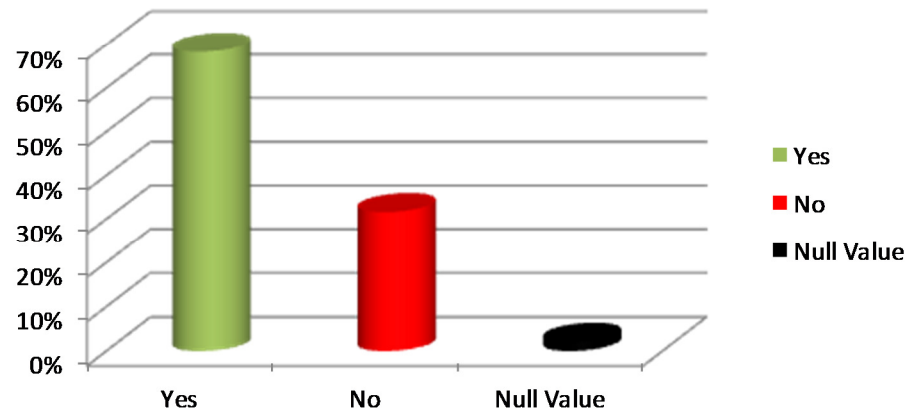
Appointment Start time delay - GPSH Average



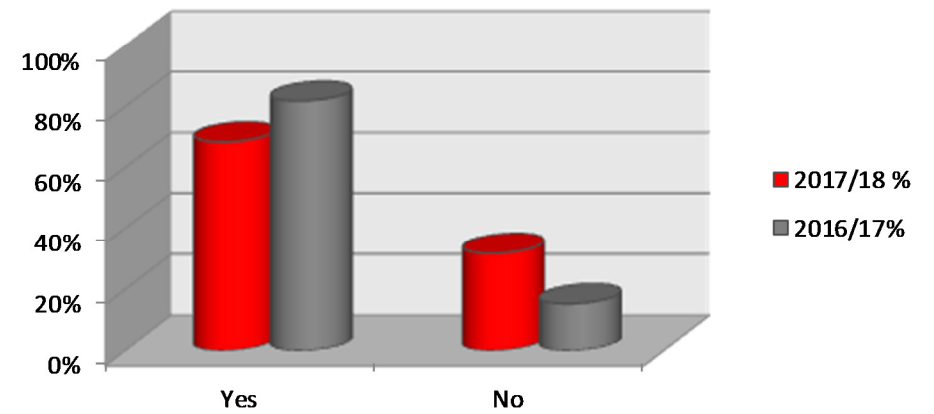
Appointment Start time delay - GPSH Average



