

**GP Patient Survey Review - The 2020 Results**

Question	The Practice %	Local CCG %	National Average %	Variance (from last year)	Variance (local)	Variance (national)
Local GP Services						
Find it easy to get through to this surgery by phone	73	60	65	↑8	↑13	↑8
Find the receptionists at this surgery helpful	98	89	90	↑14	↑9	↑8
Satisfied with appointment times	65	61	63	↑16	↑4	↑2
Usually get to see or speak to their preferred GP	44	38	45	↑22	↑6	↓1
Making an Appointment						
Offered choice of appointments	57	57	60	↑10	→	↓3
Satisfied with type of appointment offered	61	71	73	↓1	↓10	↓12
Took the appointment offered	87	93	93	↓7	↓6	↓6
Describe their experience of making an appointment as good	62	63	65	↑8	↓1	↓3
The Last Appointment						
Usually wait 15 minutes or less after their appointment time to be seen	83	75	70	↑9	↑8	↑13
Say the last GP they saw or spoke to was good at giving them enough time	80	85	86	↑2	↓5	↓6
Say the last GP they saw or spoke to was good at listening to them	85	88	88	↑15	↓3	↓3

Question	The Practice %	Local CCG %	National Average %	Variance (from last year)	Variance (local)	Variance (national)
The Last Appointment (cont'd)						
say the last GP they saw treated them with care and concern	86	86	87	↑15	→	↓1
say the last GP they saw or spoke to was good at involving them in decisions about their care	84	92	93	↓1	↓8	↓9
had confidence and trust in the last GP they saw or spoke to	91	95	95	↑4	↓4	↓4
Recognised mental health needs	67	87	85	↑7	↓20	↓18
Felt their needs were met	90	94	94	↑5	↓4	↓4
Your Health						
Had enough support to help manage their LTC	66	78	77	↓8	↓12	↓11
Overall Experience						
describe their overall experience of this surgery as good	76	78	77	↑7	↓2	↓1

Top 3 areas which fell short of local and national averages

Question	The Practice %	Local CCG %	National Average %	Variance (local)	Variance (national)
Recognised mental health needs	67	87	85	↓20	↓18
Satisfied with type of appointment offered	61	71	73	↓10	↓12
Had enough support to help manage their LTC	66	78	77	↓12	↓11

Top 3 areas which exceeded local and national averages

Question	The Practice %	Local CCG %	National Average %	Variance (local)	Variance (national)
Find it easy to get through to this surgery by phone	73	60	65	↑13	↑8
Usually wait 15 minutes or less after their appointment time to be seen	83	75	70	↑8	↑13
Find the receptionists at this surgery helpful	98	89	90	↑9	↑8

Most improved on last year

Question	The Practice %	Local CCG %	National Average %	Variance (from last year)
Usually get to see or speak to their preferred GP	44	38	45	↑22

Learning from the results

This report was discussed at the clinical team meeting on 12th August 2020. During this meeting an action plan was agreed to prioritise and address the areas which fell significantly below the local and national benchmark.

Action Plan to address shortfall

1. Concerns with recognising or understanding mental health needs

- Have a nominated Mental Health Lead (Dr A Hayat)
- Spread awareness of mental health issues at clinical team meetings
- Improve local resources/signposting of services, i.e. turning point
- Implement care navigation
- Provide training in dementia awareness
- Engage with dementia friendly services and complete improvement toolkit
- Provide LD reviews including grading of severity
- Sign up to “One care home, one Practice” initiative to provide continuity of care

2. Concerns with getting to see or speak to their preferred GP

- Deploying regular locums from bank of GPs rather than use of agencies
- Increase sessions of salaried GP
- Ex-partner recruited as locum GP
- Increased continuity of care by offering choice of clinicians

3. Concerns with not being good at listening to patients

- Educate patients “1 problem, 1 appointment” to help with time pressures
- Consultation skills training for clinicians
- Promote ways in which consultations can be best utilised
- “you said, we did” initiative

Plans for achieving the actions

The Practice Business Manager with the assistance of the clinical team will be responsible for achieving the goals set in the action plan. All staff within the Practice also have a vital role to play in ensuring that we achieve our objectives. Therefore this will be on the agenda for the next all staff team meeting in October 2020.

Reporting our findings to our Patients

It was agreed that the survey results and action plan would be made available on our Practice website and a summary of the results placed on notice boards within the surgery. This information will also be discussed at the December PPG meeting.

Louise Gregory
Practice Business Manager
For and on behalf of Dr A Hayat & Partners
August 2020