



Holbrooks Health team

Annual Practice Performance 2019

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Introduction

We continue to see 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 we see the introduction of Primary Care Networks (PCNs). This will shape the future of primary care as we work closer with colleagues across our new network.

We continue to actively increase our list size; currently 12998. 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 = 73%¹ (Appendix 1)

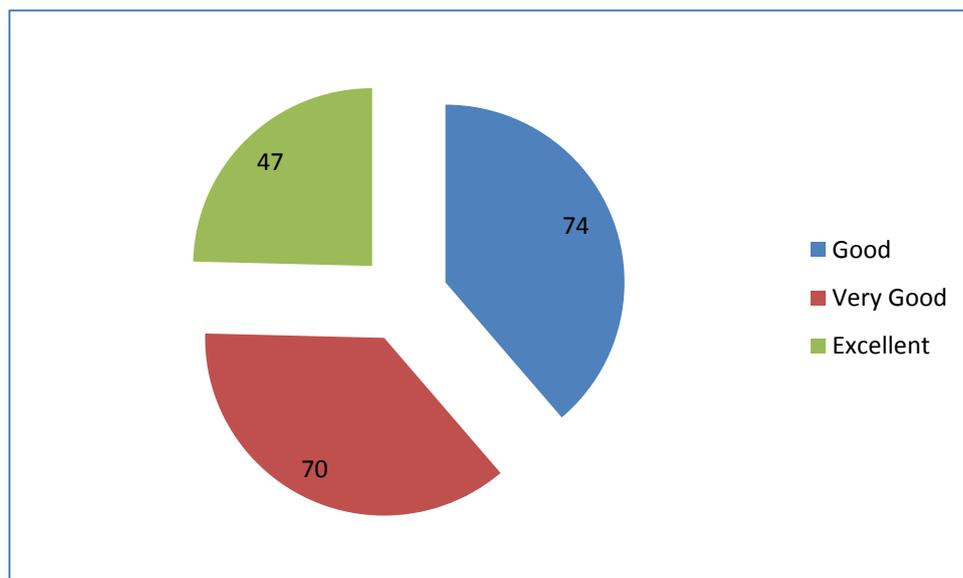
Patient Feedback (Appendix 2), areas of concern:

- Telephone Access
- See a Practitioner of Choice



Opening Hours

We continue to be open longer than other GP practices, opening every day before 7:00am until the end of the last appointment at 6:30pm. Patients have reported an increase in satisfaction levels 84% (Good – Excellent) with the opening hours. We continue to participate in Extended Access appointments every evening after 6:30pm and Saturday and Sundays mornings across 8 sites in Coventry, Rugby and Nuneaton.



Telephone Access

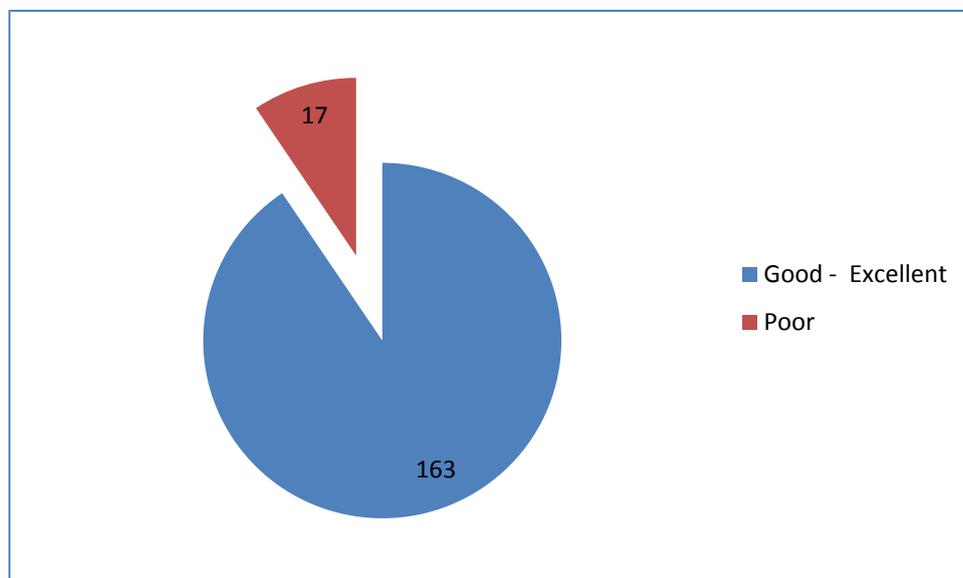
Patients have reported an improvement in accessing the practice via telephone from 34% - 40%. We have dedicated staff taking calls between the hours of 8:00am and 6:30pm. We have 6 incoming lines and 5 staff taking calls during peak times which is higher than other practices. We continue to promote patients 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 currently reaching 32%. The volume of calls continues to be high despite efforts to

