**Stanley Medical Group**

**Review of Patient Survey 2015/16 and Action Plan**

At the beginning of 2016 we conducted a patient survey to gather the opinion of our patients, in the same format agreed by our Patient Reference Group.

We collected 118 forms. A summary of results is below (click on Appendix 1 for more detail).

The results/trends were very similar to the survey done in 14/15 which was very well received in the areas relating to premises and consultations/individual clinical feedback however it was disappointing in the areas looking at access to a GP.

**Access/Appointments:**

The practice constantly monitors the number of GP/NP appointments available in any week ensuring capacity don’t drop beyond an unmanageable amount in the event of staff holidays or other leave. A typical week has the equivalent of over 900 appointments (although not all of this is bookable by patients as it includes our system for our On Call clinicians to deal with urgent appointment requests) 900 is between SILVER and GOLD standard according to RCGP guidance. Since doing the survey we have employed a practice pharmacist who deals with all medication queries or requests that are not listed as ‘repeat’. The aim is to free up the time of GP so that he/she doesn’t use up appointment time to deal with medication queries that can easily be done by a more appropriate clinician. This improvement will not be reflected in the survey results.

**Premises:**

This area showed relatively good results both years. This year’s survey showed great improvement in the quietness/privacy question which was very satisfying. We have changed our Reception Desk, applied a visual aid to stop patients being too close to the person at the Reception Desk (coloured feet on the floor) and we now have full use of the entire waiting room for Stanley Medical Group patients so we have utilised 3 areas for patient information, to create a distraction.

**Consultations/ Individual Clinician:**

Again this area showed very good results both years. Nil action from last survey

**Summary of Comments:**

Often this section provides a variation in patient experience.

However the two main themes were:

1. Dis-satisfaction at GP Access and/or preferred GP
2. Telephone lines busy / long wait

* It is our intention to re-audit in January, to see if the addition of a Pharmacist has improved matters. **This is high priority for Stanley Medical Group**
* Access to a named GP - Dr Bisson is researching some work done by RCGP to assist with managing GP continuity in large practices. This is a longer term project however we hope to make some progress with this using ‘RCGP Continuity of Care Toolkit’  within the next 6 months <http://www.rcgp.org.uk/policy/rcgp-policy-areas/continuity-of-care.aspx>
* We have plans to install a new telephone system, which amongst other things, will ensure better utilising of our Branch site which could field calls to relieve some of the pressure at our main site. We have 2 quotes and are currently negotiating the final points, with a view to having install and training complete be the end of the year. The system includes easy to view reports that tell us about busy periods, less busy periods, dropped calls, length of calls, distribution of calls between operators therefore we are will use this tool to ensure our call handlers are greater in numbers at peak times.
* It also includes call recording which we plan to use for staff training.

**Appendix 1**

Patient Survey Results:



**Action Plan**

1. Re-Audit Access January 2017

2. Dr Bisson to introduce plans to follow RCGP guidance on GP Continuity

2. Finalise the purchase of phone system