



Holbrooks Health team

Annual Practice Performance 2017

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Annual Practice Survey Results

Overall Score = 74%¹ (Appendix 1)

Patient Feedback (Appendix 2), areas of concern (down on previous year):

- Opening Hours
- Telephone Access
- Appointment Satisfaction
- See a Practitioner within 48 hours
- See a Practitioner of Choice
- Speak to the Practitioner on the Phone
- Information of Services
- Illness Prevention
- Reminder Systems
- Second Opinion/Complimentary Medicine

Opening Hours

We continue to be open longer than other GP practice, opening every day at 7:00am until the end of the last appointment at 6:30pm. We are part of the Coventry & Rugby GP Alliance, taking advantage of Extended Hours every evening after 6:30pm and Saturday and Sundays mornings. During winter months we have also signed up to the Winter Pressure Appointments across 5 sites in Coventry.

Telephone Access

We have a dedicated switchboard operator between the hours of 8:00am and 5:00pm. All calls are now directed across staff groups. We have 6 incoming lines and 5 staff taking calls during peak times.

The switchboard operator advises all patients that they can also book, cancel or change appointments via the phone system, the practice website or by registering for online services. This will also enable them to order valid repeat prescriptions, and shortly access their medical records. A phone number is obtained from all patients to enable SMS messaging for updates, reminders etc.

Note comment by a patient that the opening message on the phone system was “too long” (Appendix 3). This was to ensure information was cascaded to all patients. NHS England had already reported that they were impressed with the informative information shared with patients.

The volume of calls continues to be high despite efforts to remove prescription ordering and the giving out of results. One day last week, staff took more than 200 calls in 4 hours. Data during February 2017 shows 4100 calls were taken.

¹ 2015/16-77%

Appointment Satisfaction

Appointments are available on the day, in advance and can be booked online. Available appointments for all GPs are visible as are some for the Nurses. Appointments for the Clinical Pharmacist are booked by a Receptionist to ensure the appropriateness of booking. Appointments are available in advance until the end of April (at 29 March 2017).

See a Practitioner within 48 hours

Patients who need to be seen on the day will be booked with the on-call GP to assess the urgency of their need. The GP makes the decision as to whether they are seen or whether they can be booked in advance. Appointments are available to book in 48 hours by Reception.

See a Practitioner of Choice

Patients can book to see any GP. With the exception of 1 GP all GPs are part time. This includes Dr Evans and Dr Kleine. The partners do book up in advance and unfortunately when they are fully booked we cannot create additional appointments for them.

Speak to the Practitioner on the Phone

Staff book telephone appointments every day with GPs. Any indication of a request for an emergency matter is passed to the on-call GP. There are no barriers to booking a telephone appointment with a GP, but they are not endless and patients may have to wait a day.

Information of Services

This is disappointing. Our website is substantial and contains up-to-date information which is checked daily. In addition we use Facebook and Twitter and feedback has always been positive. Some patients use this to communicate with the practice which we engage in 24/7. The practice leaflet is also updated regularly and is available in Reception as necessary.

Illness Prevention

Self-help information is available on the Patient Information Screen in both waiting areas, via SMS messaging during campaigns, leaflets around the practice and via Social Media (Facebook, Twitter) and the practice website. Feedback from GP consultations has always been high, and complaints about clinical care low.

Reminder Systems

Staff are committed to updating telephone numbers at every contact, particularly mobile numbers, to facilitate SMS messaging for all appointments and reminders during campaigns. The DNA rate continues to be high at 9%. Information regarding the extent of these DNAs is routinely published on Facebook and patient feedback has always been supportive.

Second Opinion/Complimentary Medicine

Difficult to explain dissatisfaction as there has been neither evidence nor concerns regarding reluctance to refer

Organisational Updates

We are committed to the NHS Workforce Transformation project across the NHS which addresses capacity and skill mixes across the NHS Workforce. As part of this initiative we have carried out a detailed skill analysis in the last year. As a result we have made several changes:

