



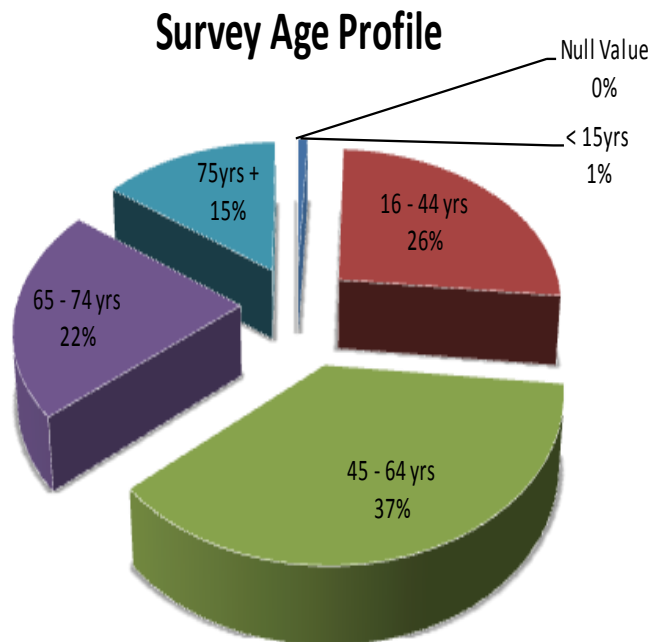
GPS Healthcare

996 Patients Surveyed (2% of the practice population)

Patient Survey Results – 2016/17

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.

Summary Results



CELEBRATIONS

- ✓ **General Service Level:** 91% scored Excellent or Good
- ✓ **Reception Team Service:** 93% scored Excellent or Good
- ✓ **Appointment Booking:** 74% scored Excellent or Good
- ✓ **Appointment Wait Time** 82% of appointments within preferred timescale
- ✓ **Physical Accessibility** 92% accessed the services without problem
- ✓ **Clinical Care** 90% scored very Satisfied or satisfied

AREAS FOR ATTENTION

- ✓ **Phone Access:** 42% scored Fairly Easy or Not at all Easy
- ✓ **Appointment Booking :** 25% scored Average or poor experience
- ✓ **Appointment wait time:** 52% waited more than 10mins

NEW SERVICES

- * 29% of patients would like to trial SKPYE
- * 20% of patients would like to trial 'Walk in and Wait'



Patient Survey RESULTS - How are we doing?

Overall what has been the level of service you have received at GPS Healthcare	Excellent 49%	Good 42%	Average 7%	Poor 1%
What level of service has been offered to you by the reception team	Excellent 56%	Good 37%	Average 6%	Poor 1%
How would you describe your experience of making an appointment	Excellent 30%	Good 44%	Average 18%	Poor 7%
How easy is it to get through to your surgery on the phone?	Very easy 21%	Easy 36%	Fairly easy 31%	Not at all easy 11%
How long after your appointment time do you normally wait to be seen?	0 - 5 mins 13%	5-10min 31%	10-15mins 30%	>15mins 22%
Did you get an appointment within your required timescales?	Yes 82%	No 15%		
Have you faced any physical barriers before, during or after your visit to the surgery	Yes 5%	No 78%	NA 14%	
Would you consider having a consultation via SKYPE or Vid-eo Conference?	Yes 29%	No 64%		
Do you feel that a 'walk in and wait' service for appointments would be better than pre-booked appointment service?	Yes 20%	No 76%		
How satisfied were you with the level of care offered to you during your appointment?	Very Satisfied 59%	Satisfied 31%	Fairly Satisfied 5%	Not at all Satisfied 1%
How good is your GP/Nurse at listening and explaining tests/treatment?	Very good 64%	Good 26%	Fairly Good 4%	Not at all good 1%

Which Surgery do you regularly attend?

Meadowside Family Health Centre	8%
YewTree Medical Centre	20%
Park Surgery	23%
Village Surgery	21%
Tanworth Lane Surgery	15%
Knowle Surgery	13%

What is your Age Group

Under 15 years	1%
16 - 44 years	26%
45 - 64 years	37%
65 - 74 years	22%
75 years and over	15%

Note : All questions were not answered by all patients so the results will not always add up to 100%
Green - Celebration
Amber & Red - Areas for Attention



What additional / new services should we offer to patients in the future? Please provide comments

Summary of notes and actions are outlined below – localised actions are also available at each surgery

