

KILMENY GROUP MEDICAL PRACTICE

# ACTION PLAN 2015-16

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## PATIENT FEEDBACK/SURVEY

L Reily

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This is an action plan for the surgery is to improve the patients experience, access and health journey



## **Kilmeny Group Medical Practice 2015-16**

A big thank you to everyone who completed the National GP Survey 2015 and the in-house patient survey– it is very much appreciated. The GP survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

What we do best

You were asked:

### How helpful do you find the receptionists?

79% of patients said they find the receptionists helpful.

The receptionists always try to be as helpful and polite as possible and we thank you for your reflection and we have hired more receptionists and provided customer service training.

### How often do you see or speak to the GP you prefer?

56% with a preferred GP usually get to see or speak to that GP. We are very pleased with this result and always try and accommodate patients.

### Last time you wanted to see or speak to a GP or nurse, were you able to get an appointment to see or speak to someone?

71% were able to get an appointment last time you tried. This result is slightly below the national average of 85%. The surgery has experienced difficulty over the last 12 months with our inability to recruit a new GP. As a practice we expect this figure to rise as our new GP starts. Plus we have added the Triage on the day system which allows access to speak to a Gp.

### How convenient was the last appointment you got?

88% said it was convenient. This is slightly below national average of 92% we always try to offer patients an appointment that suits them and offer 6 weeks in advance

### How good was the GP at giving you enough time and listening to you?

92% say the last GP they saw or spoke to was good at giving them enough time. 88% of patients say that the GP was good at explaining tests and treatments to them. We thank you for this excellent feedback.

### How good was the GP at involving you in decisions about your care?

81% say the GP was good. The GPs always involve patients and carers in decisions about your care so that you can make an informed decision.

### Did you have confidence and trust in the GP?

A huge 92% had confidence in the GP! We are very proud of this result. Ideally we would like to achieve 100% but the practice has had a few regular locum GPs working with us whilst we recruit a new GP.

### Nursing Care

99% patients were extremely happy with the nurses within the surgery. We are exceptionally proud of our nurses take the time to listen to patients, involve them in decisions about their care and fully explain tests and treatments.

### Overall satisfaction

84% of Patients overall were satisfied with the practice and described their experience of this surgery as good. We would like to improve this score to above 85% and have developed a plan to improve.

### **Where we could improve**

#### Surgery opening hours

60% were happy with the opening hours, although this is lower than the national average of 75%, the result could be improved. We offer the late evening Surgery on a Monday /Thursday until 8pm and offer Commuter clinics early 7am Monday morning. We also provide a telephone Triage access system. The nurse clinics are

daily at both sites with varied long-term condition experience. We are looking at more Gp appointments at Long Lee Surgery. On average 100 appointments are wasted with a Gp per month because patients do not cancel. Due to this we are reluctantly looking at removing patients from the list if they DNA x3 per year more to improve access.

### Experience of making an appointment

Sadly only 49% of patients described their experience of making an appointment as good.

We know that we must improve in this area. The practice does offer online appointment booking which helps patients make appointments outside of surgery hours. We do also offer pre-bookable appointments but not many patients are aware of this.

Ease of getting through on the telephone, we are looking to replace the existing service and are working with CSU to provide a better service and data collection to work out peak times to staff accordingly.

The overall view this year is that phone access is not respectable. The practice is very busy and we only have capacity for a finite amount of phone lines into the practice so there are times, primarily when we open at 8.00am, when it is difficult to get through as all the lines may be busy. In comparison to 2 neighbouring practices our results are better but there are still improvements to be made.

### The Action plan

We aim to promote more online access to patients to enable a better experience of booking appointments and ease the pressures faced when we open at 8.00am.

The practice has started to enforce their DNA policy for patients. This should encourage patients to cancel their appointment if they cannot attend appointments, enabling others to utilise their appointment rather than it go to waste.

Following discussions with other practices we are proposing a merger, we believe a larger Practice can achieve a greater capacity and flexibility of delivery, and has a wider skill-mix to enable new service development. It has the ability to offer greater specialisation to the individuals within it. The merger will provide far greater security for the long term viability of practices. We believe a merger will safeguard patients care. We are committed to keeping all that is best and most cherished about the family doctor whilst maximising benefits found from working in a larger organisation.

We are both committed to excellent patient care and this is and always will be our main focus. The presence of more clinician's in the merged practice allows for more secure and safe cover for planned and unexpected absences such as sickness or

holidays. The new merged practice will be better prepared for the challenges of GP commissioning and we are confident in our ability to take on additional services and responsibilities.

**Based on the results of the National GP Survey 2015 and the in-house patient survey carried out in 2015, the practice will:-**

1. Continue to monitor telephone access. The practice is to continue Text Messaging to confirm the booking of appointments. This will also allow the patient to cancel their appointment by text if they no longer require it. For staff to continue to promote On-Line Appointment booking to patients, to enhance the service use and access.
2. Texting Service to be used to correspond with patients re: reminder to telephone for your test results, Health promotional information, Flu Season.
3. Continue to have one receptionist dealing with face to face enquiries, to enable more staff to answer the telephones.
4. Promote Electronic Prescription Services to patients.
5. Ensure that the next patient survey is available to those patients who do not attend regularly e.g. website and postal surveys, survey monkey.
6. Monitor availability of appointments and where necessary adjust the amount of pre-bookable slots to meet demand.
7. The survey results was discussed in detail at the determine any appropriate actions on behalf of the practice to take on board patient comment and look at ways of further improving our performance.

8. First thing in the morning – at peak patient times, we have increased by 50% the number of staff available to patients who want to book appointments by phone, thereby reducing the time patients wait to have their calls answered.
9. We now answer incoming calls at the same time we open the doors to patients (8 am) to make our responses equal to phone and personal callers needing appointments. This change recognised phone callers concerns that they were at a disadvantage having missed the first 5 minutes of practice time.
10. We continue to provide patients with extended services by a doctor and nurse each Monday/Thursday evening and Monday morning.
11. We aim to have 6 weeks of appointments for patients to book well in advance, and with slots available for booking on the internet.
12. We have Access which allows patients to book appointments on line, order repeat prescriptions and update their personal details.
13. We will progress in 2015-16 the opportunity for patients to have increased access to their file /clinical records.
14. We are planning to use texting more widely this year to notify patients of key issues relating to the practice, and also in asking simply questions to which text replies can be received by the practice.

### **Patient Participation Group**

To try and increase the representation and numbers of the PPG group, we have widely advertised the existence of the group, within various practice newsletters and also on the waiting room notice boards, and by word of mouth at reception and in consultations our website also advertises the opportunity and need to be involved in the PPG. The website holds details of previous minutes of PPG meetings

We have varied our meeting times in 2015-16 to include both evenings and to consider lunch times, in an effort to make attendance easier for parents of school age children who often find evenings difficult. It is too early to measure if this will be of benefit to potential attendees

The group are meeting 5 times each year, and minutes of meetings will be circulated to all members – not just the attendees. They are planning to hold health promotion events from the surgeries.

A wide range of issues relevant to the membership were discussed at these meetings .The PPG members were involved in the design of the 2015-16 patient survey. This was carried out over a week at the surgery, 175 surveys were produced and nearly 100 were successfully completed.

The surveys statistics were collated by T Burrell. Once the survey had been completed, the summary was put on the Practice Web page.

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<https://gp-patient.co.uk/practices/B83033?term=Kilmeny+Surgery>



Copy of Patient  
Survey Results 2015.