Did you get an appointment in your required timeframe? GPSH Average

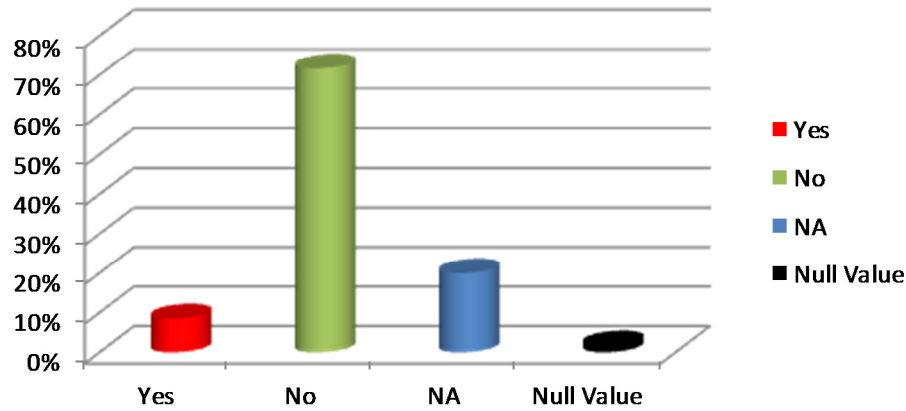


Did you get an appointment in your required timeframe? GPSH Average

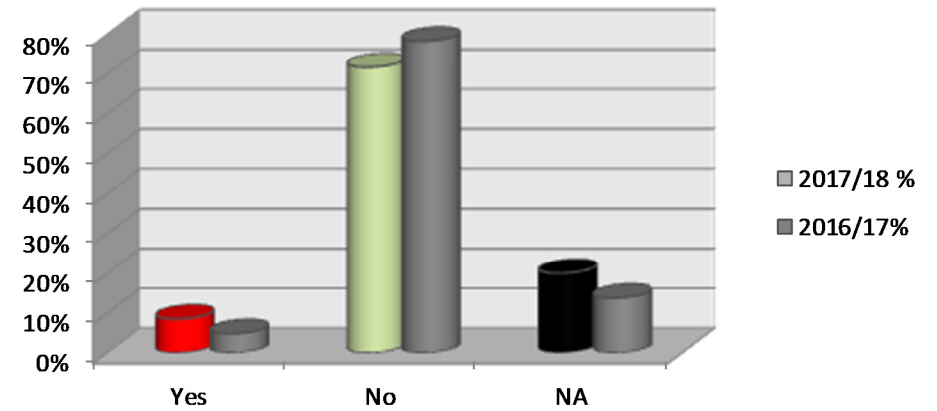




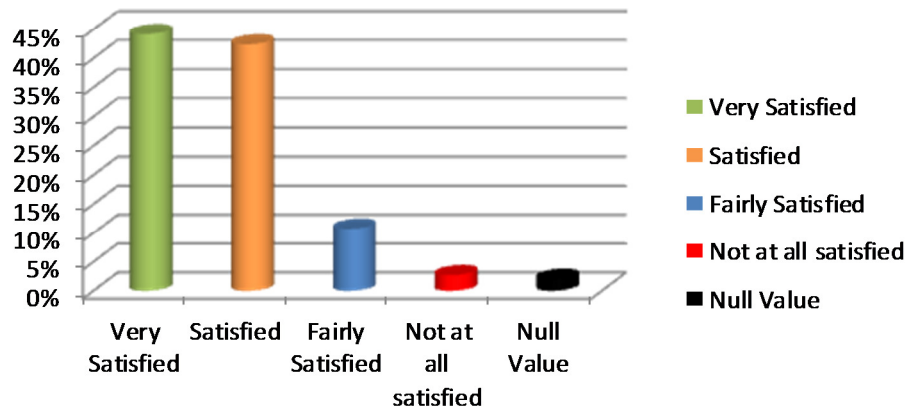
Have you faced any physical accessibility problems? - GPSH Average



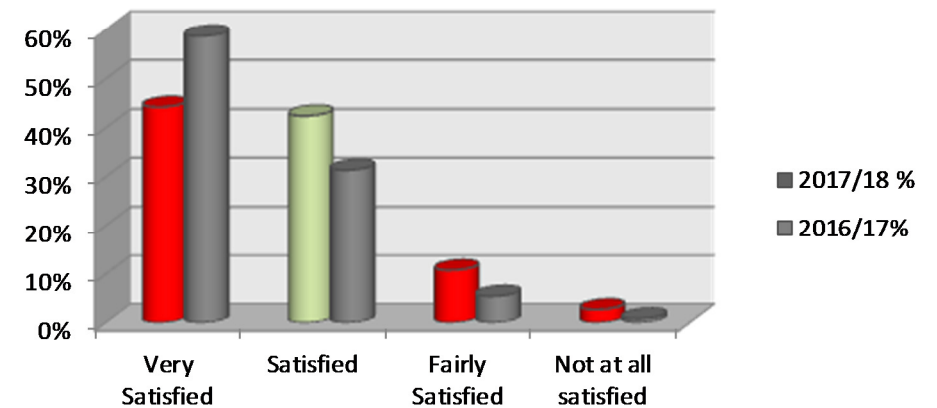
Have you faced any physical accessibility problems? GPSH Average