Theme	Patient Ideas	Actions to be taken / notes
Prescription Service	More Prescription checks, Improved Repeat Prescription Service, Extended Repeat Prescription Window, Alert when	>Monthly Prescription Audit & Actions for improvement to be in place 2016 >Patients encouraged to liaise with pharmacy direct re collection arrangements
Clinical Services	Support Clinics - 12mth annual health checks for all, Travel Nurse, Baby Checks, Minor Surgery, Blood Tests, Sexual Health, Teenagers Clinic, Menopause Support, Chiropodist, Physiotherapy, weight control, Anxiety Counselling for Young People, Vitamin or nutritional support, Acupuncture	> Amajority of these services are accessible directly or via referral. Blood test service is available through the hospital. Please liaise with your clinician at the appropriate time for their guidance and support
Environment	Free Tea and Coffee, Improved Parking, Free Water Dispenser, TV , Air Conditioning, Updated Patient Handbook - to include disability referral Info	>There are Health and safety issues with supplying hot drinks so this cannot be offered. There is an opportunity to consider water dispensers - this consideration generates further Health & Safety concerns around spilt water, legionnaires and the ability to locally to manage these safety issues. >Patient Handbook will be reviewed for content to ensure its up to date before April 2017 >Air con is available in a number of surgeries , for those without Air Con blinds and opening windows are in place. > TV or radio is available in all surgeries
Accessibility	Physical Access - Stairs at Park Surgery, Electronic Doors at Knowle Surgery	>No plans for a lift at Park Surgery. However patients who cannot get upstairs will have clinical rooms made available in the downstairs area. In addition to this an additional clinical room is being build in the downstairs area to support with this concern - to be place before April 2017
Appointment Times & Service	Walk in and Wait (as well as not instead of) Early AM, Late evenings, Saturday and Weds PM clinics . Longer appointments to stop delays in appointment times, Be able to book > 2 weeks in advance, Bookable Tel Appointment, More Telephone Appointments, Nurse appointments online	> <u>Extended hours are not safely sustainable and have been removed as a service option at this time.</u> > <u>Telephone appointments have been made available at each site on a daily basis</u> > <u>Double appointments may be requested at the time of booking (phone / desk based bookings only)</u> > <u>Walk in and wait opportunities to be trialled - action before April 2017.</u> > Nurse appointments are not bookable online due to differing appointment lengths and the 'blended' nature of clinics. > DNA rates increase rapidly with booking greater than 14 days ahead meaning that many more appointments are wasted. GP's may offer appointments greater than 14 days ahead by discretion / clinical need.
IT Developments	WIFI Access, Mobile APP for appointment bookings, Surgery Contact by Email, Skype Consultations, Jayex Boards, Check In screens, Interactive Appointment Booking, Txt Confirmation following On Line Booking, Improved Online Booking Facility, Txt confirmation	> Patient Online Service enables access to key patient record information. Please contact the reception desk for details on how to access this service > Skype Trial is up and running at 2 GPSH sites - if the trial is a success then this service may be promoted across all GPSH locations. > WIFI access is not available > New Check-in Screens to be introduced following building renovations - est Dec 2016



General Comments – summary of notes and actions for GPSH. Localised notes and actions are available at each site

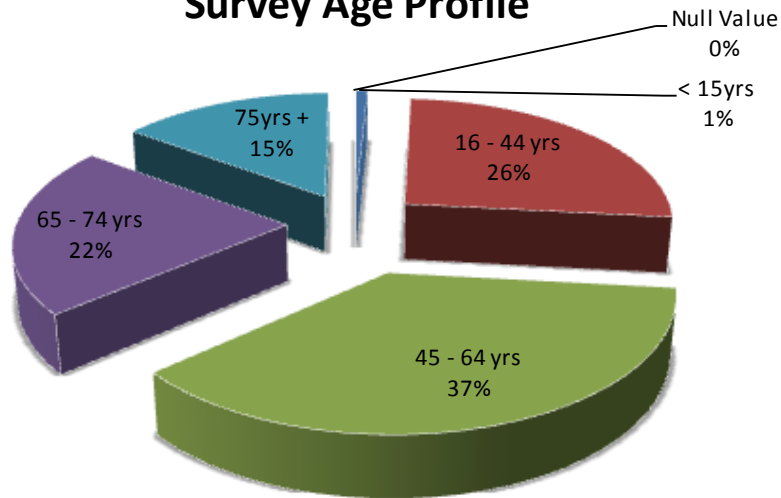
Theme	Areas to Celebrate (122)	Areas for Attention (97)	Actions to be taken / notes
Practice Service	Service usually very good and im satisfied with it / Very Happy with service / Excellent help since registered / Thank you ... (101)	Telephone line is bad, Telephone message too long, trouble understanding new systems, GP forgetting about me - went on home visit without contacting me (13)	<p>>Message details have been checked and this needs to be maintained to cover all scenario's for safety and patient access</p> <p>>Ability for patients to use local site number is to be available by Dec 2016</p>
Practice Employees	Everyone Nice / Excellent GP for my family / Dr X is really helpful / Very good GP & Staff at all times (19)	Receptionist attitude, Attitude of GP, Would like to see same GP all the time, Varying levels of helpfulness, (29)	<p>>Consider displaying a notice when new members of staff are being trained so patients will be aware - in place by April 2017</p> <p>>Patient may request preferred GP. However GP's do not work every day & run speciality clinics - this means they may not be available at the time of request. All GP's have access to patient records, seeing the same GP is not essential although we recognise this may be preferred</p> <p>>All employees will start to receive Mid-year reviews & regular 121's to assist with consistent service levels. Out Practice Senior receptionists and Site managers are available to assist with any problems</p>
Appointment Times & Service	Allow some bookings by 111 service (1)	Booking appointments that aren't emergencies, Doctors to stop running late, Lack of Emergency Appointments sometimes, Cant book appointments well enough in advance (35)	<p>>Extended appointments to patients with multiple problems are available – at GP discretion only</p> <p>> A review of all Clinical Rotas will take place in 2017 to ensure consistency of service and review types of appointments offered</p> <p>>'Walk in and Wait' service to be trialled to establish effectiveness and impact - before April 2017</p> <p>>Advanced Nurse Practitioners to provide additional support for emergency / same day appointments - before Dec 16</p> <p>>Further encourage cross-site appointments with patients</p>
Clinical Care		Referral letters haven't been done efficiently, Misdiagnosed, denied medication, prescription givers to read patient notes before treatment, GP's to read notes before Patient appointment (7)	<p>>Any concerns over referrals may be raised by patients immediately so that the admin / clinical teams can support.</p> <p>>Complaints leaflets & posters to be available in each reception area - by Dec 2016</p> <p>>Any clinical errors that are raised will be managed through a Significant Event Process which is overseen by the Practice Site Manager and the Clinical Partners</p> <p>>Centralised Medical Secretary to be introduced to help with any delays caused by illness / holidays across the sites - to be in place before Dec 2016</p>



