

**BRIDGE LANE GROUP PRACTICE - PATIENT GROUP**

**PATIENT BRIEFING**

*Our most recent Briefing was in the Practice on Wednesday 5 June and was open to all patients of Bridge Lane.*

*We had a Practice Update with Dr Pearson and a presentation from Andraya Catlyn on her role as Wandsworth NHS digital inclusion manager.*

*This led on to a discussion on the NHS app*

*It was an interesting session, and thanks to those who came out to the meeting.*

**Our next Patient Briefing is on Wednesday 2 October in the Surgery at 5 pm.**

What would you like to hear about?

**ANNUAL GP SURVEY**

The annual national survey was carried out in March and the results have been published. It is designed to give patients the opportunity to provide feed back about their experiences of their GP practice. It was organised by NHS England and Ipsos. It is one of the few ways we have to determine patient experience/ satisfaction, therefore very important.

Around 2.4 million patients in England were randomly selected to answer a questionnaire about their experiences. 454 Bridge Lane patients were contacted but unfortunately only 93 returned the questionnaire. The results of the national survey are available on [gp-patient.co.uk](http://gp-patient.co.uk) You can find out there the data for our practice, for South West London or for England.

We will try to give you a flavour of the data by looking in detail at one question. ***Do you find the reception & admin staff helpful?***

Very Helpful:	BLGP 38%	SWL 44%	Eng 42%
Fairly Helpful:	BLGP 42%	SWL 41%	Eng 41%
Not Very Helpful:	BLGP 11%	SWL 10%	Eng 11%
Not At All Helpful:	BLGP: 10%	SWL 5%	Eng: 6%

There were 20 questions, and briefly, some other responses in less detail were.....

51% find it easy to get through to practice by phone

24% find it easy to get through using website

31% find it easy to get through using NHS App

41% usually get to see, or speak to, their preferred healthcare professional

89% felt their needs were met during their last appointment

92% had confidence and trust in the healthcare professional they saw or spoke to during their last appointment

69% describe their overall experience of this GP practice as good

## HOW HAS IT BEEN FOR YOU?

At the beginning of July, in response to NHS England directives, the Practice changed its method of booking appointments. All requests for appointments are now submitted to the practice on a triage form which are continually assessed by a GP during working hours.

At our last patient committee meeting we discussed the system with our practice manager. We also went behind the scenes and watched Dr Pearson (below) assessing incoming requests and allocating them to GPs and other healthcare professionals.

Anouska Forte, practice manager, reports:

“Looking back at the first few weeks of our new total triage system, we have been very happy with the way the system is working for both patients and the surgery. Having a doctor triage all of the incoming requests is clinically safer and is helping us ensure that patients see the right person, first time and within two weeks (unless the patient has requested otherwise).

We understand that change can be challenging for some (it's been a lot of hard work for us too), but we are pleased and thankful for the positive way our patients have approached the new system. We are processing over 800 requests per week and have seen a reduction in the Monday morning rush (although Mondays, understandably, remain our busiest day).

Hopefully patients are beginning to see that they do not need to contact us at 8am to secure an appointment; if a request is clinically urgent, we will offer an appropriate appointment or advise the patient of the best course of action. We are greatly encouraged by the positive feedback we have received so far, and are also grateful for the constructive criticism that has allowed us to see where improvements need to be made.

I would also like to reiterate that requests can be submitted over the telephone, or in person, if patients do not have access to the internet or a smartphone. The system is not designed to prevent access. In fact, what we are seeing is that because those that can use the technology are submitting their requests online, the telephone queues are reducing. We are hopeful that this will continue.”

How has the new system worked for you? Please let us know about your experience and email to [jamiegillespie44@btinternet.com](mailto:jamiegillespie44@btinternet.com)

