



Holbrooks Health team

Annual Practice Performance 2018

Contents

Annual Practice Performance 2018	1
Introduction.....	3
Annual Practice Survey Results.....	4
Opening Hours.....	4
Telephone Access	5
Appointment Satisfaction	5
See a Practitioner within 48 hours	5
See a Practitioner of Choice.....	6
Satisfaction with GP Consultations	6
Organisational Updates	7
Staff Training.....	7
Appendix 1 – Patient Experience Results	8
Appendix 2 – IPQ Report	9
Appendix 3 – Patient Comments	10
Your Feedback	13

Introduction

The past year has seen many challenges and rewards for the practice. We are extremely grateful for the continued support and dedication from our loyal team..... from reception staff opening up the doors at 6:30am in the mornings to greet waiting patients in the rain (!) to doctors rescheduling holidays to support sick colleagues. Our cleaning team working flexibly across the day to fit around changes to rotas and to our nursing team supporting sick and training colleagues.



We start every day the same “doors open between 6:30-7:00 until close”, staff manning phones from 8:00 (start of core general practice hours), doctors reviewing surgeries-adding extra appointments when demand requires it, and nurses “squeezing in” patients to already booked clinics to support GP colleagues. This is very much a TEAM EFFORT and we could not deliver the

service we do without the commitment from EVERYONE.

As we move into the new financial year there continues to be uncertainty around government priorities for general practice. There are ‘rumblings’ around *working at scale* and *moving care nearer to patients*, all priorities we have always been committed to as a practice. Our plans will include changes to the structure of the partnership, exploring the appointment of new GPs to the practice, work-flow transformation within our teams, skill enhancement and support to our management structure.

We continue to actively increase our list size; currently 12521, as our building was designed for 15,000 patients. The more patients we have, the more income we receive and the more influence we can demand locally for our patients. We need to use technology to improve not just the way we work but the way patients access services. We will explore technological advancements that could include digital reception contacts and even consultations for those patients that are interested in this type of access.



Annual Practice Survey Results

Overall Score = 75%¹ (Appendix 1)

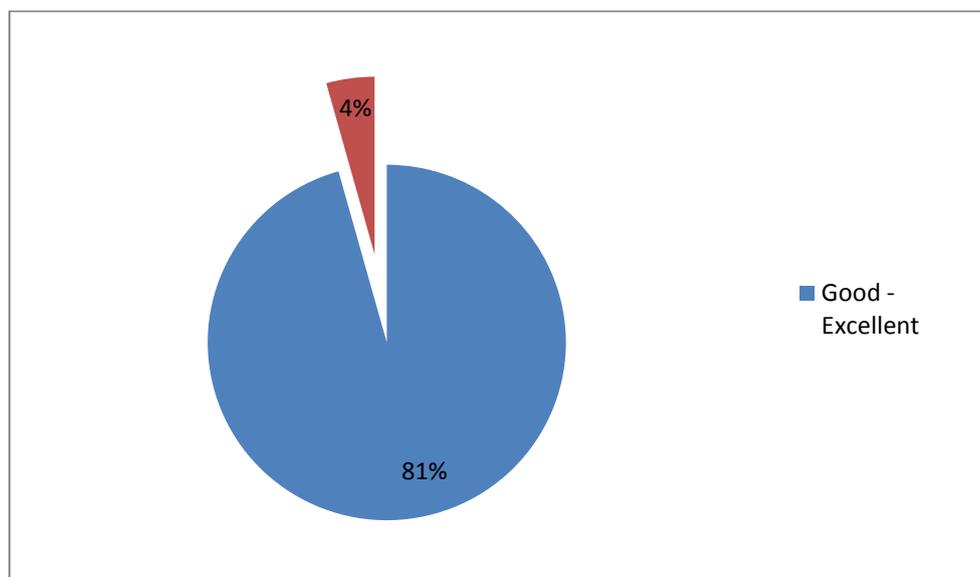
Patient Feedback (Appendix 2), areas of concern:

- Telephone Access
- See a Practitioner within 48 hours
- See a Practitioner of Choice



Opening Hours

We continue to be open longer than other GP practices, opening every day at 7:00am until the end of the last appointment at 6:30pm. Patients have reported 81% satisfaction (Good – Excellent) with the opening hours. We are also part of the Coventry & Rugby GP Alliance, taking advantage of Extended Hours every evening after 6:30pm and Saturday and Sundays mornings across 6 sites in Coventry (further 2 planned). Coventry and Rugby CCG are currently consulting with GP practices and patients for views on where extended hours should be planned in future. See <https://www.coventryrugbyccg.nhs.uk/Patient-Voice/Patient-Voice-Surveys/GP-Extended-Access-Survey> to participate (link is also on our website).