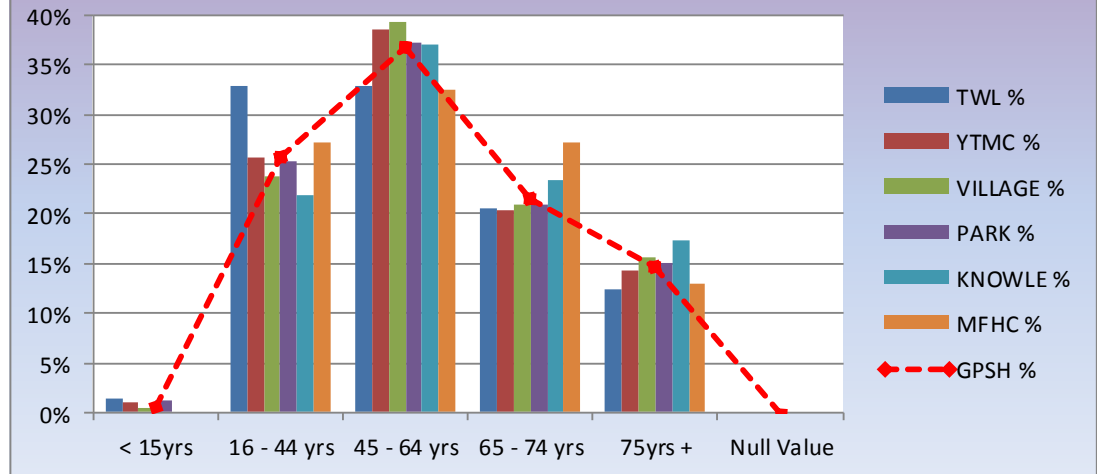
Prescription Service	On line scripts good (1)	Do not like new prescription service as never ready , Repeat Prescription Delays (6)	<p>>Annual Prescription audit has been introduced. In addition to monthly repeat prescription requests to identify and resolve problems - to be in place before Dec 2016</p> <p>>Electronic Prescriptions during their introduction has caused some delivery problems for patients - we are assured that the pharmacy's are working to rectify these problems</p> <p>>Opportunity to publicise that Repeat prescriptions are subject to medication reviews which can cause delay. Patients are encourage to ensure that there requests are not 'last minute' to avoid any negative impacts from this essential and clinical safe review</p>
Accessibility		Stairs and access (Park) (4)	<p>> No plans for a lift at Park Surgery. However patients who cannot get upstairs will have clinical rooms available in the downstairs area. In addition to this an additional clinical room is being build in the downstairs area to enable more patients to be seen in the downstairs area - to be place before April 2017</p>
Other		Not enough full time, permanent doctors. Surveys should be given out after the GP has been seen. (3)	<p>> Patients may complete the survey at a time to suit their personal situation</p> <p>>All GP's are permanent members of staff. Flux can occur where Registrars join the practice for 6 - 12 months or where a GP from an alternative GPS Healthcare surgery is working to help cover for unplanned absence</p> <p>>We recognise that in some instances we have had to use external Locums when we have been unable to recruit the right candidate into the team - this is only a stop gap to ensure appointment and service levels are met. Where possible the same Locums are used in this instance to introduce as much consistency as possible.</p> <p>>GPS is introducing a process to ensure existing GP's work across sites when possible to restrict the number of external 'locums' that are used.</p>



