



## **SUNDRIDGE MEDICAL PRACTICE**

### **2022-2023 PATIENT PARTICIPATION REPORT AND ACTION PLAN**

**PRACTICE POPULATION AS ON 24.02.2023 is 6066**

**The Patient Participation Group (PPG) currently consists of 9 members - 4 Males and 5 Females.**

Prior to lockdown, Practice was actively recruiting new members across the age ranges, through advertising on the surgery website and surgery notice boards. The surgery website gives details of how to join the Patient Participation Group.

133 completed surveys were received by patients who visited the surgery over a period 3 months (December to February).

This survey results were discussed with PPG on 28<sup>th</sup> February 2023 and with our surgery staff on 22<sup>nd</sup> March 2023 and this action plan was put together.

#### **1. HELPFULNESS OF RECEPTION AND PRACTICE STAFF:**

99% of patients mentioned that they had a good to excellent experience with the helpfulness of reception staff. The surgery survey scored maximum on this question and a record number of positive comments were received for the efficient service that reception staff offer. The receptionists undergo periodic customer service training, online training and attend regular staff meetings to highlight any issues that need to be dealt with.

Staff is also very resourceful in signposting patients to appropriate services and are provided with list of services to serve the patients more efficiently.

**Action Plan:** Ongoing customer service training, online courses for staff and regular staff meetings to maintain standards

#### **2. EXPERIENCE OF BOOKING AN APPOINTMENT AT THE SURGERY:**

79% of patients commented that booking an appointment at the surgery was good to excellent. 14% of patients commented as 'Don't Know'. The surgery offers a range of appointments including routine, bookable in advance, on the day appointments and hub appointments.

On the day appointments are released at 8am. Some advance bookings are also available. Staff will try their best to provide an earliest available appointment to the patients. This will avoid repeat calls from patients to book their appointment. Usually reception can book advance appointments for patients.

There is an additional service called eConsult where patients can consult online and will be provided with response from clinicians in the next two working days.

**Action Plan:** To continue encouraging patients to use eConsult service and telephone message service (receptionists take messages from patients and record in the message book for duty doctor).

### **3. CONFIDENCE AND TRUST IN THE HEALTHCARE PROFESSIONAL YOU SAW OR SPOKE TO**

99% of patients stated that they trusted the healthcare professional they interacting with. Patients are now offered face to face appointments, eConsult, telephone appointment and telephone message service as above. Clinicians advise patients to be seen face to face depending on the urgency and need of the ailment.

**Action Plan:** Clinicians continue to give first class treatment to patients. Reception staff continue to keep patients updated of any unavoidable delays. Overall the telephone triage system is popularly used by patients who work far away from the surgery but can still get an advice from their GP.

### **4. HOW SATISFIED ARE YOU AT THE STANDARD OF FACILITIES IN THE SURGERY i.e. WAITING ROOM, CONSULTING ROOMS, TOILETS ETC**

99% of patients stated between good and excellent. We strive to maintain a clean and welcoming surgery. Our cleaning company adheres to a strict cleaning schedule to make sure the surgery meets CQC standards. Hand sanitising gel is available for use on the reception counter.

The notice boards are well planned, one dedicated notice board to focus on ongoing quality service and the other notice board is updated at regular intervals to convey all the latest updates.

The LED screen in the waiting area also displays important information e.g. immunisation information and surgery website address etc. The Practice website also provides information about Practice updates.

**Action Plan:** To continue to monitor cleanliness in the surgery and update health promotion and surgery information on the noticeboards and LED screen. All the infection prevention and hygiene measures are in place to protect staff and patients using the facilities.

### **5. EXPERIENCE WITH THE PRACTICE NURSE**

90% of patients stated their experience good and excellent. 9% patients responded as 'Don't Know' and not answered as they have not yet been seen by the nurse. Nurses have direct access to a GP if further clarification is needed regarding any patient consultation and make every effort to deal with problems in same visit.

**Action Plan:** Patients are encouraged to book with the nurse to free up some GP appointments so that the appointment system works effectively. Nurse can seek GP's advice if necessary.

