

## ROOKERY MEDICAL CENTRE

### Patient Participation Group Patient Survey Report and Action Plan 2019

#### June 2019

Please find report and action plan that has been put together as a result of your feedback via the PPG patient survey.

I would like to thank everyone that contributed to the survey – as always, all comments are welcomed and help to inform us where we need to improve (and those areas where we are doing pretty well!) I do appreciate the time and effort you take to send the survey back and ALL the comments are read and considered.

It has been another challenging year for primary care – the Government has produced its' 10 year plan for the NHS, a lot of which affects GP services and will lead to the formation of Primary Care Networks (PCNs) to foster more collaborative working between local Practices. The Rookery will be working with colleagues at the other two Practices in Newmarket as well as those in Mildenhall, Brandon, and Lakenheath to form a Forest Heath PCN. This is very much in its infancy at the moment but we hope to launch some new local health initiatives when we are properly established. That said, this will compliment your local general practice and is in no way intended to replace it.

Once again, many thanks for your honest observations about the practice's performance over the past year.

Best wishes

Scott (Practice Manager)

#### Survey Analysis

##### **1. Please comment on how easy you find it to get an appointment at the Practice at a time that suits you?**

###### Feedback from survey

Overall the feedback on this question was positive with a lot of respondents saying that they enjoyed using the online booking service and those who telephoned, on the whole, found the Receptionists accommodating and helpful. There was a recognition that a lot of the doctors worked part time which meant that some of them were more difficult to access than others.

###### Actions and Notes

We had a few patients feedback that only being allowed to book one appointment in advance online was an inconvenience especially if they needed to see a specialist nurse as well as a doctor. This has now been rectified so that 2 appointments can now be booked.

You may have also noticed that Virna (my deputy) and I are helping with answering the phones at busy times – this is to try to ensure that we answer more calls in a timely manner. So, if you get a strange male answering the phone when you call the Practice the likelihood is that it's me!!

##### **2. Please let us know how easy it is to see the doctor you want to see?**

###### Feedback from survey

A mixed response. Unsurprisingly those patients that like to see a doctor who works part time find that it can be a 2-3 week wait to get a routine appointment with them. We appreciate that this does remain an issue. We do encourage the GPs to book their own follow ups for patients that need regular and more immediate treatment but we do recognise that waiting times for routine appointments with the more popular doctors are sometimes longer than we would like.

### Actions and Notes

We are investing in more locums to help with the immediate and necessary patients (that is, those patients that need to be seen on the same day) so that we can free up more routine appointments with those doctors that get booked up earlier. Unfortunately, given the lack of investment in primary care it is likely to continue to be the case that there will continue to be longer waits for more popular GPs.

### **3. Please comment on our Triage system (if you have used it recently)? That is, when you think you may require same day treatment, and have been called back by a member of the triage team?**

#### Feedback from survey

Feedback about the triage system was very positive – many thanks.

### **4. What do you think about the promptness of the Doctors and Nurses at the Practice?**

#### Feedback from survey

Generally a favourable reaction with most respondents commenting that the nurses are better timekeepers than the doctors whilst also acknowledging that that was understandable due to the differing nature of what type of problem each group has to deal with.

#### Actions and Notes

We continue to build in breaks for those doctors that find it more difficult to keep to time. That said, it is almost impossible to prepare every clinic to run to time as the clinicians can never be sure quite what they are going to be presented with. If we ever get to the stage where the Government moves to 15 minutes appointments then, of course, that might be better for everyone!

### **5. Please comment on the standard of care that you receive from the doctors at the Practice**

#### Feedback from survey

Almost entirely positive feedback which, of course, is very reassuring.

#### Actions and Notes

Those respondents that had some issues that were slightly less favourable (lack of time, listening skills, variability in quality) can be assured that I have fed these comments back to the doctors.

### **6. Please comment on the standard of care that you receive from the nurses at the Practice**

#### Feedback from survey

Just positive comments received about the nursing team which is much appreciated.

### **7. What do you think of the service you receive from the Reception team?**

#### Feedback from survey

A rather more mixed response but overall generally favourable. Some concerns were raised about confidentiality, the variation in quality of service received, the time it can sometimes take to get through on the telephone, and approachability.