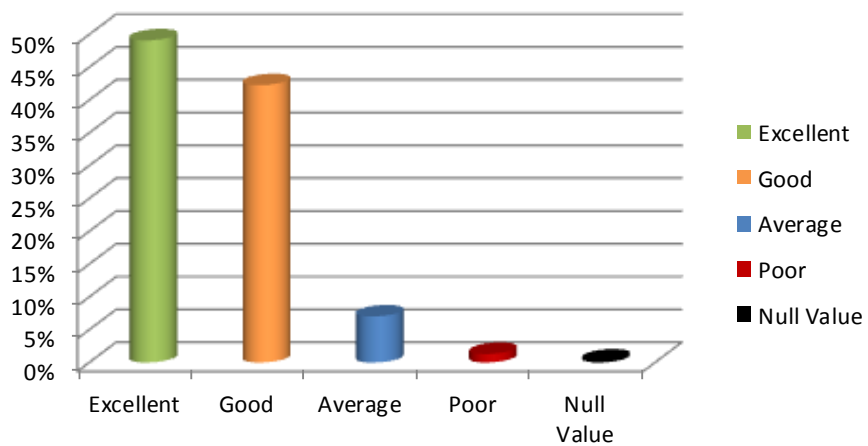
Survey Age Profile



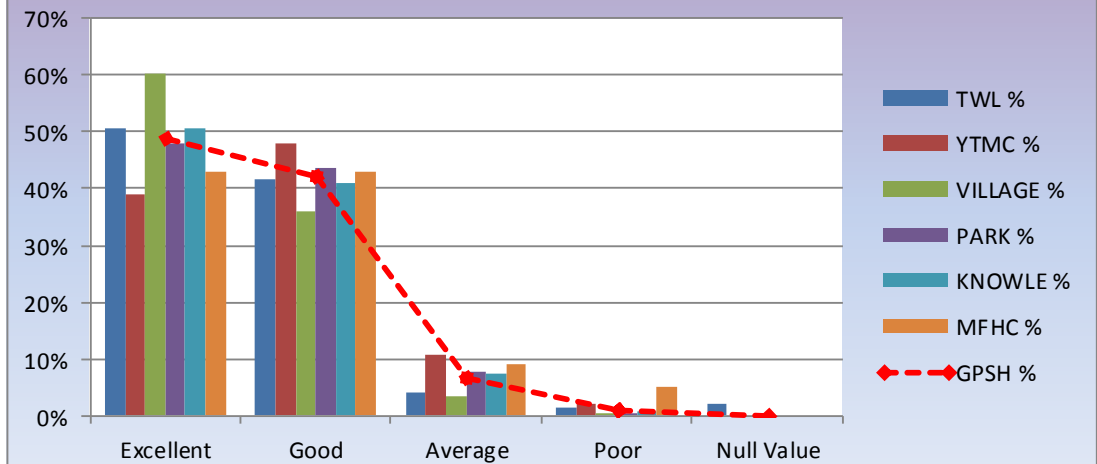
Survey Age Profile - Site Comparison



General Level of Service - GPSH Average

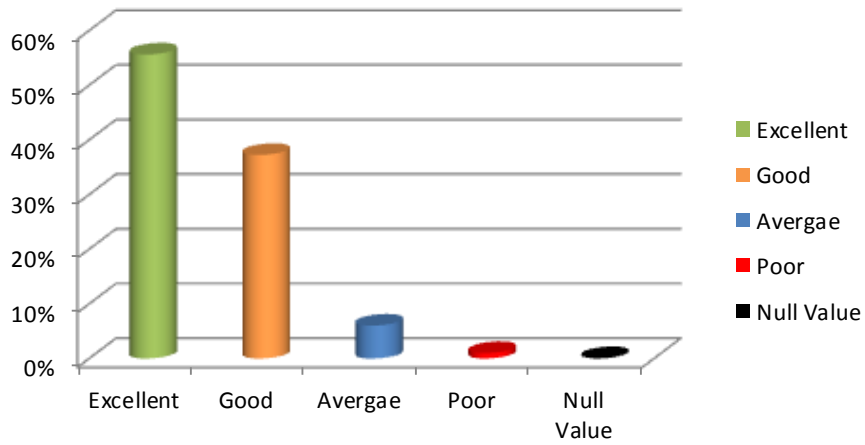


General Level of Service - Site Comparison

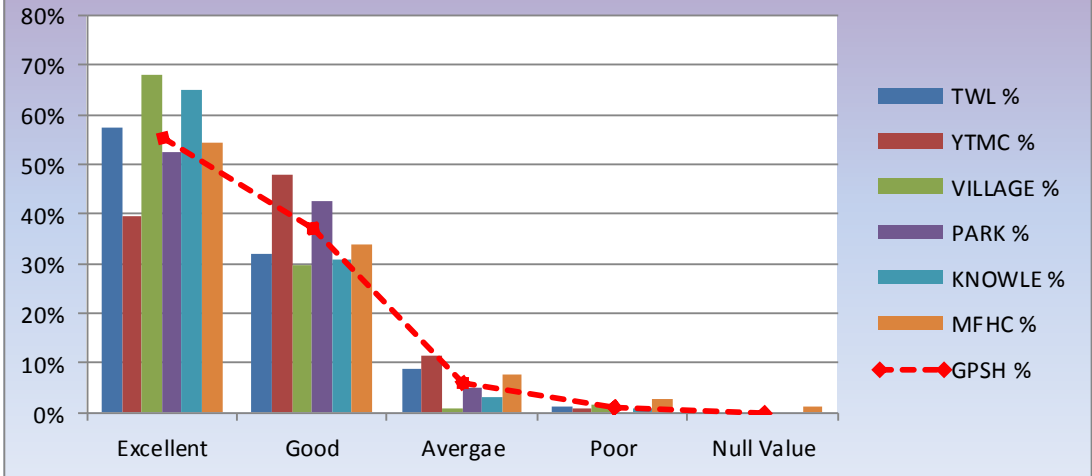




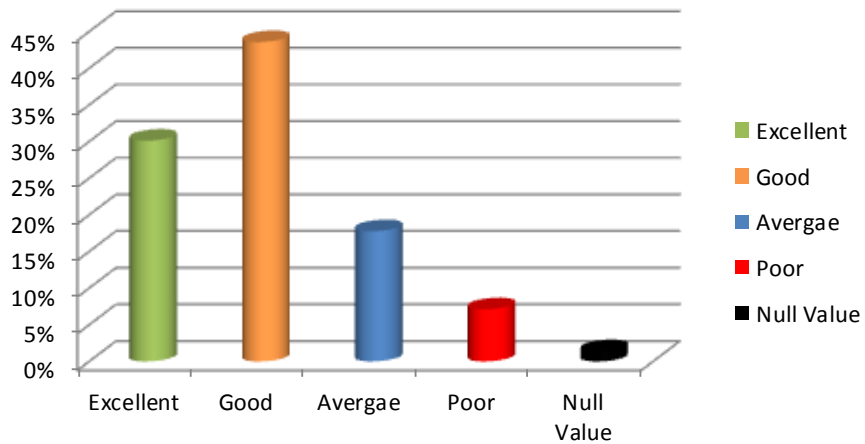
Reception Team Service - GPSH Average



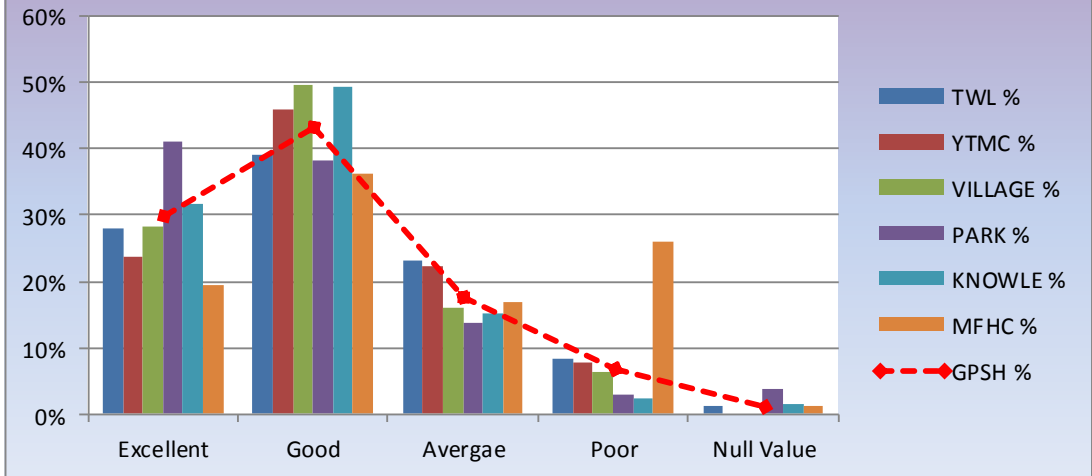
Reception Team Service - Site Comparison