¹ 2017/18-75%

remove prescription ordering to the POD and the giving out of results. This is currently being reviewed.

Appointment Satisfaction

72% of patients reported *Good – Excellent* on appointment availability. We have been guaranteeing that 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. As we move into the new year, contract changes will mean 25% of ALL regular GP appointments will need to be available for booking online. As soon as the computer software allows, some appointments will also need to be available for booking directly by NHS 111.



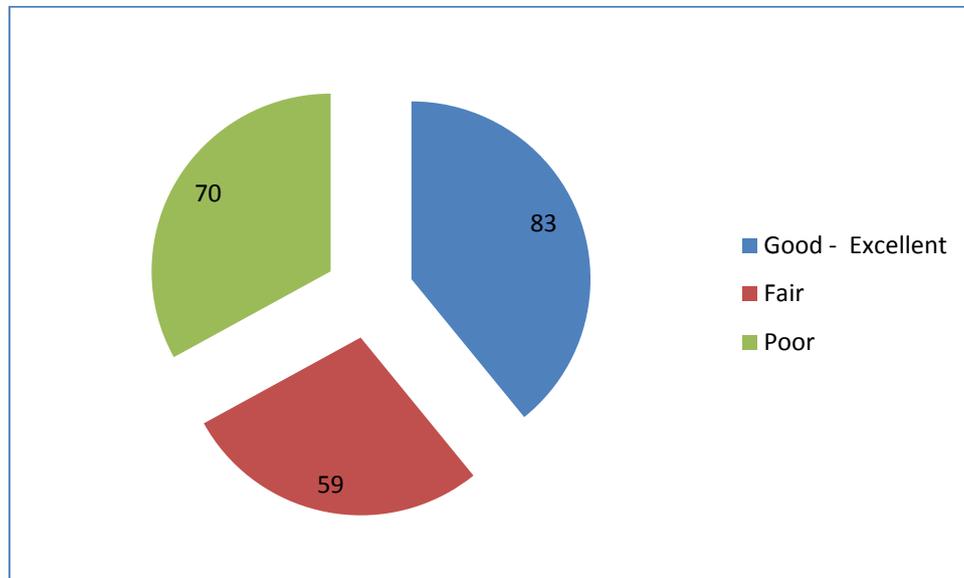
See a Practitioner within 48 hours

77% of patients reported they were able to see a GP within 48 hours, this is a significant improvement on last year (42%).

