ANNUAL PATIENT SURVEY - DISCUSSION OF LOCAL SURVEY FINDINGS AND ACTION PLAN

Patient Reference Group Meeting held 30.3.16 to review the findings of the Survey – attended by:-

- CO'H
- AM
- SH
- Dr NLM
- NAT (Admin)
- MW (Admin)

Copies of the Survey Report were emailed to all other members of the Patient Reference Group for their information and an invitation to make suggestions for Action Planning.

In addition a Staff Meeting was held on 5.4.16 to review the findings of the Survey – staff in attendance were:-

- Dr MAO'L
- Dr S R
- Dr A S
- JC – Nurse Practitioner
- KJW – Practice Nurse
- DFS – Healthcare Assistant
- JH – Practice Manager
- MW – Administration Officer
- NJK – Reception Team Leader
- LB – Administration Officer
- RST – Secretary / Administration

In addition a copy of the Survey Report had been placed onto the staff intradoc system with a read request and was followed by an email to all staff members requesting that they take a look at the report and share any thoughts they may have re the findings with the Management Team.

Key Findings from the Local Survey

Initially it was noted that the number of respondents (349) was pleasing as with the half yearly IPOS Mori national surveys there are often only between 40-50 respondents out of a mailing of some 450 surveys. Therefore it was considered a positive result to have such a high number of completed questionnaires. The survey had been conducted in-house but collated externally by CFEP on behalf of the Practice. Patients are thanked for the time which they have given in providing us with this valuable service feedback.

Overall the survey results were felt (by both PRG members and staff members) to be very pleasing of note:-

Responses to 9 out of the 28 questions placed the Practice in the upper quartile when benchmarking and the remainder fell into the middle range of all means.

Of particular note by both the PRG members and Staff members was the response of 57% of respondents being happy with the telephone access. This is a recurring theme and previously the practice has undertaken the following:-

- Put a message onto the telephone system to keep patients informed that they will be answered as quickly as possible

- Had an extra telephone line put into the system – i.e. three incoming telephone lines which are all manned fully in the peak periods

- Encouraged on line access for booking of appointments and repeat prescriptions

- Specified a designated time for ordering of repeat prescriptions to minimise such calls during peak periods

Whilst the above has been implemented and will hopefully have made an impact further action is still required in view of the survey results. After discussion (feedback from PRG members) it was felt that:-

The Practice should actively encourage the use of on line booking for appointments. JH shared with the group at the meeting the following details:-

In March 2015 – the practice had 7454 patients registered to use the on line booking of appointment facility – in March 2016 the practice had 8549 patients registered to use the on line facility.

In 2014-15 a total of 828 appointments were booked on line
In 2015-16 a total of 877 appointments were booked on line

Similarly with repeat prescription requests – a total of 197 prescriptions were requested on line in 2014-15 and 227 were requested on line in 2015-16

Clearly the functionality is there to use on line services, thereby reducing pressure on the telephone lines during peak periods and although the Practice are registering patients for this access – something is happening whereby they are either not activating their passwords or not utilising these services.

Discussions then turned to how we could encourage uptake of appointments being booked on line as that was felt to be the only way to improve in this area:-

- We already register all new patients for this functionality – are they collecting their passwords and activating the system? Reception staff to look at putting into place a reminder facility following registration.

- We promote the service via the website/mobile app and in-house plasma screens/telephone messages

It was agreed that the following action would be implemented in the hope of reducing pressure on the telephone lines first thing in a morning:-

- We would put a message on the back of prescriptions reminding patients to use the on line services

- We would send a text message to all adult patients re registering and using the on line services

- We would continue to activate the functionality for all newly registered patients and build in a reminder service for the patient to call and collect their log on details

- We will implement a system with effect from 1st May whereby the Practice will no longer accept telephone requests for repeat prescriptions – they should either request the prescription via the on line facility or drop a request in at the surgery. This is actually a system which a number of other local practices are implementing to prevent errors and also to increase use of the on line functionality in line with the drive by NHS England.

- All staff will take every opportunity to raise awareness of on line services whenever possible

- A message will be placed onto the on line prescription request service outlining what types of medication are unsuitable to be requested as a "repeat" in order to reduce the number of inappropriate prescription requests which could arise with the introduction of this new system

<u>Responses</u>

It was noted that there were many extremely nice comments about staff and the services delivered by the Practice and this was very much appreciated and shared with the team.

Of particular note are the Upper quartile responses in the areas of:-

- Reception Staff
- Respect for privacy/confidentiality
- Information of Services available
- Complaints/Compliments
- Illness Prevention
- Reminder Systems
- Second Opinion/Complementary Medicine
- Comfort of Waiting Room
- Waiting Time

This action plan will be shared with all staff via the Intradoc system and shared with all Patient Reference Group members by email. A copy will also be placed onto the website and a hard copy made available in-house.