

National GP Patient Survey: Action Plan 2017

The results of the National GP Patient Survey were made public on 7th July 2017.

Pleasingly, there were a number of areas that continued to show improvement for the practice.

These included:

- 81% patients being able to see or speak to someone last time they tried
- 67% patients usually waiting 15 minutes or less
- 86% describe their overall experience of the surgery as good

The practice showed higher than National average results for the following:

- 90% found the receptionists helpful
- 90% found their GP gave enough time, 92% that the last GP they saw was good at listening to them and 95% had confidence and trust in the last GP they saw
- 96% say the last nurse they saw was good at giving them enough time, 93% felt the nurse treated them with care and concern and 98% had confidence and trust in the last nurse they saw

The practice scored below average in the following areas:

- 33% patients only could usually see and speak to their usual GP
- 58% of patients describe their experience of making an appointment as good
- 61% of patients find it easy to get through to this surgery by phone

The practice has identified a number of actions to improve these areas:

1. We would like all our clinicians to be positively perceived by our patients, although recognise that patients will always have personal preferences for GPs of a certain gender or with a particular consulting style. We will be encouraging all our clinicians to complete individual patient surveys as part of their multi-source feedback for their annual appraisal to identify areas of improvement in relation to patient experience. Each GP's particular skills are promoted and the names of our regular GPs are clearly indicated in the reception areas.
2. We have long engaged in continuous review of our Friends and Family test. From this we can identify that our on-line services are very appreciated and valued as a means of both being seen on 'the same day' and booking with a clinician of choice in advance. Approximately 30% of our patients regularly use on-line access and we continue to push access to on-line services at all sites and monitor update.
3. We recognise that we require increased phone answering staff across the practice and particularly in the early morning. Currently reception rotas are being reviewed to increase phone answering at site level as well as within our central team.
4. We have added a question on phone access to our F&F internal monitoring in order to monitor progress in this area.

Dr Anne Talbot, GP Clinical Director, Bolton Community Practice

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