See a Practitioner of Choice

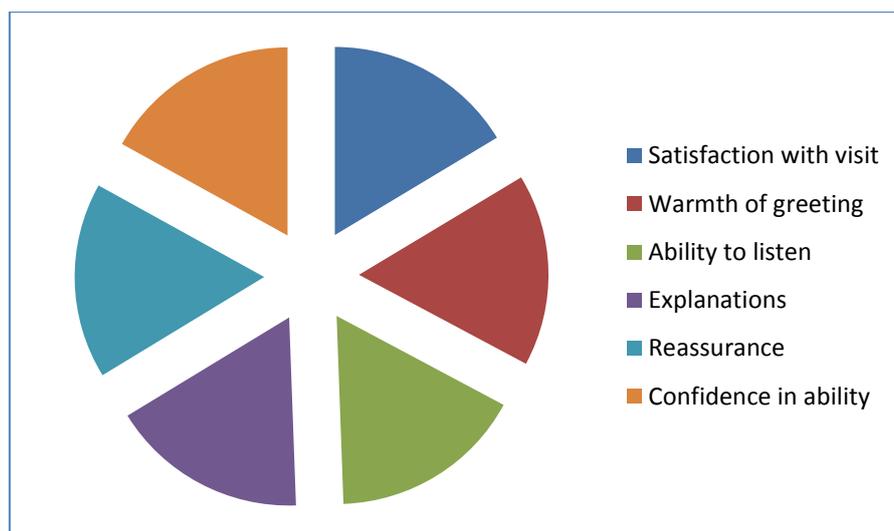
31% of patients reported the practice was performing poorly in this area which although disappointing, this is an improvement on last year (50%). Patients can book in advance to see any GP, but where these appointments are booked patients will have to consider seeing alternative GPs. Dr Evans and Dr Kleine remain popular GPs but they are part time and once they are booked in advance and we cannot create additional appointments for them. We also employ ANPs and Clinical Pharmacists

who will increasingly be seeing patients more and more as they have the skills patients need! Remember, sometimes a GP is not the most appropriate clinician to see!



Satisfaction with GP Consultations

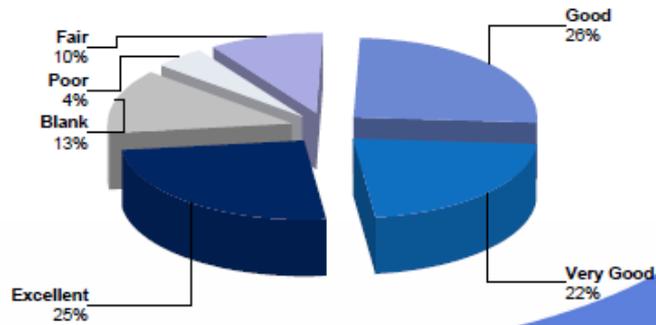
There continues to be high satisfaction scores for experiences during consultations with your GP (88%).