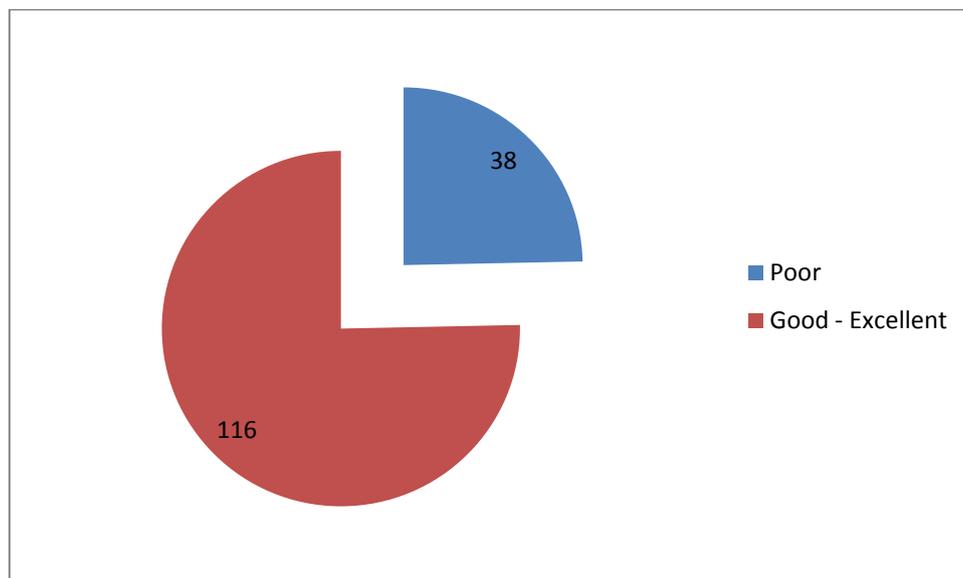
¹ 2016/17-74%

Telephone Access

Patients have reported an improvement in accessing the practice via telephone from 34% - 40%. We have dedicated staff taking calls between the hours of 8:00am and 6:30pm. We have 6 incoming lines and 5 staff taking calls during peak times which is higher than other practices. We continue to promote patients using the automated attendant on the phone system and registering for online services. The national target is 20% of registered patients (as a minimum) should be registered (we are higher than this at 22%). The volume of calls continues to be high despite efforts to remove prescription ordering to the POD and the giving out of results. We continue to monitor patient reasons for calling the practice.

Appointment Satisfaction

61% of patients reported *Good – Excellent* on appointment availability. The appointment survey last year concluded that patients wanted more appointments available on the day. We now guarantee 75% of appointments are available for booking from 12:01am every day. This means that patients registered for online services have access to available appointments before the surgery opens at 7:00am! 25% of appointments remain available for advance booking.

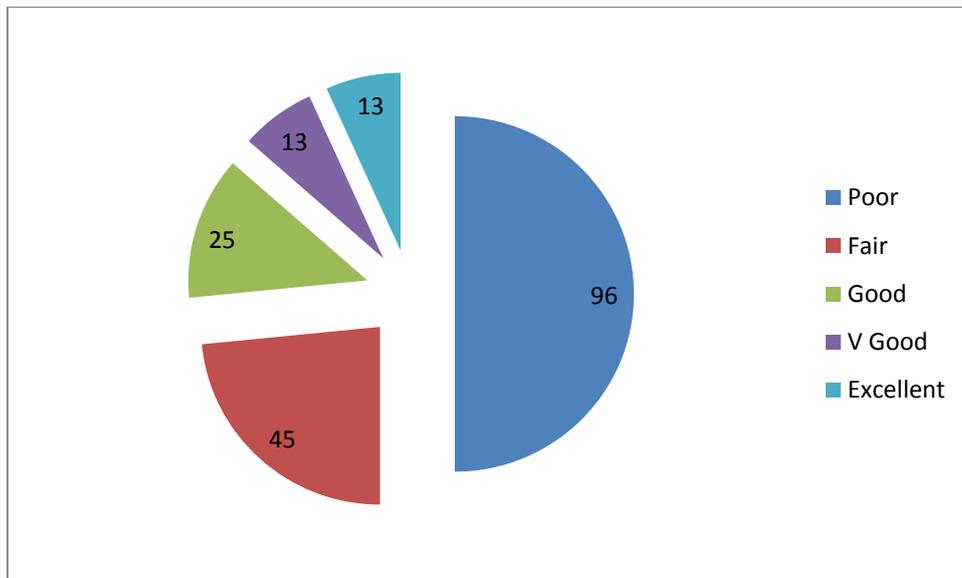


See a Practitioner within 48 hours

42% of patients reported the practice was performing poorly in this area; this may well not reflect the recent changes in the appointment system.