How satisfied were you with your level of Care? GPSH Average



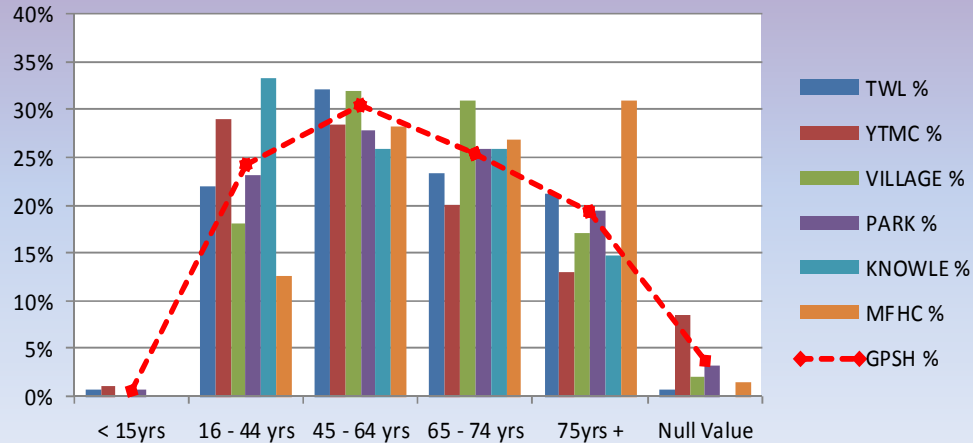
How satisfied were you with your level of Care? GPSH Average