Appendix 1 - Patient Experience Results

73%

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

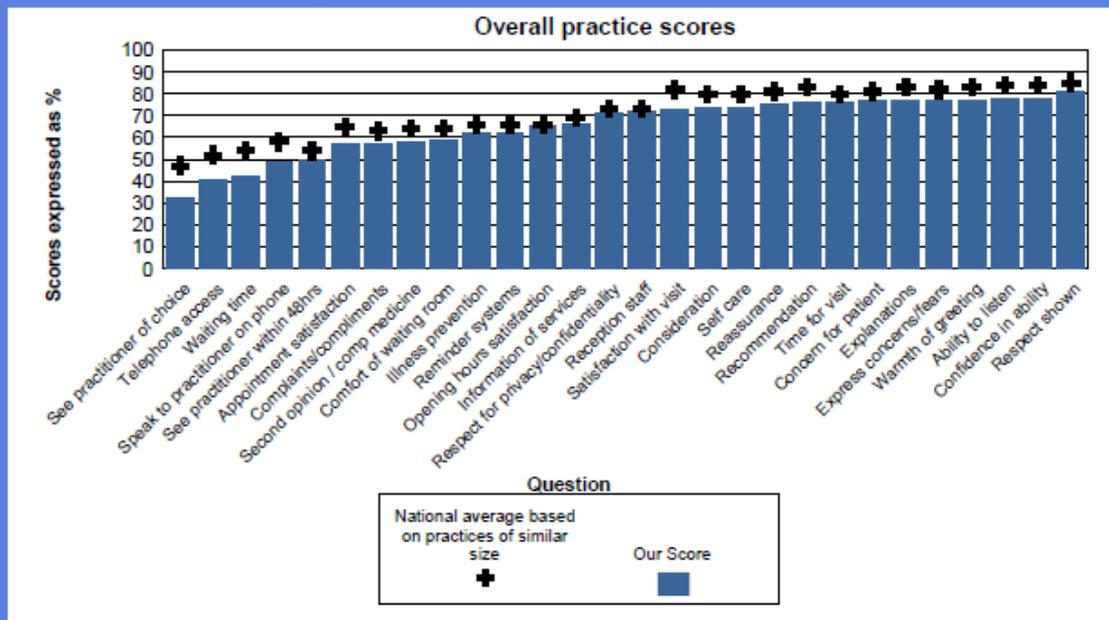


Thank you for your participation in this survey

Patient Experience
Survey Results 2018/2019
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 : 227

Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	3	25	74	70	47	8
Q2 Telephone access	43	61	69	28	20	6
Q3 Appointment satisfaction	17	39	63	63	37	8
Q4 See practitioner within 48hrs	36	43	60	41	37	10
Q5 See practitioner of choice	70	59	46	25	12	15
Q6 Speak to practitioner on phone	21	47	71	40	21	27
Q7 Comfort of waiting room	7	34	77	60	31	18
Q8 Waiting time	29	62	77	28	14	17
Q9 Satisfaction with visit	2	8	64	62	73	18
Q10 Warmth of greeting	1	8	46	63	84	25
Q11 Ability to listen	1	8	44	65	85	24
Q12 Explanations	1	7	56	56	86	21
Q13 Reassurance	2	12	56	54	83	20
Q14 Confidence in ability	2	8	49	57	92	19
Q15 Express concerns/fears	1	12	48	58	88	20
Q16 Respect shown	1	7	41	51	111	16
Q17 Time for visit	2	12	48	53	89	23
Q18 Consideration	1	13	48	55	70	40
Q19 Concern for patient	0	10	46	50	77	44
Q20 Self care	0	12	51	46	65	53
Q21 Recommendation	2	5	52	45	76	47
Q22 Reception staff	2	12	53	70	59	31
Q23 Respect for privacy/confidentiality	2	15	53	63	60	34
Q24 Information of services	2	23	64	47	49	42
Q25 Complaints/compliments	7	34	70	33	32	51
Q26 Illness prevention	2	23	73	41	35	53
Q27 Reminder systems	6	21	61	45	34	60
Q28 Second opinion / comp medicine	4	22	62	28	24	87

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

Appendix 3 – Patient Comments

IPQ Report

Number of patients providing feedback : 227

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?

- Staff could be a little more sympathetic with people booking an appointment at desk as they invariably are not feeling well at the time. Overall very good though. Thank you.
- Over an hours wait! Not acceptable.
- Shorter waiting times.
- Very hard to get through for appointment by phone call in morning by time get through all appointments gone I have to drive down at 7:40am to get one.
- I'm very impressed with the practice but would be great if immunisations for babies could be done at practice rather than out of hours at different surgeries.
- More staff on reception. Ability to get through on phone. Scripts to be taken to pharmacy.
- Better appointment facility. If doctor running late you should be informed on arrival.
- Not everyone is online and no consideration for this when trying to make an appointment.
- Sometimes appointments not available at the practice and have had to travel.
- Reminder should be given for contraception, i.e. implant change.
- Keeping to appointment times - not over 55 minutes late. I understand things can come up but no one in waiting room and still late! No happy with this service.
- Appointment = phoning online is very poor. Waited nearly two weeks to be seen.
- Allow older patients to book in advance for doctors of their choice.
- If they commit to the time and if they don't run late it would be better because most of people are complaining about time and running late. Thanks.
- Receptionist not polite at all - better employees verification. Waiting time with a child.
- None. I think this is a fabulous practice and all doctors, nurses, pharmacist and reception staff I have come into contact with are always polite, courteous and respectful. Thank you!
- More appointments needed please!
- Better appointment system. Telephone people on appointments need to be more helpful. One member of staff very rude and abrupt, needs customer service training. One member of staff very good and helpful.
- Phone service - less waiting time. Less waiting time to see the doctor. Opening hours extended including Saturday.
- I can't think of any as I think practice is well managed and staff polite and respectful.
- Doctors don't give the right cure about years I have come to see them but still I have the same illness, they don't give me any right information.
- Telephone line needs to improve - very difficult to get through. Being able to book appointments in advance - we are told we cannot do.
- More availability of appointments.
- Pharmacy very slow.
- Help to improve appointments to see the doctor of your choice. Maybe have hot drink in winter and cold drinks in summer (oh, but there is water, I forgot).
- I had to wait until midnight for the release of appointment online. If you ring during the day there are no appointments available and none online.
- Getting to see doctors.
- Rushed in and out.

