

**HAVERHILL FAMILY PRACTICE**

**PATIENT SURVEY COMPARISON 2019 – ACTION PLAN**

1. **Generally, how easy is it to get through to someone at your GP practice, on the phone?**

**Analysis:**

**There has been an increase in the number of patients that found it easier to get through to the surgery by telephone comparing 2018 National Patient Survey with 2019 National Patient Survey. In addition there was a significant increase with our own in house patient survey compared to both the National Patient Surveys with over 50% of our patients finding it easy to get through to the surgery by telephone.**

**Action:**

**The surgery has continued to operate a telephone room at the busier times of the day to help improve patient access by telephone. We ensure that we have sufficient staffing levels at reception during busy times to also answer the telephones. We have recently recruited two new reception staff to help with the demand. We also offer access via online services and E-Consult to help relieve pressure on the telephones and provide access at any time of the day. This is particularly helpful to our working population.**

**We are currently reviewing our telephone contract with a view to adding additional telephone lines into the surgery.**

1. **How helpful do you find the receptionists at your GP practice?**

**Analysis:**

**There was a slight decrease in the results of the National Patient Survey for 2019, compared to 2018. However, there was an increase in our own in house patient survey compared to both the National Patient Survey of over 94% finding our receptionists helpful.**

**Action:**

**All reception staff have participated in Care Navigation training and refresher training is scheduled for the end of November. The recruitment of two new receptionists will help the reception team to have more time to give to patients.**

1. **How often do you see or speak to your preferred GP?**

**Analysis:**

**Although there has been an increase in the number of patients who see or speak with their preferred GP in the 2019 National Patient Survey compared to 2018, there is a decrease in the results in our in house survey compare to both National Surveys. Relevant factors for this are due to two of our GP Partners retiring, one GP returning to work from long term sick on reduced hours and therefore the need to use regular locums doctors.**

**Action:**

**We have successfully recruited two new GP Partners making the number of GP Partners five. We have also upskilled several other clinician staff members and continue to do so. We anticipate that both of these factors will help patients to access their preferred doctor. The two retired GP Partners will be providing regular locum sessions to help with continuity of care for patients.**

1. **How was experience of making an appointment?**

**Analysis:**

**The overall experience of making an appointment at the practice has improved comparing 2018 National Patient Survey with 2019 National Patient Survey. Our own in house survey showed a further increase with nearly 70% of patient’s experience of making an appointment either very good or fairly good.**

**Action:**

**We aim to increase these figures further by the continued use of a telephone room and new additional reception staff.**

1. **Did the healthcare professional give you enough time?**

**Analysis:**

**Comparing the 2018 National Patient Survey with the 2019 National Patient Survey there was a decrease in the number of patients who felt that the healthcare professional gave them enough time. However, comparing these figures to our own in house patient survey showed that a significant number of patients, nearly 92%, felt that the healthcare professional gave them enough time.**

**Action:**

**The majority of our GP partners have increased their face to face consultation time from 10 minutes to 15 minutes.**

1. **How good was the healthcare professional at listening?**

**Analysis:**

**Although overall there was a downward trend when comparing our in house patient survey and the 2019 National Patient Survey with the 2018 National Patient Survey (very good and good collectively). Our in house survey showed a positive upward trend of very good.**

**Action:**

**The increase of GP face to face consultation time from 10 minutes to 15 minutes will allow the patient more time to discuss their individual needs.**

1. **Did the healthcare professional treat you with care and concern?**

**Analysis:**

**Again although overall there was a downward trend when comparing our in house patient survey and the 2019 National Patient Survey with the 2018 National Patient Survey (very good and good collectively) our in house survey showed a positive upward trend of very good.**

**Action:**

**With the combination of the recruitment of two new GP Partners, our two retired GP’s returning to do regular locum sessions and existing long term clinical staff, patients will receive continuity of care from the expertise of our stable clinical team.**

1. **Did the healthcare professional recognise/understood any mental health issues?**

**Analysis:**

**The comparison between the National Patient Survey of 2018 and 2019 were similar at around 80%. However, the in house patient survey was much higher than this at 94%.**

**Action:**

**Nationally there is more awareness around mental health. Recently the practice took part in a Pilot Scheme working with 7 mental health link workers to highlight the current demand and ways to improve access to the local mental health services. As a result of this our nominated mental health link worker is able to offer us more appointments either face to face or by telephone triage.**

1. **Were you involved with decisions about your care and treatment?**

**Analysis:**

**There was a slight reduction in comparing our in house survey and 2019 National Patient Survey with the 2018 National Patient Survey. However, there was a slight improvement in ‘yes definitely’ comparing our in house and 2018 National Patient Survey.**

**Action:**

**With over 95% involved with decisions about care and treatment we are working with all of the clinicians to find ways to increase this figure further.**

1. **Did you have confidence and trust in the healthcare professional?**

**Analysis:**

**All surveys were comparable at around 98% having confidence and trust in the healthcare professional.**

**Action:**

**With a stable clinical team which includes five GP Partners, patients have more choice of appropriate clinicians. With further training of clinical staff we aim to maintain or increase these figures.**

11.**Overall, How would you describe your experience at the practice?**

**Analysis:**

**Overall experience of this GP practice has improved by over 12% comparing our in house survey to the National Patient Survey and by 2% by comparing the2019 National Patient Survey with the 2018 National Patient Survey. Actions:**

**To help improve or maintain the overall experience for our patients with our stable clinical team, we will continue to upskill and train all staff. Additional support from our proactive Patient Reference Group who meet bi-monthly helps address and highlights local health issues .**

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