- Expansion of the Gerontology Practitioner role – support elderly and frail patients in their homes, as well as the daily work in the care/nursing homes. We are working on End of Life care packages in conjunction with the gerontology team at UHCW and we are exploring the possibility of working with other practices to develop frailty working in general practice. Our Practitioner has been chosen to present her work and outcomes in a forthcoming conference regarding Elderly Care.
- Introduction of a Children’s Nurse to the team; the first in Coventry. We hope to develop services specifically aimed at children, young people and their families and carers. We will shortly be working in partnership with Partners in Paediatrics (PiP) who facilitate a Forum for Children's Commissioners. We are hoping to participate in the PACE setter award scheme to showcase services aimed at this patient.
- Introduction of a second Clinical Pharmacist to specialise in Diabetes, working on Saturdays mornings.
- Amalgamation of Reception and Administrative staff. The new Patient Services Navigators work across all practice areas and share in the distribution of phone access.
- Front End staff in Reception now include a Greeter, to help patients access services, provide helpful information including using the booking-in screens

Staff Training

- One Clinical Pharmacist at university studying the final module in Advanced Clinical Practice. This will develop their consultation skills. They are able to be booked directly by Reception.
- One practice nurse at university studying for a Masters Degree in Advanced Clinical Practice. This will enable her to move in an Advanced Nurse Practitioner role, treating minor illnesses and ailments, and helping GPs triage calls etc
- One practice nurse at university studying a Fundamentals Foundation Degree to help her develop enhanced knowledge in primary care areas.
- One HCA at university in July studying for a Foundation Degree. This will enable her to move into a Nursing Associate role supporting the GPs.

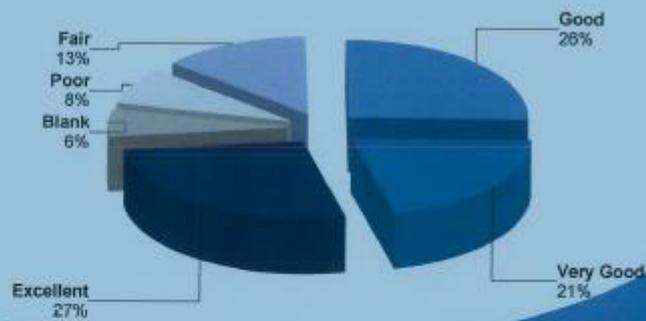
CQC

The inspection the early part of last year concluded all areas as Good. Obviously we were working towards Outstanding but this will be the target next time!

Appendix 1 - Patient Experience Results

74%

of all patient ratings about this practice were **good, very good or excellent**

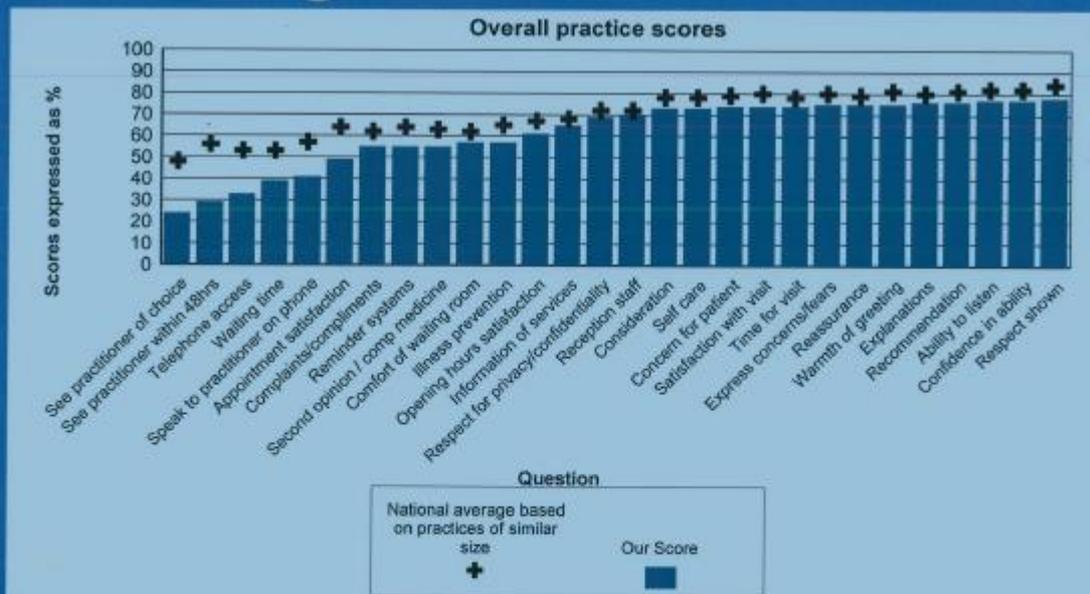


Thank you for your participation in this survey

Patient Experience
Survey Results 2016/2017
Holbrooks Health Team



"Striving towards excellence"



