



SUNDRIDGE MEDICAL PRACTICE

2023-2024 PATIENT PARTICIPATION REPORT AND ACTION PLAN

PRACTICE POPULATION AS ON 28.03.2024 is 6302

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.

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

This survey results will be emailed to the members of the PPG in first week of April 2024 and will be discussed in the upcoming staff meeting in April 2024. They will also be published on our surgery website in first week of April 2024.

1. HELPFULNESS OF RECEPTION AND PRACTICE STAFF:

97% 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 (Blue Stream training on online portal) for staff and regular staff meetings to maintain standards. All new staff are also expected to complete this training within the first month of joining.

2. EXPERIENCE OF BOOKING AN APPOINTMENT AT THE SURGERY:

65% of patients commented that booking an appointment at the surgery was good to excellent. 30% of patients commented as 'Don't Know'. The surgery offers a range of appointments including routine, bookable in advance, on the day appointments, telephone 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 new online consultation service, these details are available on our surgery website. We also offer telephone consultation and telephone message service (receptionists take messages from patients and record in the message book for duty doctor to respond on the same day and the clinicians messages are conveyed back to the patients on the same day). This service is well received by our patients for simple queries.

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

98% of patients stated that they trusted the healthcare professional they interacted 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

98% 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 and leaflets. All the infection prevention and hygiene measures are in place to protect staff and patients using the facilities.

5. EXPERIENCE WITH THE PRACTICE NURSE

89% of patients stated their experience good and excellent. 10% patients responded as 'Don't Know' and not answered as they have not yet been seen by the nurse. Nurses have direct access to 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

51% of patients stated their experience good and excellent. 48% patients responded as 'Don't Know' and not answered . 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: This reflects that some patients have not seen the GP trainee yet. We will continue to specify the details of trainee GP to make patients more aware of who they are seeing.

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 & Wednesdays and PCN appointment access for the rest of the week including Saturdays) are helpful to cater to the patient beyond surgery hours. eConsult service is well 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 6th 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. Online consultation details are available on the surgery website and is well utilised by our patients.

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

99% of patients thought the services were good to excellent. 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 well established telephone messaging service to remind patients of their appointment which has reduced DNAs. We have effective messaging system in place to invite patients for vaccinations and annual reviews which is very productive and saves time to recall patients.

9. HAVE YOU VISITED THE SURGERY WEBSITE?

82% 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 is updated on regular basis with new or any relevant information. 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, online consultations and updated surgery services and health information. We continue to train 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, podiatrist and Social Prescriber.

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

52% 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 our online service for administrative purposes such as requesting Medical Certificates or medications and any clinical concerns.

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.

Because of this, our Practice was voted the best practice in Bromley in an anonymised NHS England patient survey in 2023.

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.