

Crabbs Cross Surgery action plan in response to patient survey 2022

The National GP Patient Survey has been designed to give patients the opportunity to feedback to the NHS England and their practice about their experiences when accessing primary care services. An independent research agency administers the survey on behalf of NHS England. The survey is sent out to registered patients, annually.

We plan to use the results of the survey to identify areas of improvement, as well as reflect on aspects of what the practice is doing well. The results will be used to plan for development and learning and the ongoing improvements.

Crabbs Cross Surgery welcomes the opportunity to review the results of the patient survey and reflect where the patients consider the service can be improved and where we do not appear to be performing as well as other practices located within the locality.

We have identified that there are areas where we have exceeded the ICS and National averages. There are also areas where we have failed to meet the national and ICS averages. We believe that this can be improved and have set about doing this.

We have created an action plan that is being implemented and believe this will improve the patient experience and care at Crabbs Cross Surgery.

The results are divided into two categories :

1. Patient experience with making/getting an appointment
2. Patient experience when seeing a clinician

There are clearly some improvements to be made here and the clinical team and the management team will work together on this as outlined in the action plan.

GP Practice Survey 2022	Crabbs Cross Surgery	ICS	National
Find it easy to get through to GP practice by phone	59%	61%	53%
Find the receptionists at this GP practice helpful	83%	88%	82%
Are Satisfied with the general practice appointment times available	38%	41%	55%
Usually get to speak to or see their preferred GP when they would like to	40%	52%	38%
Were offered a choice of appointment when they last tried to make a GP appointment	33%	64%	59%

Were satisfied with the appointment they were offered	69%	77%	72%
Took the appointment they were offered	91%	98%	96%
Describe their experience of making an appointment as good	45%	64%	56%
Were given a time for their last general practice appointment	77%	92%	90%
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	79%	87%	83%
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	82%	88%	85%
Say the healthcare professional that they saw or spoke to was good at treating them with care and concern during their last general practice appointment	82%	87%	83%
Felt healthcare professional recognised or understood any mental health needs during their last general practice appointment	70%	85%	81%
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	88%	93%	90%
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	89%	95%	91%
Felt their needs were met during their last general practice appointment	90%	93%	96%
Say they have had enough support from local services or organisations in the last 12 months to help manage their long term condition(s)	61%	68%	65%
Describe their overall experience of this GP practice as good	67%	79%	72%

Patient experience with making/getting appointment		Action plan / comments
Find it easy to get through to the GP practice by phone	59%	We are at present recruiting for new reception staff due to staff retirement and leavers to help on the phones. We are experiencing high levels of calls due to

		<p>increasing patient demand, however, the telephone system enables callers to know what position they are in the queue but also have the facility to request a callback without losing their position. The telephone system has the added facility to enable other users such as the admin team to see the amount of calls waiting and they can also answer calls.</p> <p>There has also been additional training for the reception staff on the care navigation process which has now been implemented since the installation of the new telephone system.</p>
Find the receptionists at this GP practice helpful	83%	<p>Whilst we are below the ICS average we are above the national average. All receptionists are given training and support to ensure they are able to be as helpful as possible and to provide the information that is necessary.</p> <p>We are continuously reviewing the workload of the receptionists and the telephone system to enable us to identify key busy periods and we can staff the reception accordingly.</p>
Are satisfied with the general practice appointment times available	38%	<p>The surgery opening times are currently :</p> <p>Monday 8.30am-7.30pm Tuesday, Wednesday, Thursday and Friday 8.30am – 18.30pm Saturday 8.30am – 10.00am</p> <p>We also offer additional extended access appointment through our PCN group. We believe these opening times provide enough variety for patients to be able to access services.</p>
Usually get to see or speak to their preferred GP when they would like to	40%	<p>This will be discussed with the receptionists so that we are offering a choice of appointment – this will mean asking the patient which times and doctor they prefer, rather than the earliest appointment.</p> <p>Due to the telephone triage for acute appointments this may not always be the case, and this will be explained to the patient. However, we will try to accommodate as much as possible for the routine appointments</p>
Were offered a choice of appointment when they last tried to	33%	<p>All receptionists will be receiving additional training so that we can aim to improve these figures in the future.</p>
Were satisfied with the appointment they were offered	69%	<p>Our reception staff try their best to offer a suitable appointment to our patients, however this is not always possible.</p>
Took the appointment they were offered	91%	

Describe their experience of making an appointment as good	47%	All receptionists will be receiving additional training so that we can aim to improve these figures and ensure that the patient finds the experience of making an appointment as pleasant as possible. We have recently rolled out the new online triage service which is accessible through our website for non –urgent issues. To enable patient access to all patients and increase the online booking system
Patient experience seeing a clinician		
Were given a time for their last general practice appointment	77%	
Say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	79%	To discuss the results of the survey with the clinical team To improve communications to patients through the website.g clinicians details, qualifications, languages spoken, clinical interests and specific lead areas. Detail the role of the clinical pharmacist.
Say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	82%	To discuss training needs to develop a training programme for clinicians to help improve patient interaction resulting in patients being empowered to work with their clinician on managing their condition(s)
Say the healthcare professional that they saw or spoke to was good at treating them with care and concern during their last general practice appointment	82%	To advertise to patients the role of the clinical pharmacist in assisting patients with long term conditions and medicines optimization.
Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	70%	To discuss the results of the survey with the clinical team and instigate further mental health training where required to improve interaction with patients with mental health needs.
Were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	88%	To discuss training needs to develop a training programme for clinicians to help improve patient interaction resulting in patients being empowered to work with their clinician on managing their condition(s)
Had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	89%	
Felt their needs were met during their last general practice appointment	90%	

Say they have had enough support from local services or organisations in the last 12 months to help manage their long term condition(s)	61%	This has been difficult during the last 2 years due to the covid pandemic as lots of services were suspended. It is hoped that services will now begin to improve and patients will receive support to help manage their long term conditions.
Describe their overall experience of this GP practice as good	67%	With this action plan in place we believe that this will ensure that the overall experience of the patients at Crabbs Cross Surgery will be improved