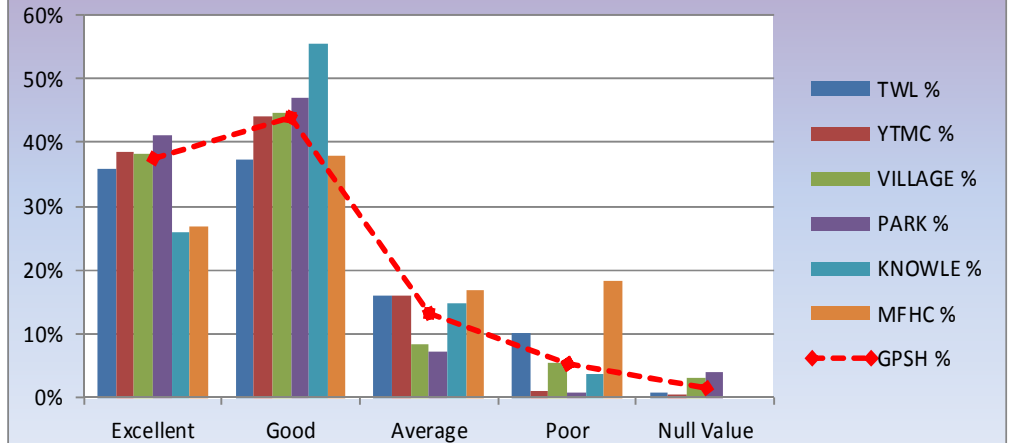


APPENDIX – SITE COMPARISON FOR EACH KEY QUESTION

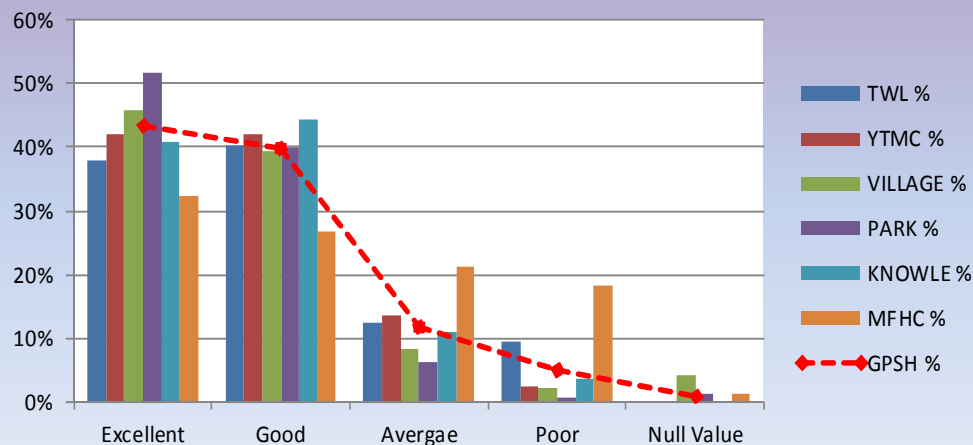
Survey Age Profile - Site Comparison



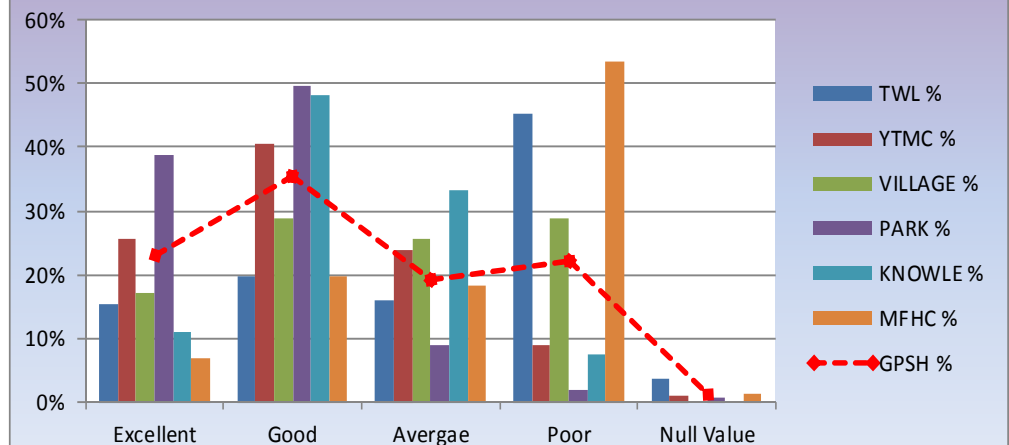
General Level of Service - Site Comparison