The results of this survey will help us to provide the best possible service to you



Appendix 2 – IPQ Report

IPQ Report

Number of patients providing feedback : 198

Your patient feedback

Table 5: Your current and previous mean percentage scores*

	Current scores	04/02/2016	19/01/2015	19/12/2013
Q1 Opening hours satisfaction	61	64	68	68
Q2 Telephone access	33	40	47	46
Q3 Appointment satisfaction	49	58	59	51
Q4 See practitioner within 48hrs	29	47	47	38
Q5 See practitioner of choice	24	36	37	32
Q6 Speak to practitioner on phone	41	45	49	52
Q7 Comfort of waiting room	57	57	58	60
Q8 Waiting time	39	37	40	45
Q9 Satisfaction with visit	74	72	69	73
Q10 Warmth of greeting	75	74	72	75
Q11 Ability to listen	77	76	73	75
Q12 Explanations	76	75	71	74
Q13 Reassurance	75	72	70	72
Q14 Confidence in ability	77	74	72	76
Q15 Express concerns/fears	75	73	70	73
Q16 Respect shown	78	77	75	78
Q17 Time for visit	74	72	69	74
Q18 Consideration	73	72	71	74
Q19 Concern for patient	74	72	72	73
Q20 Self care	73	71	71	73
Q21 Recommendation	76	74	72	76
Q22 Reception staff	70	69	69	68
Q23 Respect for privacy/confidentiality	69	68	69	68
Q24 Information of services	65	66	63	65
Q25 Complaints/compliments	55	55	58	58
Q26 Illness prevention	57	60	61	60
Q27 Reminder systems	55	61	62	61
Q28 Second opinion / comp medicine	55	58	58	56
Overall score	62	63	63	64

Appendix 3 – Patient Comments

Any comments about how this practice could improve its service?

- Not been here long enough to know as first time here.
- More appointments. More training when booking appointments, my first appointment was booked in with a nurse even when I asked for a GP.
- Getting straight through to receptionist because of cost when using a mobile, and getting appointment for same week instead of having to go to walk in centre.
- Less time trying to speak to receptionist on telephone.
- To get appointment for working people. By 8 o'clock appointments have gone.
- There is an insufficient number of reception staff. Often checking in/seeing reception staff takes a long while. The check in computer was not working on both visits. Trying to get through to reception staff on phone is hard.
- When sending reminder texts, the time would be great.
- Yes, lots, but I also understand the situation with lack of resources and a large amount of patients.
- Telephone appointment wait time is too long. Giving an earlier appointment for children at least.
- Sort the appointment system out - some of us work so cannot have appointments in the middle of the day.
- Very good to me.
- Waiting time is very bad, and making an appointment is bad.
- Answer the phone, you can never get through. I have a serious lung condition. This can be scary. There are never any appointments. Stop taking on patients when the patients you have cannot be looked after properly.
- Allowing doctor's appointments to be available sooner rather than later.
- Just make sure that there is always adequate staff on desk so queue does not build up, that is something I have had before, especially if someone is trying to sort out a problem or query.
- I feel it is a very good surgery. I can't find anything bad to complain about, it's a very good place.
- Four weeks for appointment not good.
- Phone calls - rang 49 times in one day just to make an appointment - kept transferring me and was continuously ringing.
- It would be good if they pick up the phone, and you get an appointment on the phone.
- More appointments available.
- Appointments, impossible to get within short time frame.
- More reception staff - be better at answering phones at 8.00am. Nine people in a queue and one receptionist.
- Less waiting time.
- None at all.
- Too long a waiting time to see a doctor. Reception staff on phone are condescending and unhelpful.
- Lovely to see a lady doctor, but had booked this appointment - four weeks ago!
- More appointments. Less waiting time on the phone and in practice.
- Improvements could be made with telephone service. On a number of occasions I have spoken to someone fairly quickly who took my name and reason for call, then put me through to reception where I had to explain again. Need more staff on reception too.
- Stop taking on new patients and rethink the whole appointment system.

Any comments about how this practice could improve its service?

