

Template of Practice Survey discussion held at the meeting on 25 January 2019

Background:

CFEP UK Survey for Practice and individual Doctors carried out during November 2018. Patients were invited to take part in the survey following their consultation with the Doctor, consecutive patients asked to take part (optional).

A total of 154 patients completed the survey; benchmark figures required a minimum of 25 surveys per GP.

Practice staff present:

Dr Jon Dove
Mrs Elly Potter
Mrs Becky Cottam

Patient Participation Group members present:

Mr Roger Trapani
Mrs Carole Butler
Mr Jack Rowland
Mrs Lin Allison
Mrs Lorraine Phipps
Mrs Susie Pillman

Key Findings from survey:

The national mean score for comparative practice list sizes (6001 – 8000) showed the practice was higher than the mean in 27 out of 28 areas. The national mean score in all areas is 73% and the practice scored 77%.

Previous years scores:

2010	76%
2013	76%
2016	71%
2018	77%

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Highest scoring areas for 2018: (5)

Respect shown	88%
Ability to listen	87%
Warmth of greeting	86%
Recommendation	86%
Satisfaction	84%

Lowest scoring areas for 2018: (5)

Seeing GP within 48 hours	57%
Seeing GP of choice	58%
Waiting time	64%
Complaints/Compliments	67%
Second opinion	68%

Responses most positive: (5)

Always an excellent service, staff are excellent!

The reception team are very good at finding appointments.

As a patient of this practice since early last year I have received only considerate and helpful attention.

I have used this practice for many years and have never had cause to complain about the service provided.

Simply excellent.

Responses least positive: (5)

Some of the receptionists could improve on how they speak to you instead of appearing a little unhelpful and grumpy.

Inconsistency in reminder texts (usually do not receive reminders for Mon/Tue appointments).

Perhaps some of your receptionists could go to charm school and be a lot more caring.

The only thing I could comment on, is that I know doctors are under pressure, so I always feel I need to rush through my appointment and not mention too many things as there is not enough time.

Having said that, the doctors who have attended me have always listened

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and been patient.

The seating in the waiting room is very uncomfortable – no back support or arms to lever oneself up!

Areas identified as deviation from national benchmark, any known explanation for this?

The national mean score for all participating practices showed the practice was higher than the mean in 27 out of 28 areas. The national mean score in all areas is 73% and the practice scored 77%.

The area in both benchmark datasets displayed the area we fell below – 57%/60% was seeing a practitioner within 48 hours. The practice had been aware this was an area it could improve and had addressed this within the structure of the new Duty Team system. Patients are now triaged by a member of the Duty Team and signposted to the most appropriate service. This means more practitioner availability and a solution is identified on the day the patient contacts the practice.

Are there any priorities identified by Practice Staff?

The practice felt it important to gather the views of the group regarding the comments made about reception team. The members present felt these comments were not their experience of reception and attributed them to how the patient was feeling on the day of the survey, and that on another day the answer could have been quite different. Staff members present reported that continuous assessment of how staff interact with patients is undertaken and feel a good service is given so it was rewarding to hear the group members felt this is paying off.

Action: Continue with assessment and training of staff.

The practice has 2 waiting rooms with purpose built seating in the main waiting room and free standing seating in the smaller waiting room. The comment made regarding the seating not having any arms to lever oneself up with has prompted the practice to remove the magazine table and replace it with 2 chairs with arms to combat this problem. The members present felt this was a good compromise and also suggested patients could use the smaller waiting room if needed, this was a good suggestion and the practice can make sure that any patients who are waiting in the smaller room have this marked on their check-in screen.

Action: Chairs with arms in place and staff informed to update patient check-in screen if patients waiting in small waiting room.

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The practice had been aware that text messaging reminders have not been working over the weekend and the number of appointments not attended on a Monday reflected this. The text message reminders rely on the patient system being operative at 11am each day as the reminders are automated. Over the weekend, the patient system was closing down without an immediately apparent reason why which meant the reminder texts were not triggered. After investigation, the very simple reason why had been found! It was as simple as a minus symbol being used instead of a dash in an instruction.

Action: Problem solved, no further action needed.

Are there any priorities identified by group members?

The members felt the areas discussed above were of the same priority, but wanted to go on record and say how pleasing the overall survey results were.