

North Road Suite

■ RAVENSTHORPE HEALTH CENTRE ■



IN ASSOCIATION WITH

PATIENT SATISFACTION SURVEY 2013/2014 & COMPLETED ACTION PLAN 2014/2015

BACKGROUND TO PREVIOUS SURVEYS

- The North Road Suite Practice has participated in the General Practice Assessment Questionnaire (GPAQ) patient surveys since 2006 and the General Practice National Surveys which were sent by post to random patients on each Practice list. This superseded the GPAQ conducted in Practices.
- In addition over the past three years we have also conducted our own Patient Surveys in order to develop services and address any ongoing issues.
- We combined all of the above information in order to chart our progress over the years so that we could measure the effectiveness of the work undertaken to improve services and systems where appropriate.
- Although a great deal of work has been undertaken in the Practice during this time, there are still a couple of issues that our patients and the Practice Team think that we can continue to enhance.

HOW THIS YEARS SURVEY QUESTIONS WERE DEVELOPED

The Practice and PPG teams agreed our regular meeting to use the same format that has served us well in the previous years by using the Nation General Practice Assessment Questionnaire version 4. This provides us with the opportunity to chart our progress and against National Bench Mark ratings. The preparations were made and the survey was conducted in the Practice and online via the Practice website at

www.northroadsuite.gpsurgery.net

week commencing **18th & 25th November 2013**. Some of you may have had the opportunity to meet one of the PPG members.

THE RESULTS

Thank you for giving us your invaluable feedback.

Our established Patient Participation Group (PPG) and the Practice Team members have analysed the survey results for **2013/2014** and have now identified the key areas which will form our joint Plan for **2014/2015**.

- An 'Action Plan' has been developed and we will report our progress against the plan as we complete the work throughout the coming months via the Practice Notice Boards and the Practice website www.northroadsuite.gpsurgery.net
- You can view the survey results and our topics for action as detailed above.

KEY AREAS FOR SERVICE DEVELOPMENTS

TELEPHONE ACCESS

Contacting the surgery – Improved Telephone System and access.

(Expected outcome: to reduce the number of calls to 'book and cancel appointments' to increase phone access for other queries)

You told us this year that compared to all previous surveys that telephone access has been improved.

- Last year **72%** of patients found it very to fairly easy to get through compared with **77%** this year. This shows that we are improving but the National Bench mark is **85%**.
- **75%** of calls are to book an appointment.

Action Plan

- Increase significantly the number of patients who can book and cancel their appointments by signing up for our 'SystemOnline Services' which is available 24/7. We are also increasing our online appointments to keep pace with registrations. We currently have 325 registered and they have given us very positive feedback. So if you have access to the internet **ask our receptionist for details of how to register – we can also demonstrate how this works for you.**

Outcomes

- **The Practice now has 962 patients registered and using our online services and the services have received very positive feedback from our users.**
- **We have also added two new options in 2015 which were, ability for patients to view their summary care record and the message the practice facility.**

DOCTORS APPOINTMENTS – Improve book ahead & access.

(Expected outcomes);

- ***Provide patients with more 'bookable appointments'; for routine problems remove the need to constantly ring at 8am the following day. Increase online booking availability of appointments.***
- ***Some book on the day appointments will be retained for genuine emergency conditions only.***

You told us that last year that patient who needed to be seen quickly improved by **7%** over last year however, this could be further improved ***if patients who no longer require their appointment cancelled them so they are not wasted.*** The Practice population is continuing to increase as is patient demand for appointments so we ask all patients for their cooperation.

Action Plan

- We have re-evaluated our pre-bookable appointment slots against the demand by patients to be seen. **94%** of patients told us that it is important to be able to book ahead compared with **90%** last year.
- We will be **increasing the capacity of bookable** appointments whilst keeping **same day medical emergency access**. This will remove the inequalities in the system of some patients queue jumping.
- Only genuine medical emergency conditions will be seen on the same day; if patients require these appointments please be prepared to give our receptionists a little detail so that they can direct you to the most appropriate clinician.
- We will continue to include a number of '**after school bookable**' appointments for children so they don't need to be taken out of school unless it is a medical emergency. *(The Practice Policy is that children are always seen).*
- **New** - Additional late night opening on a Wednesday from 2nd April 2014.
- **New** - Friday evening surgeries pre bookable from the 1st April 2014.