Getting an appointment not good. One month to see a doctor. Automated system doesn't pick up sometimes and then reception doesn't answer. Otherwise perfect doctor's surgery.

They could improve the appointment slots, my son has bad eczema and I had to take him to walk in centre three weeks ago because I couldn't get him in here and this now has gotten worse.

More staff on reception for calls and face to face.

The last couple of months have been a nightmare trying to get an appointment. The chance to see the doctor you would like is non-existent. Machine broke to check in so the queue is a mile long and only one on desk.

Booking online system has not been available in the recent past - it's frustrating to keep on checking its availability, perhaps a note on the booking system to say when it is expected to be available would help matters.

Getting an appointment is ridiculously difficult - I had not been able to see a doctor regarding my medication in over six months due to lack of appointments (it should've been three). Out of hours isn't particularly helpful either as the locations are not easy to get to and I want to use my practice. This needs vastly improving.

More appointments available.

Trying to get through on the phone is sometimes impossible and takes forever, need to look at that really.

Where do I start! Continuity of care/no appointments available to see same doctor, reception staff are very unhelpful. Patients are not feeling at ease to take an active role in their own health. Doctors here (majority) think they are the only ones who possess any medical knowledge!

The telephone access needs to improve, especially the voice message before accessing one to the receptionist. It's too long and those on pay as you go phones may not complete their request.

More available appointments.

Maybe open weekends as you have to wait nearly a month for appointments.

Never any appointments for working people after five.

Not very good, but sometimes they get it.

More doctors or less patients.

I feel waiting times are too long (e.g. over four weeks) although I am aware this is the system to many people needing to be seen and not enough capacity. I also feel the pharmacy is being overstretched.

Easier booking of appointments.

The waiting of 4-6 weeks for an appointment is way too long.

Had to wait over a week for appointment and a call back that never happened.

Subtle music in waiting area to calm impatient patients at busy periods - think patients should be warned about being rude to staff as well - maybe extra receptionist to help with extra busy times.

Perhaps the reception staff could believe the patients. Unable to obtain an appointment in less than a month.

Stop the phone screening, it's hard enough to get through without having to repeat yourself to get an appointment. Stop reception staff saying there are no appointments only to ask medical information to decide if they think you need an appointment!

No need to improve.

More appointments/priority for children.

Clearer Tannoy. Room number of doctor before being called.

Any comments about how the doctor/nurse could improve?

- Was shocked to be offered home delivery for my ongoing medication. I am not disabled or unable to collect. Seems a waste of NHS money and time. This service should be for the needy.
- On Friday I was in an appointment when another doctor walked into my appointment and disturbed the appointment - no privacy kept there?
- To have more time with the doctor. I would wish to see my own doctor and not out of hours doctors.
- I find this doctor to overall be an excellent, friendly doctor. His experience and friendly approach helps.
- Better availability of doctors - no point booking an appointment a month later.
- More appointments.
- Should be more doctors like this one.
- Doctor was excellent.
- No objections.
- This doctor is my doctor. I can't find anything for him to improve on, my husband and I have been at the practice for many years.
- Understand how the surgery works - they ask you to book an appointment for two weeks and you can't get one for two months, unless you call on the day and you can't get through.
- None at all.
- To listen to patient and not be judgemental on individual circumstances/injury.
- Satisfied, thank you.
- Without the doctors, I wouldn't be where I am today, so lovely and comfortable.
- This doctor was great. She treated me like a person and gave me time to talk while actually listening to me (which many doctors do not do). She was great - no improvement needed. Just get more doctors like her!
- Lovely doctor.
- This doctor is lovely, however I feel the rest need to refresh their training, patient skills and general attitudes towards people. Quite often people are in pain or scared and come out feeling much worse than when they went in.
- Really nice doctor.
- Wish many more were like her. Brilliant doctor.
- Since I have joined the practice I have seen a lot of changes with the doctors, and am sure every time gets better with experience.
- This was my first visit to this doctor and I would just like to say what a pleasant experience it was. I felt totally at ease and comfortable with the consultation. Doesn't need to improve, just needs to stay in the practice, 10/10.
- No improvements necessary.
- We had to wait four weeks to see this doctor, it took too long.
- Don't retire.
- I feel more full time doctors would be of benefit for all staff and patients.
- More communication with the other staff.
- No, all good. Brilliant doctor.
- I'm happy with doctor.