## **6. EXPERIENCE WITH THE TRAINEE DOCTOR**

44% of patients stated their experience good and excellent. 56% patients responded as 'Don't Know' and not answered as. Trainee Doctor has direct access to a GP if further clarification is needed regarding any patient consultation. He is able to prescribe medication and review patients with long term conditions

**Action Plan:** We are planning to put up a note on the notice board with name and label of trainee doctor.

## **7. HOW SATISFIED ARE YOU WITH THE OPENING HOURS/EXTENDED HOURS AT THE SURGERY:**

92% of patients responded as good and excellent and 6% patients responded as 'Don't Know'. Extended hour appointments (at surgery on Mondays and PCN rest of the week including Saturdays) are helpful to cater to the patient beyond surgery hours. eConsult service is reasonably utilised by the patients

**Action Plan:** Surgery is open from 8am to 8pm on Monday and 8am to 7pm Tuesday to Friday and at 9am to 2pm every 6<sup>th</sup> Saturday. Opening hours are shown on the notice boards in the surgery as well as on the surgery website and Practice Leaflet. PCN appointment information is mentioned on the surgery website. eConsult details are mentioned on the surgery website. We continue to actively promote eConsult.

## **8. OVERALL SATISFACTION WITH THE SERVICES AT SUNDRIDGE MEDICAL PRACTICE:**

90% of patients thought the services were good to excellent and 2% patients responded as Don't Know'. We have installed a comments box in the lobby to help the Practice understand any issues that patients may have when visiting the surgery.

**Action Plan:** We have a new telephone messaging service to remind patients of their appointment which has reduced DNAs. We have new messaging system in place to invite patients for vaccinations and annual reviews which is very effective and saves time to recall patients.

## **9. HAVE YOU VISITED THE SURGERY WEBSITE?**

44% of the patients had visited the surgery website. Our website is advertised in the Practice Leaflet which is given to new patients. Our surgery website has a new makeover. We are working hard to make it as resourceful as possible providing all the signposting information which will help patients to avail the required services. Patients are being given an access code to enable them to logon to order repeat prescriptions and book appointments.

**Action Plan:** To continue to encourage new and existing patients to use the website for booking appointments and updated surgery and health information. We are also training our reception staff to become care coordinators in trying to match appropriate contact in the Practice for patients such as mental health Practitioner, Pharmacist, Physiotherapist and Social Prescriber

## **10. HAVE YOU AVAILED ECONSULT THROUGH SURGERY WEBSITE TO RECEIVE RESPONSE FROM SURGERY WITHIN TWO WORKING DAYS:**

27% Patients used this facility. This service is most popular amongst working and young patients and this saves and frees up GP appointments. Patients receive response in two working days and all the eConsults are tracked and updated in patient's records.

**Action Plan:** Receptionists continue to encourage patients to use this service for administrative purposes also such as requesting Medical Certificates or medications or investigations.

### **PATIENT COMMENTS:**

We are delighted to have many positive comments which give us motivation for continuous improvement. We took note of constructive comments to check our areas of improvement and put on our action plans to make the service better and user friendly.

The accelerate programme which our Practice recently signed up is completely focussed on improving patient experience by adopting and streamlining our approaches and methodologies to become more efficient.

- Automated message on the telephone system guiding patients about time slots for requesting test results, registrations so that the telephone lines are freed up during peak hours such as 8am to 10am in the mornings especially on Mondays and Fridays
- Setting up flow charts for daily activities of reception staff such as filing documents, registering patients, answering phone call etc to ensure uniformity of dealing with such tasks and signposting appropriately
- Encouraging patients to access **SURGERY WEBSITE** and **NHS App** to keep them updated about the services offered by periodically sending them messages etc
- Initial triaging of patients by reception staff so that patients are directed to appropriate clinicians or service providers such as physiotherapist, social prescriber, mental health practitioner etc on first contact

These are some of the multiple improvement pointers our surgery has taken aboard.

**Please do update your contact details including email addresses and use online services to ease up the phone lines and help us serve you better. A big thank you to the patients who participated in the survey - We value your feedback.**