Outcomes

- **We have feel that we have made available to our patients 'multiple choice appointment options' and methods of booking appointments with online becoming very popular. We did not anticipate however, that our newly merged Practice GP would be taken ill and unfortunately have to take long-term sick leave. This resulted in our Partners increasing the number of appointments significantly and we were successful in obtaining regular locum GP cover so that access was not affected. Our After school appointments and additional late night and Friday evening surgery have proved to be extremely popular.**

ONLINE SERVICES PROMOTION AND EXPANSION

(Expected outcome: expand service provision, access and convenience for patients removing the need to have to 'phone' the Practice for all of your requirements)

The survey told us

- **77%** of patients telephone the Practice to book appointments
- **40%** of patients surveyed would like to be able to book or cancel their appointments on line and get their test results for example.
- Being able to access Practice services via the Practice clinical internet provider would make it quick and convenient for internet patients and would take traffic off of the telephone services.

Action Plan

- To promote our online services that are available 24/7
- Demonstrate to patients how this works
- Sign up at least an additional 10 to 15% of the Practice population (which will increase in excess of 8,000 patients from 1st April 2014.)

Outcomes

- **We exceed our sign up target of 10 % by increasing our patient online registrations to 962 which is an additional 11.6%**
- **We have introduced two new additional services – access to the patient Summary Care Record and the ability to message the Practice thus saving the patient a phone call or visit and we are able to reply to the patient via the patient record.**

Improving clinical communications to patients

(Expected outcome: to ensure that patients are given enough time in their consultation to ask questions and for the clinician to ensure they fully explain the patient condition and include the patient in their treatment plan)

The Doctor explaining patient's medical conditions and involving them in their care although we are **9% and 11% above the national bench marks** in both these areas we dropped (**3% & 2%**) against our own results last year and feel that this was due to volume of patients' pressures.

Action Plan

- Dr Chandra – Senior Partner is working with his GP Partners to ensure that there is sufficient time for patient questions and clinical explanations of conditions and patient inclusion in subsequent care planning.
- Always feel that you can ask questions and the Doctors encourage you to be fully involved in your care plans.
- Please tell us your experience and do not feel you will get the Doctor in to trouble, your experience and feedback is invaluable to the Doctor and their own continual professional and personal development.

Outcomes

- **Our Doctors have worked very hard to ensure that all of our Patients have the clinical time that they require – we also appreciate that we have 2,400 newly merged patients who had to become accustomed to our Practice and our clinical team as Dr Unnikrishnan unfortunately was on long term sick leave and has now retired from General Practice.**
- **We have received very positive feedback from patients especially via the Friends and Family test replies.**

Improving general communications:

(expected outcomes: to provide our patients with timely information and to improve their understanding of how to access services for their benefit and those of their families)

We communicate with our patients by several methods but in working with our PPG members we felt that the introduction of our new quarterly PPG/Practice New Letter and strengthening ties with our PPG and patients.

- Tony one of our PPG Members is going to work with Lynne – Practice Development Manager to produce a regular newsletter aimed at providing valuable information for patients and how services are being developed along with other issues that are affecting the National Health Service during the changes.
- As part of our action plan for 2013/2014 we introduce our new electronic patient information monitors which provides you with health and Practice information and we are continuing to fully utilise this method of communications for you, however, if you feel that we should be including any item please ask to speak to Rachael Atkinson who will pass your suggestion on.
- If you feel that you have any ideas on how you think communications can be improved please ask to speak to Lynne Bolton – Practice Development Manager.

Outcomes

- **Our newsletter production had to be put on hold as due to unfortunate and unforeseen circumstance but we hope to put this production in 2015.**
- **Our Practice website has been completed re modeled and now has a clean and fresh look and it is much easier to maneuver. We have added a great deal of content in this past year including important links to local services and also introduced updated links to safeguarding, domestic abuse etc and a whole host of other items of interest for example the North Kirklees Clinical Commissioning Group.**
- **We have had very constructive communication feedback and we thank all our patients for their ideas and suggestions which we are acting upon.**

Practice Merger:

The Practice of Dr T Unnikrishnan and his team and 2,400 patients will be merging with our Practice to become Dr N Chandra & Partners from the 1st April 2014.

Our action plan:

- One of the main focuses will be the integration of the patients, service and Practice Teams which our PPG members have agreed to support us with. As we currently offer a significant number of services that Dr Unnikrishnan's single handed practice does not offer those patients will benefit significantly from an increased service provision.
- In March each head of household will receive a letter from us via the Health Authority providing them with details and advantages of the Practice Mergers. There is one letter for Dr Unnikrishnan's patient and one for the current North Road Patients. Copies of these letters are available via the Practice Website and in the patient reception areas.
- Our PPG members will be attending at surgery during the first few months to chat to all of our patients so that you can provide feedback to our Practice Team.
- We have detailed above our main action points.
- Dr Unnikrishnan and his team of Practice Nurse and three receptionists will be joining us and they bring many years of experience and high quality patient service to add to our current team.
- To take advantage of securing new additional services for our merged Practice populations – we will provide details throughout the year and via our new Newsletters.