Reception Team Service - Site Comparison

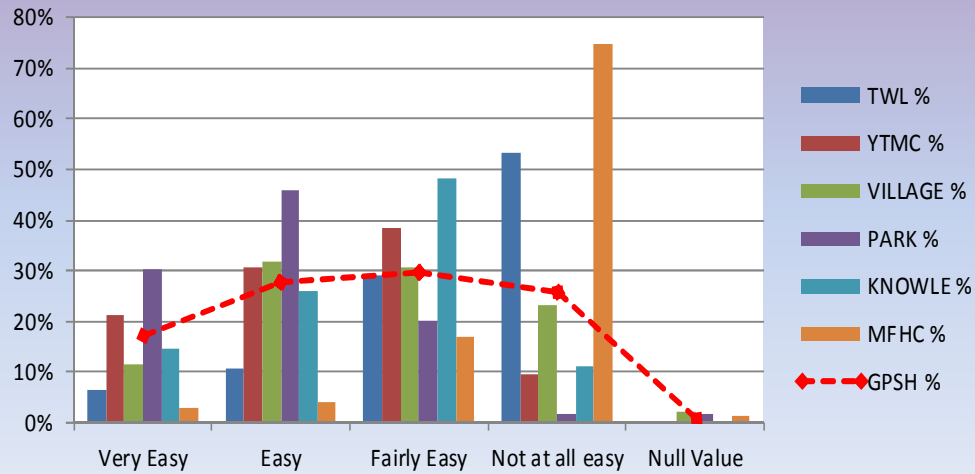


Appointment Experience - Site Comparison

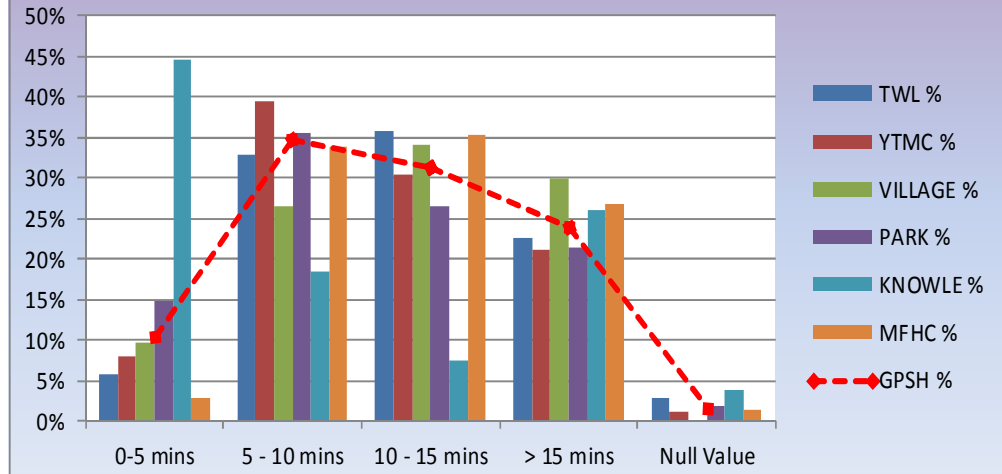




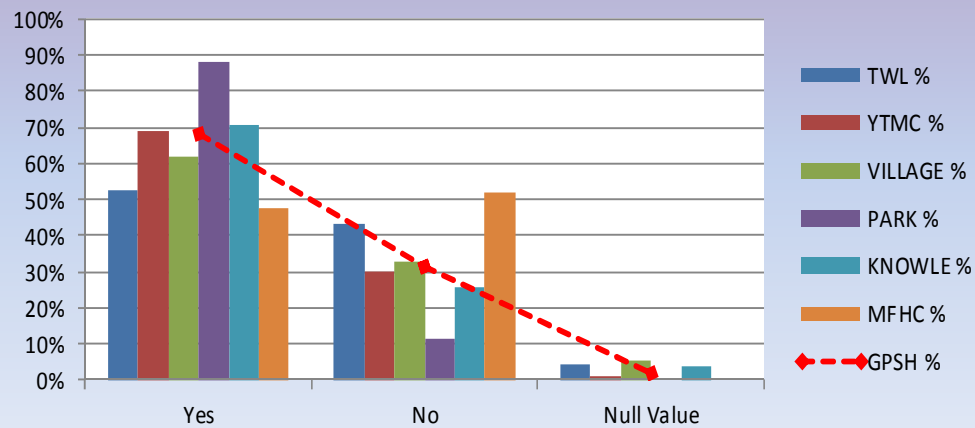
Phone Access - Site Comparison



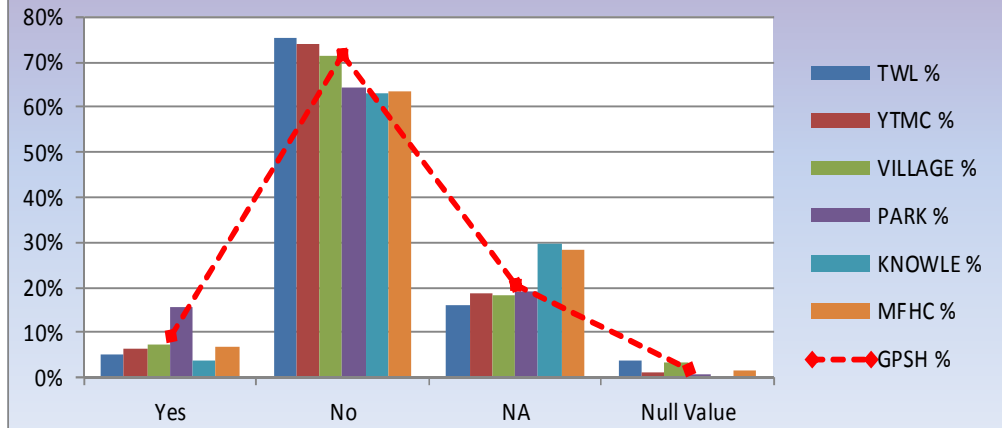
Appointment Start Time Delay- Site Comparison