Appointment Experience - GPSH Average

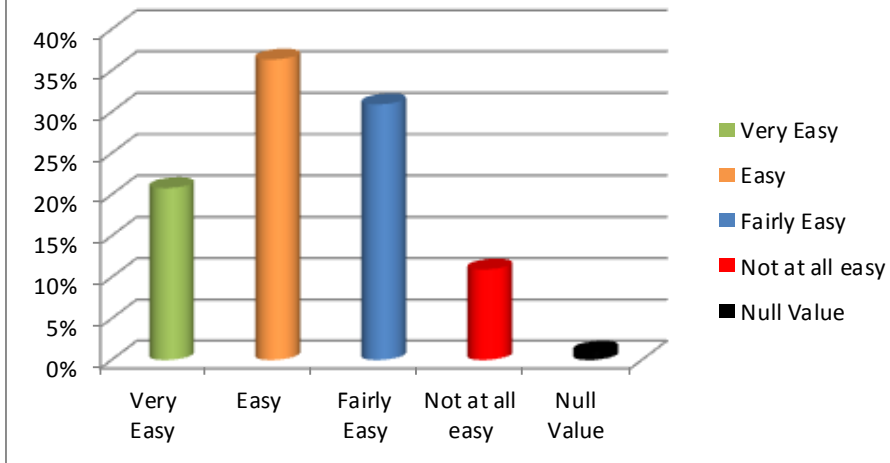


Appointment Experience - Site Comparison

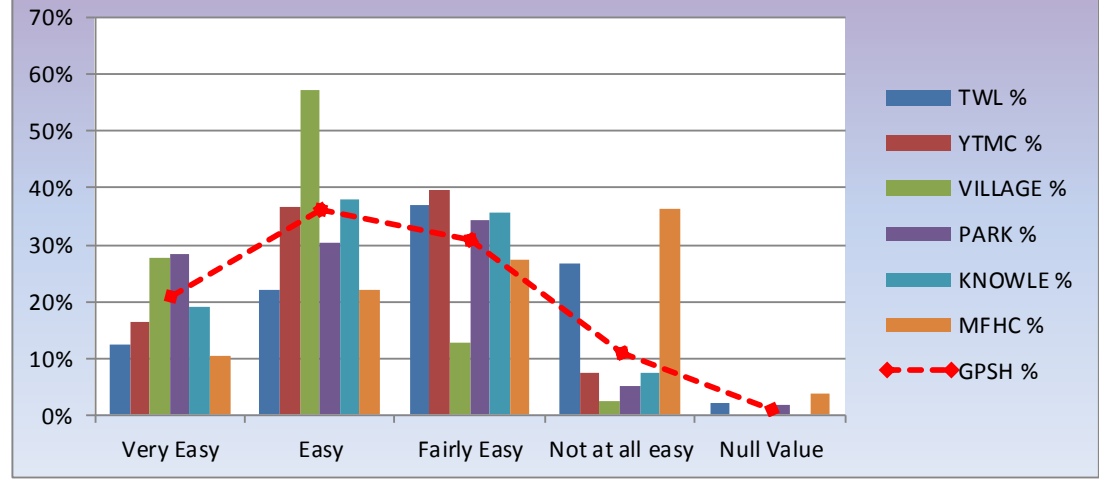




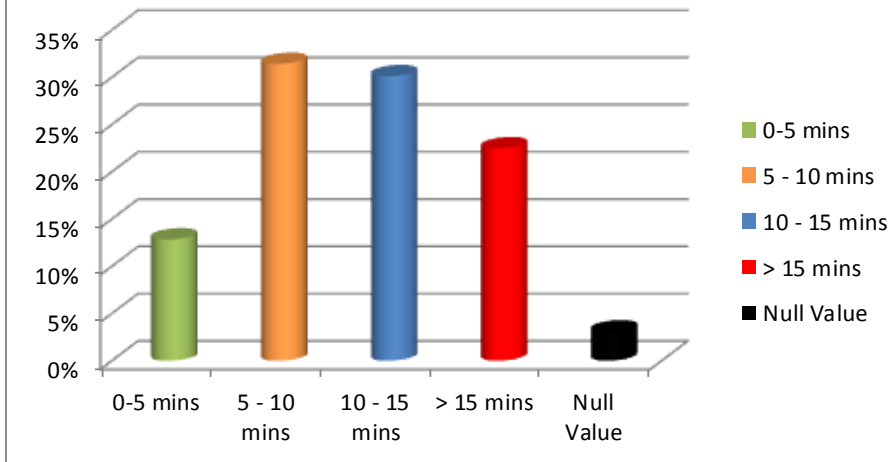
Phone Access - GPSH Average