Outcomes

It was with great sadness that we had to announce that Dr Unnikrishnan had been taken seriously ill shortly after he joined the Practice and he did indeed in December retire from his position as a GP, however, we are very pleased that he has continued to make slow recover back to health and we wish him every speed in this continual process.

- **We completed all of the above actions and want to thank our newly merged patients for their patience and understanding during this very demanding time.**

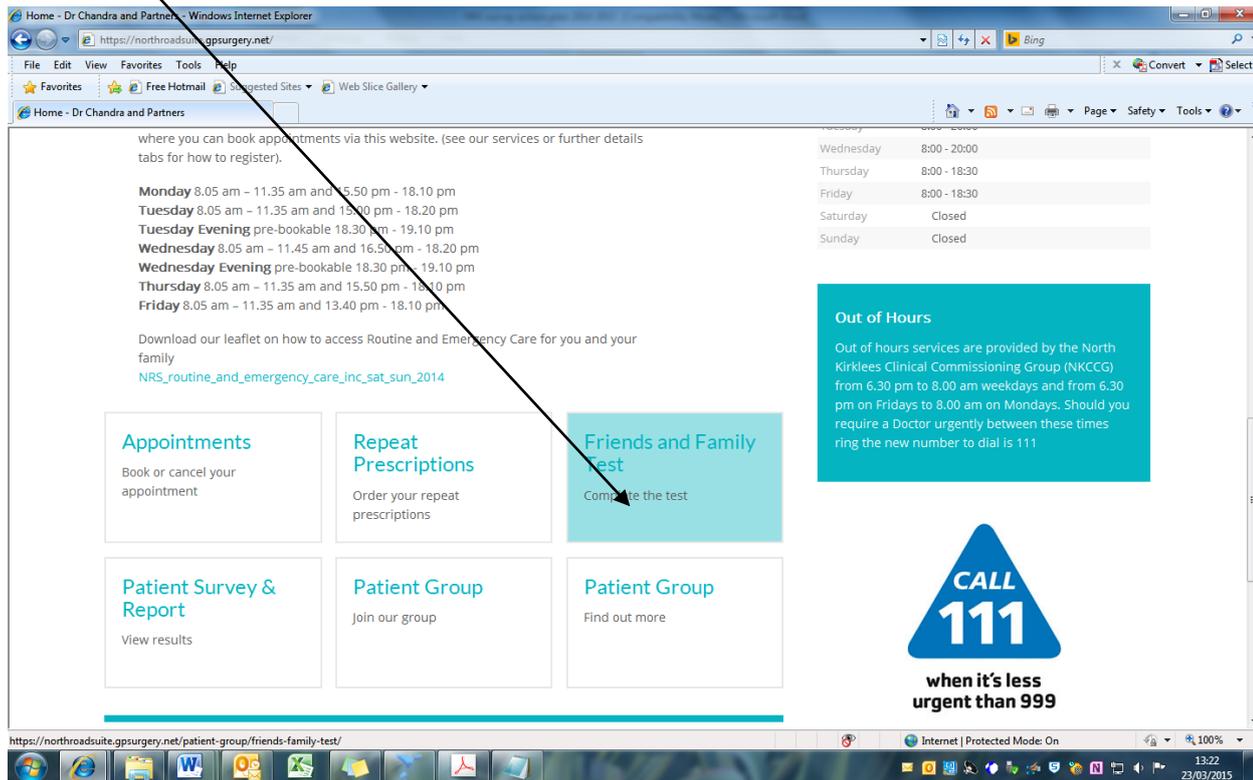
Other issues from previous years - Car Parking ONGOING

We have already conducted extensive talks with the, Council and Planning departments who have not approved planning permission, however, we recently met with our Local MP Simon Reevel and one some of our Patient Participation Group members and he has kindly offered to take this issue forward on behalf of the Practice service users.

Outcomes

We are happy to report that the Partners of the North Road Suite and Dr Mahmood and Partners have submitted a bid to secure funding from NHS England to extend the car park and this will also require a substantial sum to be invested by the Partners. We are awaiting the outcomes at the time this yearend report was completed. We will of course update our patients with regards to the outcome.

You can continue to give us your valuable feedback Via the Practice website by clicking on the Friends and Family link



Or Speak to our receptionists and ask them to pass on the information.

Put it in writing to us and mark it for the attention of the Practice Management.

The Partners and complete Practice team thank you for all of your other kind comments which were most gratifying.

Lynne Bolton – Practice Development Manager

23rd March 2015.