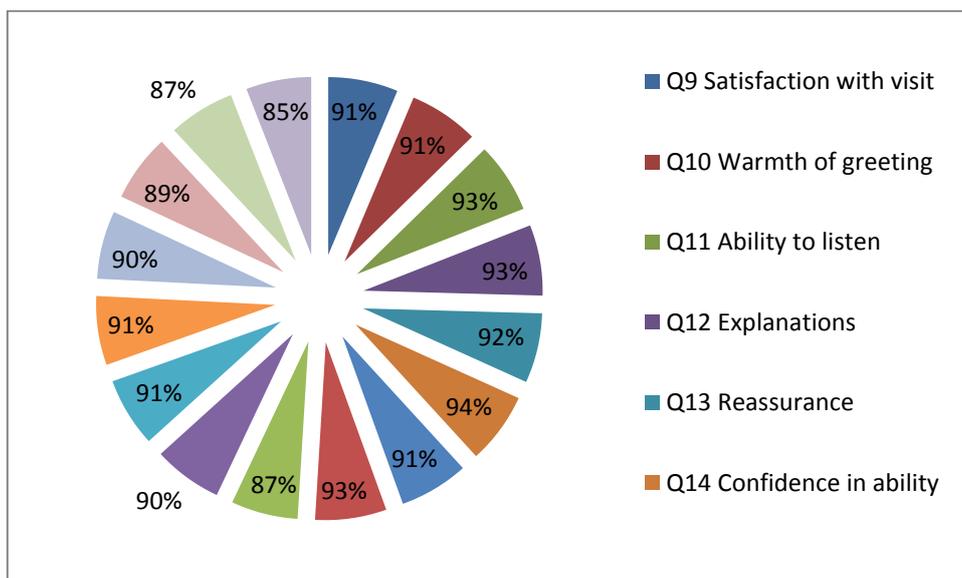
See a Practitioner of Choice

50% of patients reported the practice was performing poorly in this area. Patients can book in advance to see any GP, but where these appointments are booked patients will have to consider seeing alternative GPs. Dr Evans and Dr Kleine remain popular GPs but they are part time and once they are booked in advance and we cannot create additional appointments for them.



Satisfaction with GP Consultations

There has been a huge increase in satisfaction scores for experiences during consultations with your GP. These are all in excess of 80% - 90%.



Organisational Updates

We are continuing to expand our team to meet the needs of our patients. Changes this year include:



- Expansion of the Gerontology Practitioner role – we are currently recruiting a second practitioner to support elderly and frail patients in their homes, as well as the daily work in the care/nursing homes.
- We have introduced Paramedics into our team. They carry out daily visits for our GPs to patients in their homes and also care/nursing homes.
- Introduction of a third Clinical Pharmacist to help patients get the most from their medications.
- Introduction of volunteers in the waiting room to help share the views of patients and also to share the good work undertaken by the practice.

Staff Training

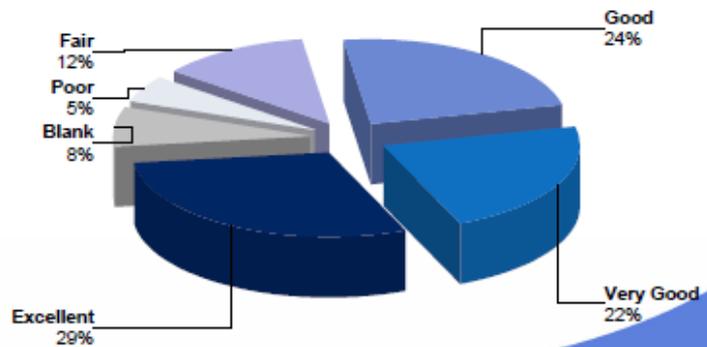
- Clinical Pharmacist at Coventry University studying the Advanced Clinical Practice Master's degree.
- Trainee Advanced Nurse Practitioner at Coventry University in her second year studying for a Master's Degree in Advanced Clinical Practice. This will enable her to move in an Advanced Nurse Practitioner role, treating minor illnesses and ailments, and helping GPs triage calls etc
- Trainee Nursing Associate at Coventry University in her second year studying for a Foundation Degree. This will enable her to move into a full time Nursing Associate role supporting the GPs.