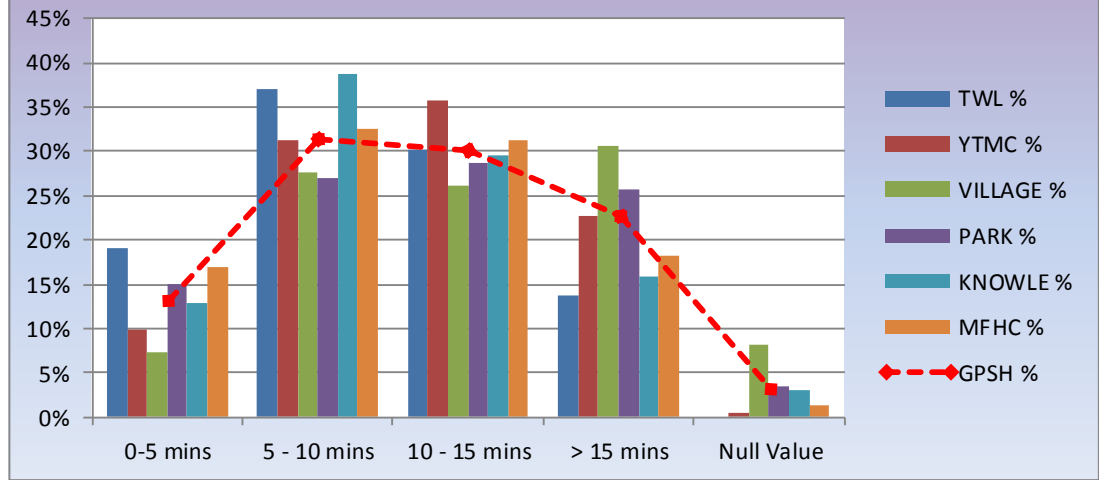
Phone Access - Site Comparison

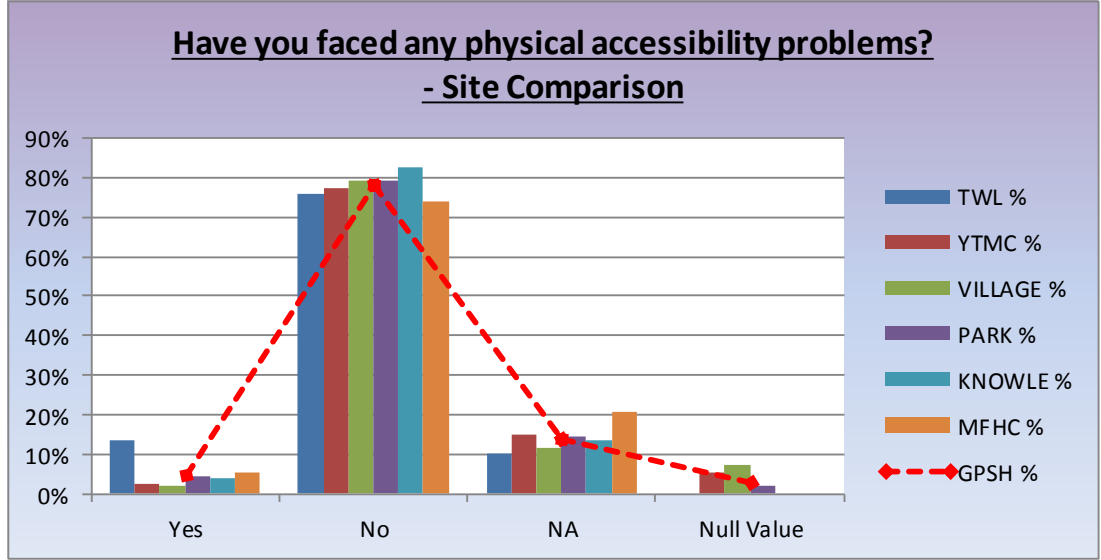
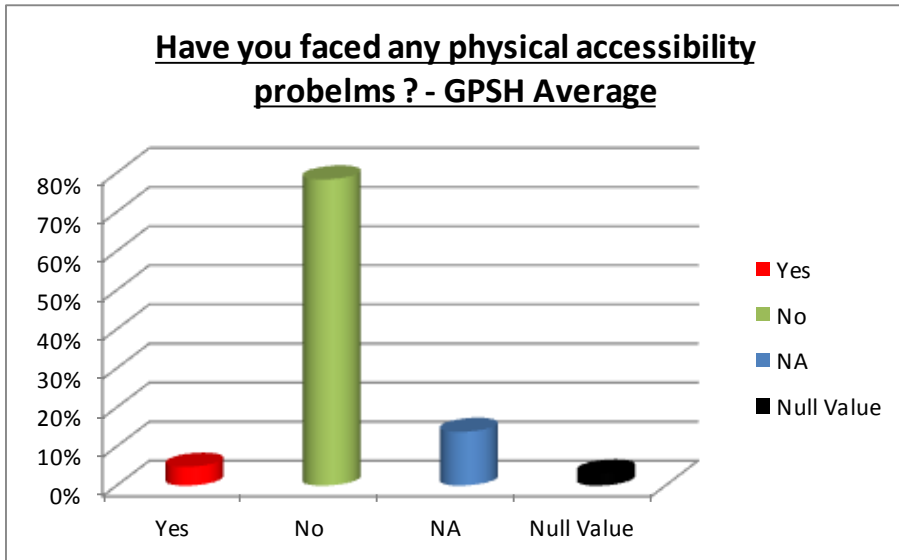
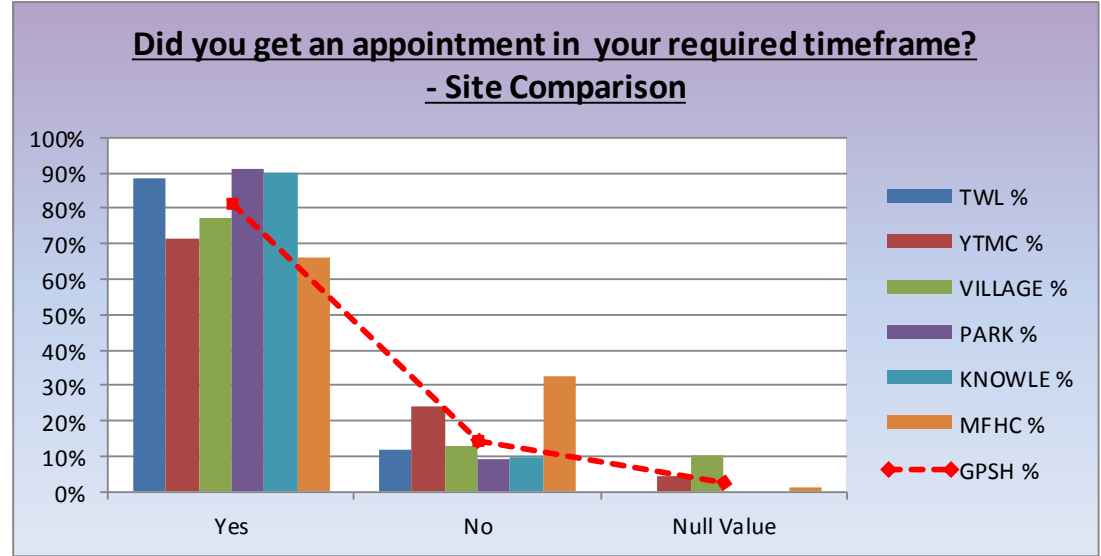
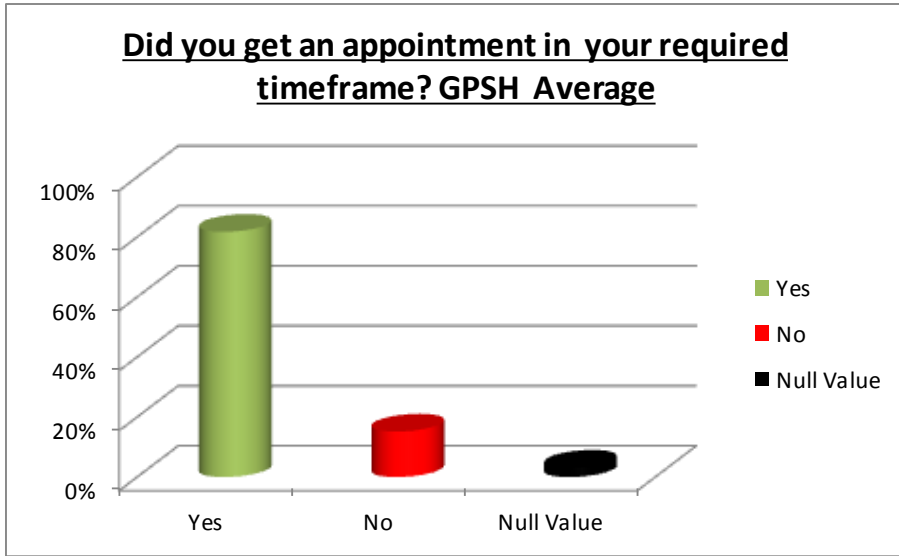


