

Patient Access Improvement Plan 2022/23

Introduction

This document describes the action required to improve patient access to services for Ritchie Street Group Practice (F83021).

Areas identified as needing improvement

The following feedback has been taken from <https://www.gp-patient.co.uk/> on 21/07/2022.

The highlighted results are the ones that have been identified as lower than the local average and require action to raise patient satisfaction.

Your local GP services

- 34% find it easy to get through to this GP practice by phone.
ICS result: 55% National result: 53%
- 77% find the receptionists at this GP practice helpful.
ICS result: 78% National result: 82%
- 35% are satisfied with the general practice appointment times available.
ICS result: 55% National result: 55%
- 39% usually get to see or speak to their preferred GP when they would like to.
ICS result: 36% National result: 38%

Making an appointment

- 42% were offered a choice of appointment when they last tried to make a general practice appointment.
ICS result: 59% National result: 59%
- 61% were satisfied with the appointment they were offered
ICS result: 68% National result: 72%
- 98% took the appointment they were offered
ICS result: 96% National result: 96%
- 42% describe their experience of making an appointment as good.
ICS result: 54% National result: 56%

Your last appointment

- 94% were given a time for their last general practice appointment.
ICS result: 91% National result: 90%

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- 83% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment.
ICS result: 81% National result: 83%
- 80% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment.
ICS result: 83% National result: 85%
- 74% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment.
ICS result: 81% National result: 83%
- 67% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment.
ICS result: 78% National result: 81%
- 83% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.
ICS result: 88% National result: 90%
- 88% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment.
ICS result: 91% National result: 93%
- 82% felt their needs were met during their last general practice appointment.
ICS result: 89% National result: 91%

Your health

- 53% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s).
ICS result: 60% National result: 65%

Overall experience

- 58% describe their overall experience of this GP practice as good.
ICS result: 70% National result: 72%

Difficulties faced by the practice

The patient survey was carried out by NHSE and was sent to 626 patients. Only 101 responded. This is a 16% completion rate. To put things in perspective 0.01% of our 18065 patients responded. The survey result therefore needs to be viewed with this small minority responders in mind.

The survey was also carried out at a time that the practice was functioning under a COVID pandemic and services were restricted compared to 2019.

However, the practice recognises that other members of the local Primary Care Network (PCN) practices, we have scored badly in comparison.

Some possible reasons are:

- We only offered face to face appointments as a patient preference in July 2022.
- We only offered pre-bookable appointments for GPs since July 22.
- We removed the eConsult function as well as the facility to book appointments online.
- We had high sickness absence and therefore reduced appointment availability since the beginning of the pandemic.

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Action Plan to improve Patient Access

All actions will be measured against the next Patient Survey results.

Item	Issue	Action Required	Measurement	Timescale	Lead
1	34% find it easy to get through to this GP practice by phone. ICS result: 55% National result: 53%	Remove the multitude of options on the phone to make it easier to get through and not get 'lost' in the system. Review number of staff prioritising the phones throughout the day.	Run telephone system report.	19/08/2022	Ash
2	77% find the receptionists at this GP practice helpful. ICS result: 78% National result: 82%	Share survey results with staff and provide further training to improve standards	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
3	35% are satisfied with the general practice appointment times available. ICS result: 55% National result: 55%	Increase the number of GP appointments available between 6.30pm – 8pm, Monday to Friday to increase access for patients that are working.	Number of appointments available between 8am and 8pm, Monday to Friday and on Saturday 9am until 1pm. This does not include any service provided by the Federation. This is also subject to successful GP recruitment.	50% Increase in appointments available throughout the day.	Fozia /Hodan
4	42% were offered a choice of appointment when they last tried to make a general practice appointment. ICS result: 59% National result: 59%	Staff to offer at least two appointment times if available.	Next Practice Survey results	Ongoing	Isabelle

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5	61% were satisfied with the appointment they were offered ICS result: 68% National result: 72%	Staff to offer at least two appointment times if available.	Next Practice Survey results	Ongoing	Isabelle
6	42% describe their experience of making an appointment as good. ICS result: 54% National result: 56%	Improve customer service delivery via training and development for staff	Next Practice Survey results	Ongoing	Ash
7	80% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment. ICS result: 83% National result: 85%	Share Survey results with clinical staff and set target of 90%	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
8	74% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment. ICS result: 81% National result: 83%	Share Survey results with clinical staff and set target of 90%	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
9	67% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment. ICS result: 78% National result: 81%	Clinicians to ask about mental health during appointments. Identify any training needs.	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
10	83% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment. ICS result: 88% National result: 90%	Share Survey results with clinical staff and set target of 90%	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
11	88% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment. ICS result: 91% National result: 93%	Share Survey results with clinical staff and set target of 95%	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath

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12	82% felt their needs were met during their last general practice appointment. ICS result: 89% National result: 91%	Share Survey results with clinical staff and set target of 95%	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
13	53% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s). ICS result: 60% National result: 65%	Share Survey results with clinical staff and set target of 90% Provide further training and awareness of other support available to patients.	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
14	58% describe their overall experience of this GP practice as good. ICS result: 70% National result: 72%	Share Survey results with all staff and set target of 80% minimum	Monkey Survey for individual staff(?)	Carry out surveys in September	Cath
15	EConsult currently not being used.	Restart using eConsult in a slow return phase to ensure that we can manage demand and review pathways based on workload.	Uptake of eConsult in line with the GMS contract digital requirements	Ongoing	Ash/Cath
16	Practice has an online access target of 95 eConsults per week	Review systems to enable targets to be met in a safe and appropriate manner	Uptake of eConsult in line with the GMS contract digital requirements	Ongoing	Ash/Cath
17	Patients not able to pre-book appointments with a guarantee of being seen within a two-week period.	Allow staff to book appointments in advance up to 4 weeks.	Minimum of 50% pre-bookable appointments available 4 weeks in advance	Ongoing	Fozia/Hodan
18	Uptake of the Community Pharmacy Referral Service (CPRS) for minor ailments is low	Reception Supervisor to monitor staff	Target – minimum of 30 offers to patients per day. EMIS report	Ongoing	Fozia/Isabelle
19	Shortage of GP's due to recent leavers	Continue with recruitment activities	Successful recruitment	Ongoing until fully recruited	Ash

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		for a GP or a prescribing Nurse Practitioner to assist with demand management.			
20	Patients are not sure how to access all services and confused about all the new clinical roles.	Update website and display information in the waiting areas.	Next Practice Survey results	Ongoing	Ash/Cath
21	Get costing of call back feature for the practice telephone system to allow patients the option of not having to hold in a queue.	Check costing with Premier Choice for the remainder of the 2 years left on the contract, or add to specifications for the next service provider contract.	Quotation from Premier Choice for new facility and contract length agreement	31/01/2023	Ash
Please note these action points are subject to change as per resources available.					

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The contents of this action plan have been discussed with the current PPG group on 04/10/2022.

The plan will be reviewed and updated on a six-monthly basis in response to patient and public feedback as well as in reaction to the National Patient Survey results.

The practice however recognises that some of the targets may take longer than expected to reach due to the shortage of staff and quality of locums that are available to us. The practice also recognises that the aims will be prioritised based on likely hood of achievement vs investment required.

More information regarding our PPG group can be found at our website:

<https://www.ritchiestreetgp.co.uk/practice-information/patient-participation-group/>