

Improving Practice Questionnaire Guidelines for Discussion

After your practice team have taken time to read the IPQ report, you may find the following useful as a guide to designing the structure of, and approach to, the discussion of patient feedback. This may help to pinpoint areas where your service could be improved and areas where it should be maintained.

You may like to use this guide as a means of sharing your results and action plan.

Section A – Discussion of local practice survey findings

1) Patient reference group (PRG) members present:

Hawthorn Surgery PPG has not resumed since the Covid 19 pandemic due to local high rates of infection.

2) Practice staff (and designation) present:

Survey findings were circulated to the following staff;

Amanda Nelson Practice Manager

Dr A Stonelake GP

Dr B Brown GP

Dr E Moran GP

Dr A Brooke-Gandhi GP

Dr T Pymar GP

Dr N Patel GP Trainee

Dr H Akinyemi GP Trainee

Jill Rigg Practice Nurse

Lisa Credland HCA

Debbie Pickup Treatment Room Nurse

Sarah Carrera Senior Medical Secretary / Summariser and clinical coder

Louise Smith Medical Secretary

Adele Wightman Senior Receptionist

Jayne Standen Receptionist

Nicola Jeffs Receptionist

Natasha Agard Receptionist

Dawn Howden Receptionist

Elaine Chadwick Senior Receptionist

Emma Clark Receptionist

Susan Dufton Administrative Assistant

3) Please state your key findings from this local survey – look at the report as a whole to include written patient comments in order to obtain a complete picture of performance (see guidance in the introduction of the report).

Bearing in mind this survey took place just as the country was coming out of lockdown, post pandemic, covid vaccination programme, there were many complimentary comments about the practice and its staff. Patients were very satisfied with the services, once they had managed to get through to Reception. Patients feedback that they would like to be able to book more online appointments, book in advance, and have their telephone calls answered quicker.

4) Which responses were most positive?

1. The ability to listen (GPs)
2. Respect shown (by GPs)
3. Explanations (by GPs)
4. Comments about the Practice Team.

5) Which responses were least positive?

1. Telephone access
2. See GP within 48 hours
3. See GP of choice

6) In which areas did you deviate most from the national benchmark? Can you explain why this might be?

Telephone access. Just before the survey took place, the practice had a new telephone system installed. There were major teething problems; large queues of patients built up, the extension system did not work properly, and there were not enough receptionists to answer the increased number of incoming lines.

Since then, the telephone system has been tweaked on several occasions, and the number of patients held in a queue has reduced significantly. Also, the practice employed three new reception staff, so the incoming phone calls are now being answered much more quickly.

7) What are the main priorities identified by the PRG?

Hawthorn Surgery PPG has not resumed, due to the high levels of local infection currently.

8) Which responses were least positive?

Already answered in Section 5.

Section B – Discussion of previous local practice survey findings in relation to the current ones (if applicable)

9) What activities have you undertaken to address issues raised by your last survey which were deemed as a priority by your CCG and your practice staff?

Patient experience issue	What as been done to address this?
Patients would like better phone access	<p>Three new receptionists were employed</p> <p>A new phone system was installed, which to begin with caused more problems that it solved. The system has now been corrected and altered to suit patient demand.</p> <p>In Jan 2022 the practice stopped taking requests for repeat medications over the phone. This has resulted in lower numbers of incoming phone calls as patients are ; now using online ordering rather than ringing the practice.</p>
Promotion of weekend appointments and screening services for men	We updated our surgery website to promote these two areas.

10) Do the results of this survey reflect these activities? (Please look at the report as a whole to fully determine this).

Some patients have reported continued dissatisfaction with the phone system. However, since the pandemic, there has been a huge increase in patients trying to access primary care services. There has also been a big increase in patients with anxiety and mental health issues, all wanting to see their GP. Demand for GP appointments has far outstripped availability not just in this practice but across the country.

Hawthorn Surgery is part of Bramley, Wortley, Middleton PCN, and the PCN has employed pharmacists, physiotherapy services, Social Prescribers, Mental Health Workers, all of whom offer appointments to the patients at the surgery.

11) In which areas have you seen most changes?.

Last survey	This survey
	Telephone access
	See patient within 48 hours
	Speak to GP on phone (last year most consultations were telephone based. We have now increased the number of face to face consultations and reduced the number of phone consultations.

Section C – Action plan

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable timeframe for these changes?
Improve telephone access	Install an additional incoming phone line	Practice Manager	1 month
Increase number of appointments available to patients	Recruit additional clinical staff	Partners	4 months
Patient participation and feedback	Re-instate the PPG	Practice Manager and patients	3 months
Reduce the number of wasted appointments	Send text reminders for face to face appointments	Reception Team	1 month

Does your CCG (or similar body) need to be contacted? no

(This would only be the case if a practice proposes significant change and CCG agreement has not been obtained. Changes which impact on contractual arrangements also need to be agreed with the CCG).

Section D – Your details

Practice name:

HAWTHORN SURGERY

Practice address:

WORTLEY BECK HEALTH CENTRE, RING ROAD, LEEDS LS12 5SG

CCG (or similar):

LEEDS

Your name:

AMANDA NELSON

Job title:

PRACTICE MANAGER

Signature:

Amanda Nelson