Appointment Start time delay - GPSH Average



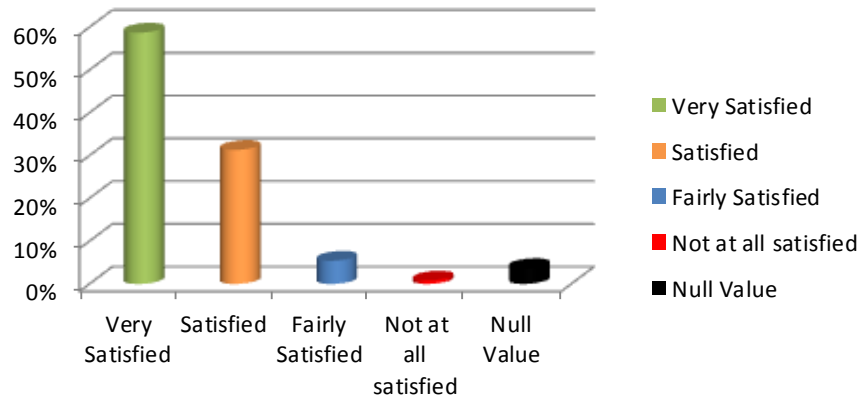
Appointment Start Time Delay - Site Comparison



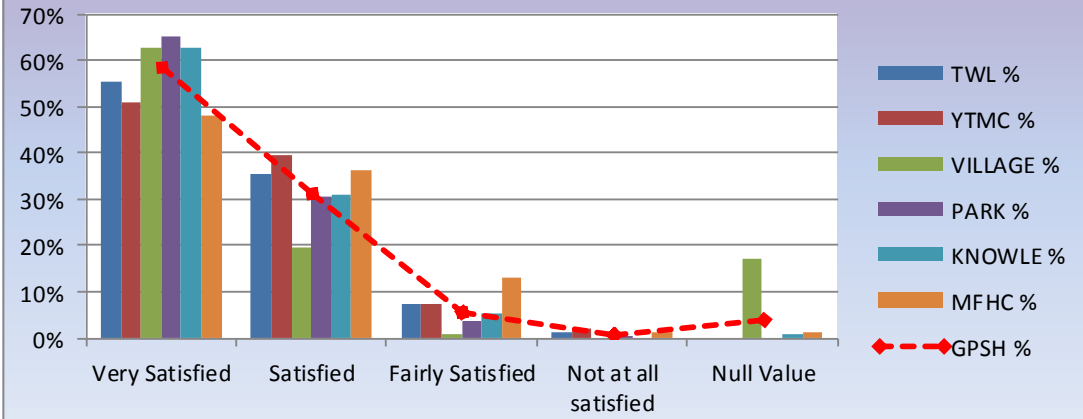




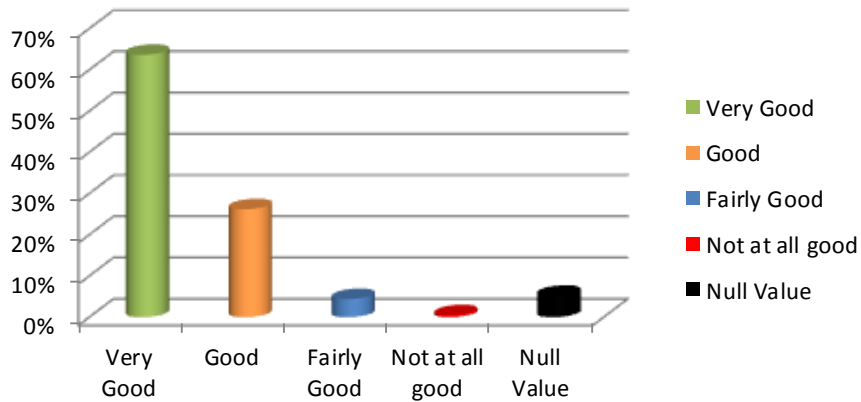
**How satisfied were you with your level of Care?
GPSH Average**



