



## REPORT OF THE CHAIR AND DEPUTY CHAIR OF THE PATIENT ADVISORY GROUP

2<sup>nd</sup> MARCH 2016

# The National Patient Survey, January 2016

### Introduction

1. In the Chair's Annual Report 2015 it was reported that throughout 2015 the big issue at Meetings of the Patient Advisory Group had been difficulties in making and getting appointments. In general, patients were very satisfied with their clinical care, but had problems when they tried to make appointments. This assessment is borne out by the Results of the National Patient Survey, January 2016.
2. The National Patient Survey was undertaken in January – March and July – September 2015 and a number of actions have already been taken to address the concerns expressed in 2015.
3. The purpose of this Report is to put the Results of the National Patient Survey, January 2016 in context.

### The Context

4. A new Appointments System, in place from 15<sup>th</sup> August 2015, offers patients unrestricted appointment access allowing on the day appointments to all patients who feel they need to see a Clinician that day, while still providing enough pre-booked appointments. This initiative is intended to improve BCP's performance in the target areas relating to getting to see or speak to a preferred GP, getting to see or speak to someone the last time they tried, appointment waiting times at Surgeries and the percentage of patients who feel they have to wait too long to be seen.



### The Context.....

5. Other actions are being taken to improve the perception of patients in relation to all the areas and their perception of BCP's overall performance:
  - 5.1 Continuing emphasis on excellent clinical and patient care.
  - 5.2 Continuing emphasis on customer care training.
  - 5.3 Increasing online access for booking and cancelling appointments, ordering repeat prescriptions, and access to medical records.
  - 5.4 Recent additional monitoring, supervision and help for staff answering calls.
  - 5.5 Recent adjustment of staffing levels in the call centre to match peak times.
  - 5.6 Extra 75 appointments per week (45 from 1<sup>st</sup> February 2016 and 30 from 1<sup>st</sup> April 2016).
  - 5.7 A decision not to use locums.
  - 5.8 Continuing involvement of patients generally and in BCP initiatives.
  - 5.9 Continuing PAG consideration of nine feedback mechanisms.
  - 5.10 Recent Improved communication with patients through BCP and PAG Websites, Social Media, Newsletters and Information Monitors.

### Conclusion

6. The Results of the National Patient Survey, January 2016 should be considered in the context of continuing and recent actions taken to improve the perception of patients in relation to all the areas and their perception of BCP's overall performance.