

BRIDGE MEDICAL CENTRE

Patient Satisfaction Survey

Action Plan

September 2020

Thank you to all those patients who responded to our Practice Patient Satisfaction Survey this year. We ran the survey throughout September 2020 and had 286 patients participate.

This year we used our website which has a new functionality for conducting surveys. This seemed very popular and we obtained a significant number of responses within a short space of time. Thank you to all those who took the time to respond.

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

- There is further improvement year on year across the majority of the questions asked.
- Patients are generally very happy with quality of care they receive from the Health Care Professionals.
- Patients have felt well informed and cared for during the Covid19 pandemic and have embraced the changes the Practice has made in terms of type of appointments available.
- Patients are enjoying the use of eConsult and the Livi app.
- 71% of patients feel our reception staff are excellent or good with a minority feeling they can be rude.
- Patients would like more access to appointments be that face to face, telephone or video.
- Patients continue to have difficulty getting through on the telephone.

We have also received the results of the National GP Patient Survey 2020 which was a snap shot of the period January to March 2020 in which 108 patients responded. The results of the national survey were 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 2020/21

Patients would like more access to appointments be that face to face, telephone or video

As a direct result of the Covid19 pandemic, we have had to reduce the number of face to face appointments available and have therefore significantly increased the number of telephone appointments. This has resulted in many more appointments being available to patients. Not only that but we also looked at different ways of working and have introduced video consultations and eConsult. The feedback on eConsult in particular has been very positive with 60% of patients who responded indicating that they had used the service. Video consultations are only used when the GP needs to see the patient but not in person. GPs continue to ask patients to come into the Practice when necessary.

Our Paramedic Practitioner, Mary, is very popular and she continues to see patients face to face as well as support the GPs with visits for the day.

We now have access to some additional roles within the Practice which have enhanced our clinical team. We have a First Contact Physio, a senior Clinical Pharmacist, a Social Prescribing Link Worker and we are currently in the process of finding a Physicians Associate, Mental Health worker and Dietician. Each of these roles have created additional appointments for our patients.

We continue to utilise the Hub which is available to use on Tuesday and Thursday evenings and Saturday mornings.

Livi continues to be popular and enables patients to have access to an NHS GP 7 days a week up until 10.00pm. 60% of responders to the survey have accessed the Livi service.

Patients continue to have difficulty getting through on the telephone.

Our telephone system is a constant challenge however it would seem that many of the other Practices in Crawley experience the same high demand. Having introduced the queuing system last year we had hoped that this would help with giving the patients additional information to decide whether to call again later or hold on in the queue. The introduction of eConsult will gradually reduce the demand on the telephones since an enquiry can be made this way with a response due by the end of the following working day. Our telephone message is constantly under review and has to reflect some of the mandatory messages we are obliged to pass on to our patients. This can make the message rather long but we do keep it to a minimum whenever we can.

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As much as we would like to, it isn't possible to satisfy all the requests that are made of the Practice within the timescales that are asked of us. Certain processes take a definitive amount of time or are perhaps outside our control. Sometimes we get things wrong but we always try to put it right. Our reception team are a very dedicated team who work closely together and support one another in very demanding circumstances. Typically between 8.30 and 9.30, we receive approximately 150 calls with 520 being the average number of calls received on a Monday between 8.30-6.00pm. Wherever possible, we aim to respond in a timely way and the majority of patients recognise that we go over and above what is asked of us. This is evident by the sheer number of cards, chocolates, flowers, cakes and biscuits we are given on an almost daily basis. It would never be our intention to come across as rude and this is something that the Practice Manager will discuss with the Administration/Reception team going forwards.

This plan will be discussed with our PPG at our next meeting in October 2020.

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October 2020