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?

- Overall I find the practice excellent.
- Allow appointments to be made for the following day if none available on the day.
- Change the way you can book, sometimes I will call for an afternoon/morning appointment but because the line is busy by the time I get through all appointments for the day have gone. It would be good if you could book ahead for the week rather than only on the day.
- Nightmare to get an appointment.
- Lower waiting time and get some magazines and kids toys to keep people occupied while waiting.
- Make it easier to see a particular doctor at a particular time. Being able to choose a day for an appointment rather than just same day.
- Improve appointment making procedure - not able to pre-book appointment, have to call on the day. No reminders for general health check.
- Alcolgel for patient use would be good.
- More telephone lines. I rang 110 times over 34 minutes before call connected, then waited five minutes to speak to a receptionist. The reception team and doctor were then brilliant.
- For receptionist to not be able to determine if you're poorly enough to see a doctor. I was refused treatment to this to be able to see the same doctor.
- Advise on arrival your estimated waiting time.
- Quicker referrals for babies to hospital and to be chased up by surgery staff to ensure appointment had been made and within an acceptable timeframe.
- Waiting times.
- Not usually easy to book appointments when needed, increase number of doctors. Waiting times when booked with particular doctors is long. When phoning at 8:00am most times unable to get through, more than one line available. Immunisation of children currently taking place out of hours in other practices, would be helpful to bring it to this practice.
- Appointments are always difficult to get and it is quite often impossible to see a doctor of choice without lengthy waiting times.
- Try to see doctor as little as possible so only use the surgery when I need it.
- Can never/rarely get to see the same doctor. No discussion or willingness to discuss about role of nutrition/food/vitamins in health. Everybody can hear receptionist talking to me.
- Keep regular doctors. Alter appointment service. More availability to see own doctor.
- Book more than one appointment at a time. I needed one for myself and my child however thought he was priority so did not book mine as have to leave work on more than one occasion.
- More availability for appointments. Get rid of the ring-back times cannot get appointment even then most times.
- It's very difficult to get appointments.
- Booking for appointments is very hard.
- I have been waiting too long to see the doctor.
- Booking an appointment to see a certain doctor is almost impossible if you don't have a computer and over 65 years of age.
- Very happy with practice since changing surgeries.
- Less waiting time to see a doctor.

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?

- Appointment booking system a disgrace.
- Your IT could be improved.
- Although there is some room for improvement I would rate this practice as very good to excellent.
- Appointments with doctor of our choice - this rarely happens. We only get appointments if you come in early in the morning which is inconvenient since there's problems with arriving to work/school late. You can't make appointments in advance - more appointments.
- No completely flawless.
- An improvement would be if it was possible to book an appointment over the phone without being told to phone back at certain times as these are the only times it is possible to book an appointment if there are any left.
- Telephone system is a nightmare!
- Length of time waiting was too long I've been waiting about two hours in the practice! You should do better next time!
- The online appointment booking system never has any doctors appointments when I check (for this month, next month or later). Getting through on the phone is difficult and stressful and I have received mixed messages recently which is confusing and frustrating.
- For me I don't think the same day only appointment.
- I am delighted with this practice. I was given an appointment at very short notice because I thought I had an emergency.

