

BRIDGE MEDICAL CENTRE

Patient Satisfaction Survey

Action Plan

June – August 2019

Thank you to all those patients who responded to our Practice Patient Satisfaction Survey this year. We ran the survey from the beginning of June through until the middle of August 2019 and had 244 patients participate.

We were helped again this year by The Friends of Bridge Medical Practice (PPG) who gave their own time to attend the Practice to encourage our patients to complete the surveys. A big thank you goes to those who helped.

The key points which came across in this year's survey were:-

- There is an improvement year on year generally across the majority of the questions asked
- Patients are generally very happy with the Health Care Professionals and the Reception team
- Patients want to be able to get an appointment when they want one be it face to face, telephone or a future-booked appointment
- Patients are still having difficulty getting through on the telephone in the morning
- Waiting time to see Health Care Professional once checked in

In a similar way to last year, as our own survey was closing, we received the results of the National GP Patient Survey 2019 which was a snap shot of the period January to March 2019 in which 95 patients responded. The results of the national survey were pretty similar to those from our own survey and so we have determined our action plan for this year by studying both sets of results.

Action Plan for 2019

Patients want to be able to get an appointment when they want one be it face to face, telephone or a future-booked appointment

We set out in last year's action plan how we had started our Appointments Project and this work has continued. We have released more appointments on line to include blood pressure measurements, pre diabetes appointments, smear tests, vitamin B12 injections, asthma reviews, coronary heart disease reviews, NHS Health Checks, telephone appointments, routine blood tests, shingles injections and pneumonia injections. We have the impression from our patients that this is a positive step forwards and so we will be looking to release even more over the coming months.

We have successfully recruited a Paramedic Practitioner who currently sees 16 patients per day and does the majority of home visits. With effect from the beginning of September 2019, she will be seeing 22 patients per day which will be an additional 1000 appointments per year.

We are also optimally utilising the Crawley Hub whenever the patient is happy to use it. The hub is popular with our patients since it offers daily appointments including the evenings and the weekends too. Smear tests are also available via the Crawley Hub and these too have been very popular. The next phase of this project has already started where we are changing the way we run the daily triage which should enable more patients to get an appointment directly with those with a more complex complaint receiving a call from the GP first. We have been trialling this with 3 of our GPs and we have received very positive comments from our patients. The next steps will be to enable more future bookable appointments since we know that not all our patients want an appointment on the same day.

Patients are still having difficulty getting through in the morning

Our new telephone system was introduced last year which facilitates a queue which was something that our patients had asked for. We believe this can be improved further and we met with our telephone provider to determine whether the queuing system can be improved together with the message options. This has been confirmed as possible and we are currently working on the best solution for all.

Waiting time to see Health Care Professional once checked in

The Practice acknowledges that this is frustrating for patients and Health Care Professionals alike. Some of our Health Care Professionals take a little longer than others and some patients go to see their Health Care Professional with a list of issues. The key point from the survey was that patients would like to know if a GP, Nurse or Paramedic Practitioner is over-running. We have explored whether the patient calling screen in the waiting room could transmit this information but sadly it is not possible. We have however determined a way for the receptionist to “tannoy” the waiting room to advise the patients waiting that any particular clinician is running late. We will be rolling this out very soon.

This plan will be discussed with our PPG at our next meeting in September 2019.

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September 2019