**Boleyn Medical Centre**

**National Patient Survey Action Plan September 2020**

The National Patient Survey captures responses from patients between January and March 2020. The practices action plan and resulting actions also includes changes made between March and August when the survey was released.

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| **What our patients said** | **What we have done/will do** | **Who is responsible for doing** | **When we will do it by** | **Date completed** |
| **YOUR LOCAL GP SERVICES** |  |  |  |  |
| 46% find it easy to get through to this GP practice by phone  **Local (CCG) average: 56%National average: 65%** | The practice is concerned at this result as we introduced a patient queueing system in January along with two additional phone lines.  The implementation of the above was followed up by an in-house survey. The survey results were mixed, and the plan was to re-survey but COVID hit.  The practice is planning a new survey for the beginning of November and will incorporate this question from the national survey.  During March online triage was introduced along with video consultations in order to allow patients an alternative way to access the practice. The practice also makes use of Accurx.  The practice management team are discussing and investigating any other options that may assist patient telephone access.  Staffing has been reviewed in terms of numbers of people available to answer the phones and additional admin and reception staff have been put in place. | Practice Manager and management team in conjunction with Reception Supervisor.  Practice management team | End of November  End of November  September |  |
| 75% find the receptionists at this GP practice helpful  **Local (CCG) average: 81%National average: 89%** | The practice acknowledges that this is slightly below CCG average.  This point will be discussed with both the reception and admin team and if it is felt necessary staff will be asked to re do their customer care training.  This question will be added as part of a in house patient survey planned for November. | Practice manager and reception supervisor.  practice manager in conjunction with reception supervisor. | This has been discussed during a team meeting on the 15th of September with reception staff. All staff are now aware as it has been discussed in practice meeting in September, regarding overall survey results. We are going to arrange customer service training for our receptionists. We will aim to complete this by the end of November. | 28.9.20 |
| 54% are satisfied with the general practice appointment times available  **Local (CCG) average: 60%National average: 63%** | The practice is disappointed by this result. We had worked hard to offer appointments from early morning to evening. In conjunction with Extended Hours Services and Wrap Around Services offered at evenings and weekends at local practices.  With COVID many changes took place with online triage and telephone and video consultations. The practice offers these appointments daily between 8.30am and 6.30pm.  The practice will continue to review appointment times versus demand. This question will be added as part of an in house patient survey planned for November. | practice manager in conjunction with reception supervisor. | By the end of November |  |
| 21% usually get to see or speak to their preferred GP when they would like to  **Local (CCG) average: 36%National average: 45%** | The practice has a consistent team of clinical staff so was surprised at the outcome of this question. We offer advanced appointments with all GPs so that there is a variety of appointments available on line and over the phone.  This point will be discussed with both the reception and admin team along with any other staff booking appointments to reemphasise the point of trying to meet patient choice.  This question will be added as part of a in house patient survey planned for November. | Practice manager  Practice Manager and Reception supervisor | This issue has been again discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  End of November | 28.9.20 |
| **MAKING AN APPOINTMENT** |  |  |  |  |
| 48% were offered a choice of appointment when they last tried to make a general practice appointment  **Local (CCG) average: 61%National average: 60%** | It should be noted that the entire appointment system and process has changed since the survey due to COVID – however.  We will review with staff why appointment choices are not being offered where they can be.  This point will be discussed with both the reception and admin team along with any other staff booking appointments to reemphasise the point of trying to meet patient choice.  We had already increased the number of GP appointments available by the end of July  This question will be added as part of a in house patient survey planned for November. | Practice manager and reception supervisor.  Practice manager  Practice manager in conjunction with reception supervisor. | This issue has been again discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  End of November | 28.9.20 |
| 48% were satisfied with the type of appointment they were offered  **Local (CCG) average: 64%National average: 73%** | It should be noted that since the survey that the types of appointments offered has completely changed due to COVID.  We therefore intend to add this as part of a in house patient survey planned for November  We will also remind staff to consider all the patients’ needs within the limitations of the current types of appointments offered. | Practice Manager and Reception Supervisor  Practice manager and reception supervisor. | By the end of November  This issue has been again discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September. | 28.9.20 |
| 81% took the appointment they were offered  **Local (CCG) average: 91%National average: 93%** | It should be noted that since the survey that the types of appointments offered has completely changed due to COVID.  The practice will carry out an audit to review the type of appointments patients have been given based as to their appropriateness.  The practice therefore intends to add this as part of a in house patient survey planned for November | Management team  Practice manager and Reception Supervisor | By the end of November  By the end of November |  |