#### Actions and Notes

Most of the reception team have completed care navigation training which should mean that they are able to signpost better. Some of the newer members of the team still need to have this so this is

perhaps where the variability is most prevalent. We are trying to get this training in place as soon as possible.

I do recognise that there are delays in getting through at busier times (please see my comments on Question 1) so we are working to make this better.

## **8. How do you rate the service you get from our Dispensary?**

### Feedback from survey

A similar verdict on the Dispensary team as the Reception – on the whole they have made good progress on customer service, working processes, and efficiency. However, there was a little bit of negativity from some respondents - items being out of stock, a lack of privacy at the Dispensary window itself, and acknowledgement of patients waiting being the main ones.

### Actions and Notes

The Practice has had the Dispensary audited by a specialist company over the past few months and this process has just concluded. A lot of the points raised above have been looked at and extensive training has been put in place to address customer service and stock issues. Of course, there will always be some instances where we have to order in stock that we don't usually prescribe but I do feel we are making progress on customer service and I don't see nearly as many queues as I used to snaking their way through the waiting room. I hope the measures we have put in place will improve things moving forward.

## **9. What do you think about the cleanliness and décor at the Practice?**

### Feedback from survey

Clean but old and tired was the overriding sentiment. Some comments about there being too many posters and information overload but main thrust of the comments was that the practice is always clean but needs a refurb.

### Actions and Notes

Rationalisation of the posters taken on board and on my action plan!

Thank you for the comments about the cleanliness – I will pass that on to our cleaning team. There are plans for the whole place to get a refresh as well – I am currently discussing this with the partners.

## **10. What do you think of the online services that the Practice provides e.g. booking appointments online, repeat prescription ordering, access to test results?**

### Feedback from survey

Overall a favourable response but a few people commented that the lack of receipt or acknowledgement when you order prescriptions online is frustrating. Some respondents fed back that there weren't many online appointments available when they have tried to use that facility. Mostly, though, those who did access the SystemOnline portal found it very handy and convenient.

### Actions and Notes

Firstly, I must preface my comments on SystemOnline by saying that it is owned by our clinical system provider so I can only make suggestions to the software provider about how to improve the functionality. The Practice is not able to make unilateral changes to it.

The issue of the system not providing an acknowledgement to prescription requests has been raised by other practices in the past so this functionality may well come in the future. I have also increased the number of appointments available to book online so those of you that use that facility should see more availability in the future.



## **15. Please could you list the main reason for the score you gave above?**

### Feedback from survey

Overriding feeling is that the service we provide is good given the pressure the NHS is under – my thanks again. There are always things to work on, as some of the earlier commentary says, and we always recognise this but it is nice to feel that the practice and staff are, in the main, performing well.

## **16. What additional services would you like to see offered at the Practice?**

### Feedback from survey

Main things mentioned were phlebotomy, better access to mental health services, more support for pregnant mothers, and better access.

### Actions and Notes

Mental health provision is something that we do already offer – we have a visiting IAPT (Improving Access to Psychological Therapies) counsellor here 2/3 times a week and a mental health link worker every couple of weeks. The provision of mental health services is probably something that will be discussed when the new PCNs (mentioned earlier) are more established.

GP practices tend to defer the care of pregnant mother to the local midwifery team and I am confident we have the correct procedures in place to ensure that pregnant patients are signposted accurately.

The provision of phlebotomy will be considered again in the coming year (it is still woefully underfunded for GP practices to provide it, hence why we refer to the walk-in centre at the hospital).

We have liaised with the Landlords to look at the possibility of adding an extra lift. A feasibility assessment is being looked into.

## **17. Finally, please feel free to add any other comments or feedback not covered by the questions above.**

### Feedback from survey

As you would expect there were a number of differing and diverse comments but the 2 most common themes were:

1. A number of respondents mentioned that it would be good for the Practice to be located in a purpose-built building – we agree but the CCG has prioritised Oakfield Surgery as the lease on their building runs out next year. They are the ones who will be moving to the hospital site in the first instance.
2. Some of you mentioned the very long telephone message when you ring in – I'm afraid that it is as brief as possible given the care navigation training and data protection stipulations all staff have to adhere to now. If you know the number of the department you need you can input it straightaway and skip the majority of the message.

**My thanks again for all your comments and suggestions. I hope you enjoyed reading our 2019 report.**

**Warm regards**

**Scott**