Appendix 1 - Patient Experience Results

75%

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

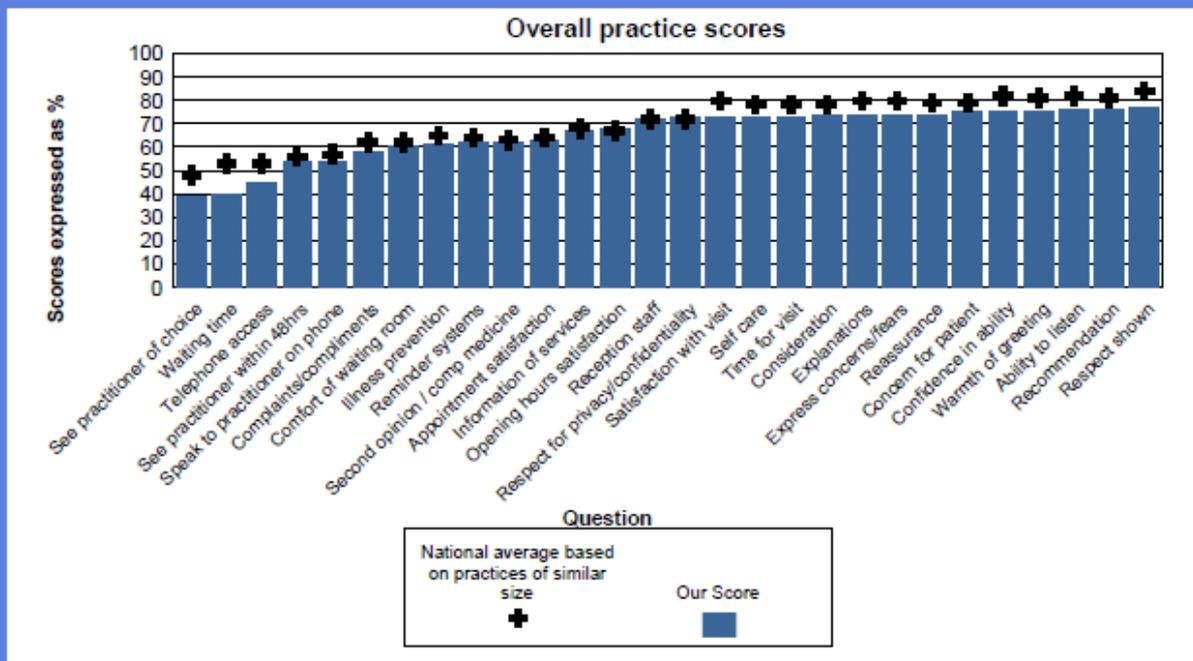


Thank you for your participation in this survey

Patient Experience
Survey Results 2017/2018
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 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoil
Q1 Opening hours satisfaction	7	29	61	59	34	8
Q2 Telephone access	65	52	43	19	15	4
Q3 Appointment satisfaction	38	37	46	36	34	7
Q4 See practitioner within 48hrs	79	43	42	14	12	8
Q5 See practitioner of choice	96	45	25	13	13	6
Q6 Speak to practitioner on phone	24	68	52	23	14	17
Q7 Comfort of waiting room	7	30	80	44	28	9
Q8 Waiting time	27	65	62	19	9	16
Q9 Satisfaction with visit	1	16	47	58	74	2
Q10 Warmth of greeting	2	15	42	59	79	1
Q11 Ability to listen	2	12	41	49	88	6
Q12 Explanations	3	10	44	55	80	6
Q13 Reassurance	1	15	52	44	83	3
Q14 Confidence in ability	1	11	52	37	94	3
Q15 Express concerns/fears	0	18	47	45	82	6
Q16 Respect shown	0	12	43	45	93	5
Q17 Time for visit	2	22	39	50	78	7
Q18 Consideration	4	14	51	44	73	12
Q19 Concern for patient	2	14	46	44	76	16
Q20 Self care	2	16	52	44	73	11
Q21 Recommendation	3	16	36	44	86	13
Q22 Reception staff	7	15	53	53	66	4
Q23 Respect for privacy/confidentiality	10	15	49	55	61	8
Q24 Information of services	5	22	63	44	51	13
Q25 Complaints/compliments	15	27	64	39	25	28
Q26 Illness prevention	9	28	64	48	24	25
Q27 Reminder systems	13	31	68	36	29	21
Q28 Second opinion / comp medicine	9	27	58	36	21	47

Blank/spoil responses are not included in the analysis (see score explanation)

Appendix 3 – Patient Comments

IPQ Report

Number of patients providing feedback : 198

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

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.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

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.

Your patient feedback

All written patient comments have been included in their entirety but details which could identify a specific patient have been removed to ensure anonymity.

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.