| 42% describe their experience of making an appointment as good  **Local (CCG) average: 57%National average: 65%** | A significant amount of changes have been made to how patients book appointments since the survey due both to changes made by the practice and enforced changes due to COVID.  The practice acknowledges that patient experience is based on both staff interaction, encounters, and responses as well as their ability to use the technology available to patient’s.  During the summer months we had interaction with the ‘Time for Care’ team initiated by NHSE to help improve patient experience, staff have been encouraged to offer online consultations etc.  This point will be discussed with both the reception and admin team and if it is felt necessary staff will be asked to re do their customer care training.  The practice also intends to add this as part of a in house patient survey planned for November | Practice manager and reception supervisor.  Practice manager and Reception Supervisor | This issue has been discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  Customer service training will be arranged by the end of November will look into care navigator training  End of November | 28.9.20 |
| **YOUR LAST APPOINTMENT** |  |  |  |  |
| 54% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment  **Local (CCG) average: 61%National average: 70%** | A significant amount of changes have been made to how patients access and get appointments since the survey due both to changes made by the practice and enforced changes due to COVID.  We will carry out an audit to check waiting times.  This question will be added as part of a in house patient survey planned for November to see if all those changes have impacted on the result. | Management team  Practice manager and reception supervisor | End of November  End of November |  |
| 73% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment  **Local (CCG) average: 78%National average: 86%** | A significant amount of changes have been made to how patients access and get appointments since the survey due both to changes made by the practice and enforced changes due to COVID. – however  The practice will discuss this with all clinical staff in a team meeting, reminding staff of the need to balance patient time against the allocated time in the type of appointment slot.  This question will be added as part of a in house patient survey planned for November to see if all those changes have impacted on the result. | Practice Manager and GP Principal  Practice Manager and Reception Supervisor | This issue has been discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  End of November |  |
| 74% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment  **Local (CCG) average: 82%National average: 88%** | The practice will discuss this with all clinical staff in a team meeting, reminding staff of the importance to actively listen and engage with the patient. It should be noted that the practice scored higher on patients feeling involved in their care and treatment, suggesting they are being listened to?(although this is still slightly lower than local average)  This question will be added as part of a in house patient survey planned for November to see if any changes have impacted on the result. | Practice manager and GP Principal  Practice Manager and Reception Supervisor | Discussed in clinical meeting in September  End of November | 28.9.20 |
| 77% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment  **Local (CCG) average: 79%National average: 87%** | The practice will discuss this with all clinical staff in a team meeting, reminding staff of the need to treat all patients with care and concern.  This question will be added as part of a in house patient survey planned for November to see if any changes have impacted on the result. | Practice Manager and GP Principal  Practice Manager and Reception Supervisor | This issue has been discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  End of November | 28.9.20 |
| 84% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment  **Local (CCG) average: 87%National average: 93%** | This indicator is not far off the practice’s CCG average.  The Practice will discuss this with all clinical staff in a team meeting, reminding staff about patient involvement in making decisions about their care and treatment  This question will be added as part of a in house patient survey planned for November to see if any changes have impacted on the result. | Practice Manager and GP Principal  Pratice Manager and Reception Supervisor | This issue has been discussed during the team meeting in September with the reception staff on the 15th of September and with all staff during the practice meeting in September.  End of November | 28.9.20 |
| 92% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment  **Local (CCG) average: 92%National average: 95%** | The practice is pleased that patient’s feel staff act in a professional manner that instils confidence in the patient. | No actions |  |  |
| 78% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  **Local (CCG) average: 76%National average: 85%** | The practice is pleased that it has scored above CCG average and acknowledges the need to maintain a high level of sensitivity to its patient’s that fall under this umbrella. It will strive to reach national level average.  . | No actions |  |  |
| 94% felt their needs were met during their last general practice appointment  **Local (CCG) average: 91%National average: 94%** | The practice is pleased that it has scored above CCG average, is in line with national average and acknowledges the need to maintain those standards. | No actions |  |  |
| **YOUR HEALTH** |  |  |  |  |
| 50% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  **Local (CCG) average: 67%National average: 77%** | The medical centre will carry out a systematic review of all patient’s with long term conditions over the next few months in order to establish if there is any other support they can be signposted to or any other organisations locally.  It has already produced Care Packs for Long Term condition patients as well as those with mental health and Learning disabilties with useful numbers and info. | Management team | March 2021 |  |
| **OVERALL EXPERIENCE** |  |  |  |  |
| 71% describe their overall experience of this GP practice as good  **Local (CCG) average: 74%National average: 82%** | The practice is only just below the CCG average in this area.  All of the actions contained in this action plan will support patients to have a better experience from the practice.  Therefore, this question will be added as part of a in house patient survey planned for November to see if any changes have impacted on the result. | Practice Manager and Reception Supervisor | End of November |  |

Boleyn Medical Centre takes all patient feedback very seriously and wants to be able to demonstrate commitment and show accountability for its actions and that it has taken on board learning from patients concerns and feedback.