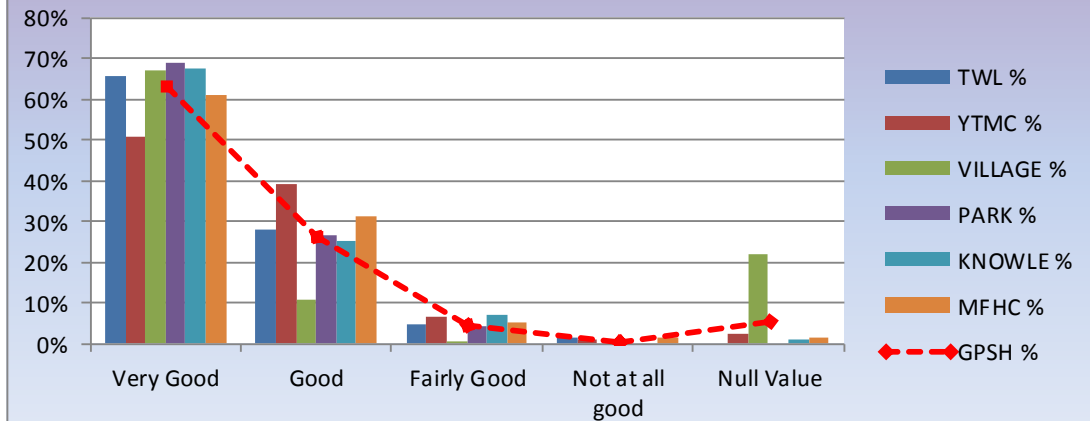
**How satisfied were you with your level of Care?
- Site Comparison**



**Clinicians listening and explanation skills -
GPSH Average**

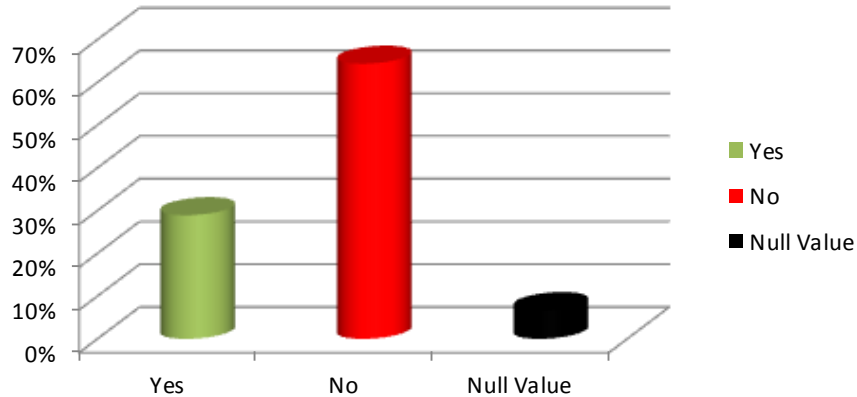


**Clinicians listening and explanation skills
- Site Comparison**

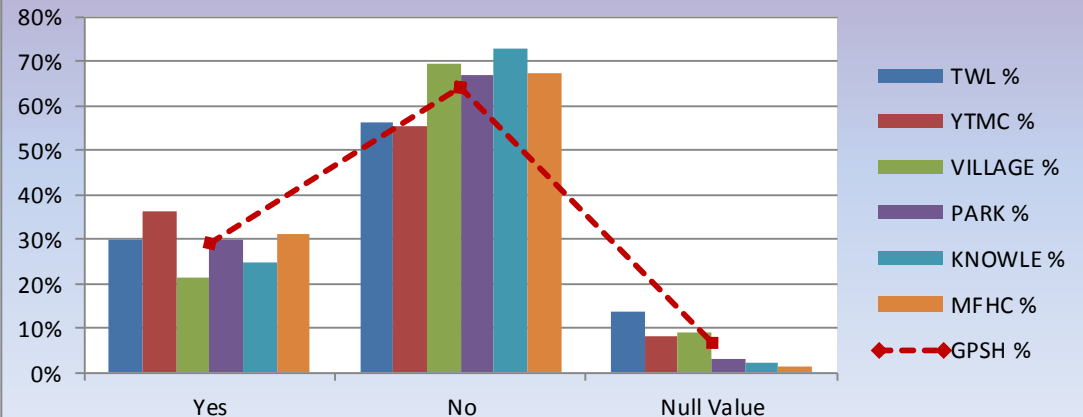




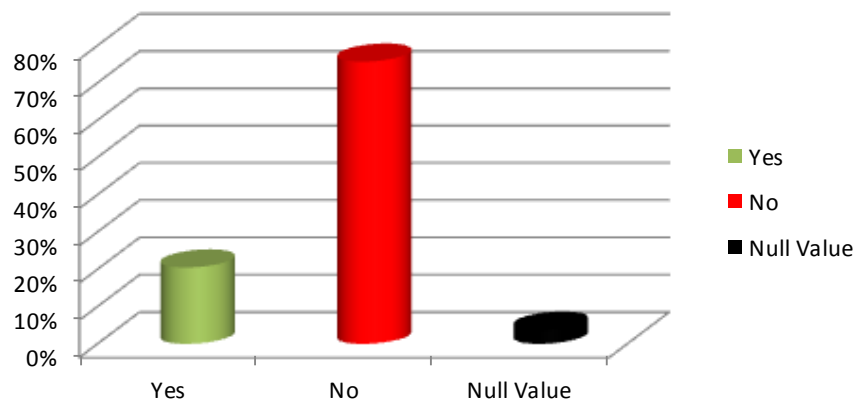
Would like a Skype or Video Conference Service? GPSH Average



Would like a Skype or Video Conference Service? - Site Comparison



Would you like a Walk in and Wait Service? GPSH Average



Would you like a Walk in and Wait Service? - Site Comparison

