

An update for our Patients - As you are aware we have made many changes at Wistaria & Milford Surgeries. In some cases, patients and staff have been frustrated by new software and procedures. Together with an increasing patient list size, additional clinical roles from our Primary Care Network, it was important to make the most of the NHS resources we have in our area and use the skills of Social Prescribers, Paramedics and Physiotherapists.

Since opening the Iris Suite in 2022 and a very busy last winter we asked our PPG (Patient Participation Group) to conduct a survey for our urgent/ on the day care requests. Giving good routine and urgent care is important to us. It's very difficult to balance dealing with the number of requests we receive each day and provide patients with what they need medically rather than what they want.

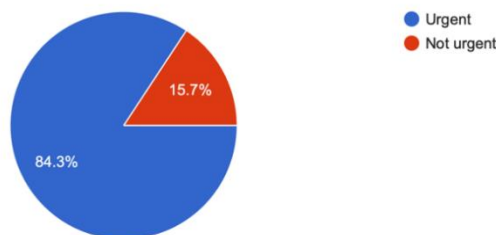
We felt it was important to survey our patients directly as the national patient survey conducted each year deals with very few completed surveys and low response rate.

PPG report and feedback

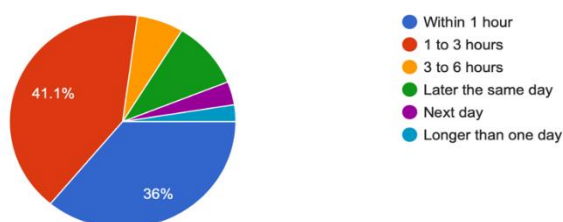
Patients who had requested an urgent appointment during December, January, February, and March, were sent a link asking if they would complete a survey of their experience in contacting the surgery. The total number of patients contacted was 1771 and there were 522 responses. The response rate was 29%.

The feedback received from patients regarding their recent experiences at Milford and Wistaria Surgeries has been overwhelmingly positive, highlighting several key areas of satisfaction and areas for improvement. Here is a snapshot of the data.

How did you classify your request?
510 responses

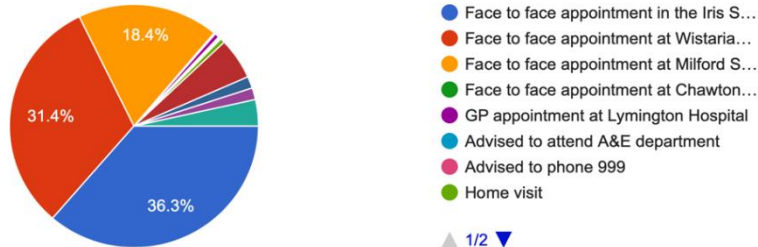


How long did it take before you received an initial response?
511 responses



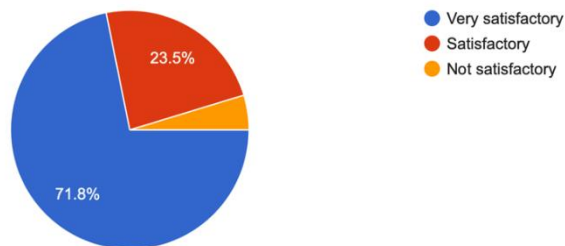
What was the initial result of the response?

512 responses



How was the outcome of your contact? (Not the medical outcome)

511 responses



Report from our PPG

Strengths:

- **Prompt Response:** Patients praised the swift response times, with many receiving call backs and face-to-face appointments within hours of contacting the surgery, even late on Fridays.
- **Efficient Service:** The Iris Suite was commended for its smooth operations and excellent service, providing a much-needed resource appreciated by patients.
- **Professionalism and Care:** Staff, including doctors and receptionists, were praised for their professionalism, kindness, and thoroughness in addressing patients' concerns.
- **Quality of Care:** Many patients expressed satisfaction with the thoroughness of examinations, treatment plans, and follow-up care received from the doctors.

Areas for Improvement:

- **Klinik System:** While the Klinik system offers convenience, some patients found it difficult to navigate or felt it didn't adequately address their needs. Suggestions included simplifying the form and providing clearer instructions.
- **Communication:** Some patients experienced issues with communication, including missed appointments or lack of follow-up regarding prescriptions or test results.
- **Accessibility:** Patients with hearing impairments highlighted challenges in phone communication and suggested additional training for staff to accommodate such needs.

Overall, while patients appreciated the quality of care provided by Milford and Wistaria Surgeries, addressing the identified areas for improvement can further enhance patient experience and satisfaction. Continued efforts to streamline processes and improve communication will contribute to the delivery of exceptional healthcare services.

(AI generated from the text of patients' comments)

This survey was active during January, February, March, and April 2024. The report has been compiled by Wistaria & Milford PPG.

Actions from the Practice

- **Increase in call handlers from April 2024**
- **Wallboard telephone queuing visibility for admin staff**
- **Patients who require continuity of care and submitted as “urgent” discussed with patients who require monitoring of long-term conditions with a named GP**
- **Patient Services Manager and care co-ordinator have started a large piece of work on reasonable adjustments for patients who have additional needs. We will be re-checking current alerts, coding existing and new information, which can be visible across other NHS providers.(where sharing agreement are in place)**
- **Feedback to Klinik regarding software & format**
Klinik repeats some questions in different part of the form as this helps triage routine requests which could be medically urgent
- **Increase information to patients regarding Klinik and Triage**
- **Music is to help confidentiality at reception and is local hospital radio – sorry its not to everyone’s taste!**
- **We welcome our patients support to increase the GP Core contract to our practice budget, so we can give you the care you want, and we want to provide for you.**

Jan Lamont, Practice Manager



**Wistaria
& Milford**
SURGERIES

The Government gives this practice just £107.57 a year for each patient, whatever their health needs. That's less than the cost of a TV licence.

This means we're only given 30p a day for every patient registered with us – less than the cost of an apple.



GPs want the same things that you do.

We believe nobody should struggle to see their family doctor.

Did you know?



GPs and their teams are exhausted and losing morale.

No matter how many hours we work, we still can't see all the patients that need our care.



This is why you struggle to see your GP

**General Practice is being broken.
We know you deserve better than this.
GPs Are On Your Side.**