**Did you get an appointment in your required timeframe?
- Site Comparison**

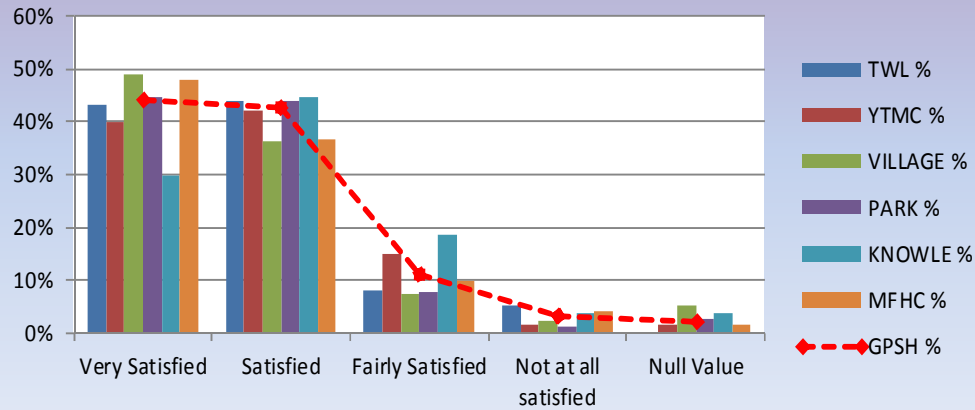


**Have you faced any physical accessibility problems?
- Site Comparison**

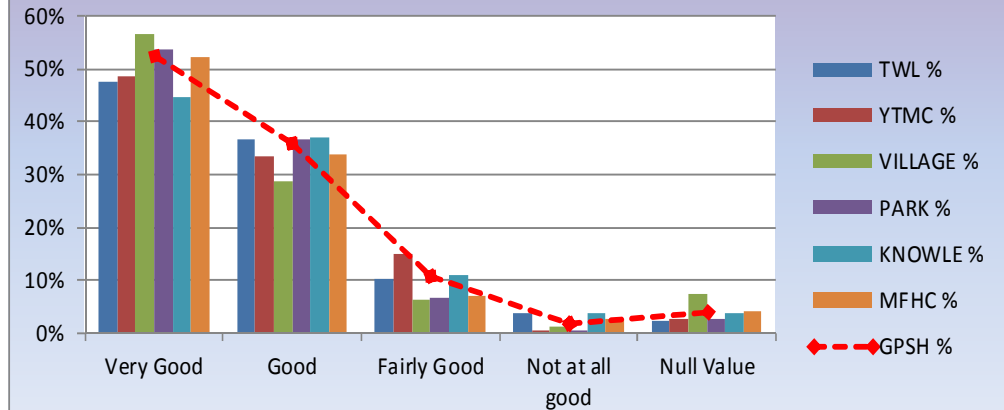




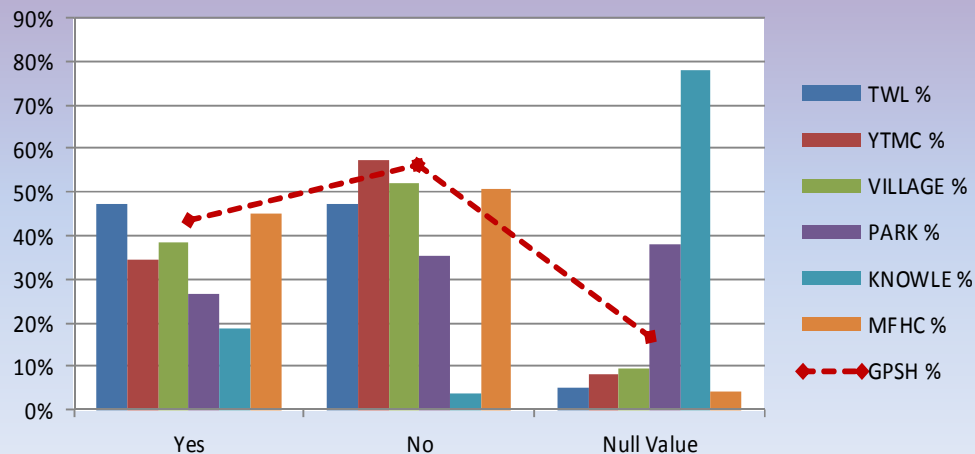
How satisfied were you with your level of Care? - Site Comparison



Clinicians listening and explanation skills - Site Comparison



Do you know what PPG means? - Site Comparison



Would you like to join the PPG? - Site Comparison

