

# Winter Survey 2019/20

## Report

### Red & Green Practice (J82056)

An open report to our patients giving details of how Red & Green Practice have worked to improve services for patients in 2019/20.

This report is also available online at the practice website  
([www.redandgreenpractice.co.uk](http://www.redandgreenpractice.co.uk))

20<sup>th</sup> Jan 2020



**Waterside (Hythe) & Blackfield Patient Participation  
Group (PPG)**

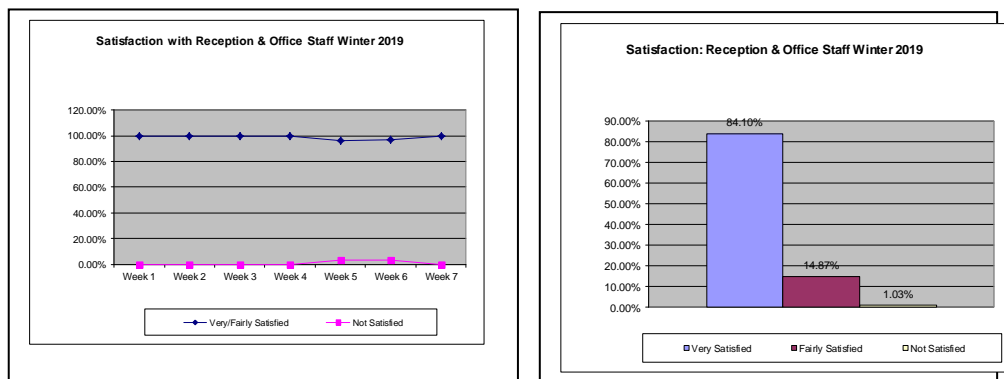
*Patients & doctors working together to improve health and wellbeing*

## Results

The practice decided to conduct a patient survey following the results from the national GP survey published in July 2019.

The practice survey was conducted over 7 starting weeks starting on the 2<sup>nd</sup> Dec 2019. The survey asked nine questions, looking at the levels of satisfaction of the practice opening hours, telephone access, urgent care system, appointment bookings, access to nurse appointments, the importance of continuity of care, satisfaction of both clinical care and service from our reception and office teams. This survey was open to all patients and both sites Waterside and Blackfield equally contributed to the results of the survey.

### Question 1 (Satisfaction with Opening Hours)



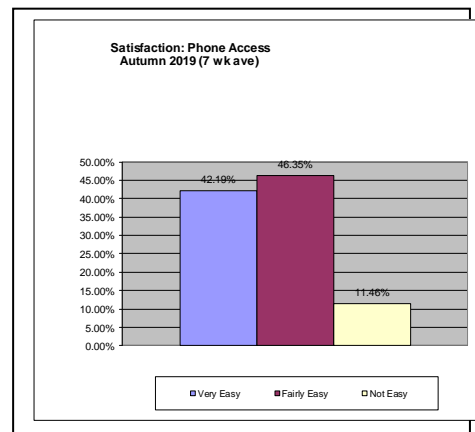
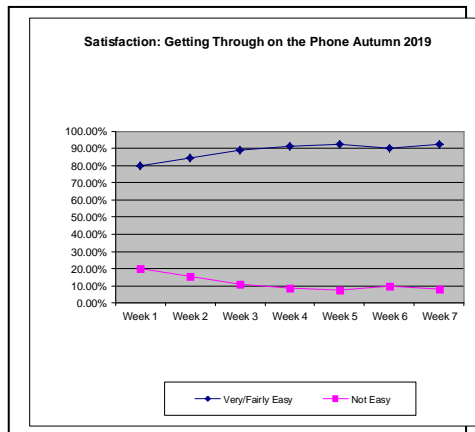
This question was asked following the national GP survey published in July 2019. In this survey the Red and Green Practice scored 63% “satisfaction with appointment times”, (national average of 65%). When we compared our practice to Forestside (our closest neighbour) who had scored 97% satisfaction despite the Red and Green Practice having 11% longer opening hours, the results didn't seem right.

The practice survey, 84% of respondents were very satisfied with the opening hours of the practice with 15% fairly satisfied, only 1% was unsatisfied with our opening hours.

We received 3 free text responses regarding access to appointments:

- QUEING AT 7.30 FOR APPOINTS
- NIGHTMARE TO GET AN APPOINTMENT I LIKE TO SEE DR AKERMAN AS SHE IS GREAT AND SO HELPFUL AND VERY SUPPORTIVE IN THE TIME, I HAVE BEEN SEEING HER.
- SAT CLINICS WOULD BE GREAT FOR ME AS I WORK FULL TIME
- YOU ALL WORK SO HARD HOWEVER IT IS FRUSTRATING AS A PATIENT TO WAIT SO LONG FOR AN APPOINTMENT, MORE FUNDING NEEDED BY GOVERNMENT, I HOPE YOU GET IT!

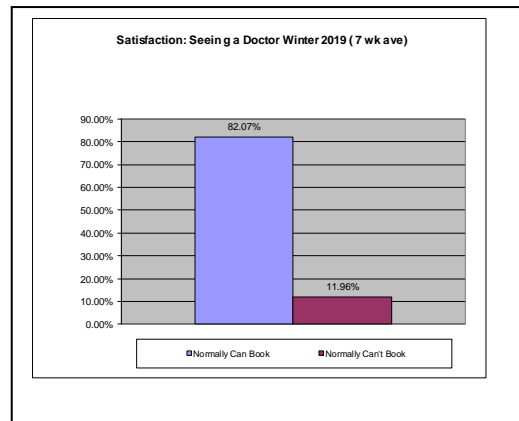
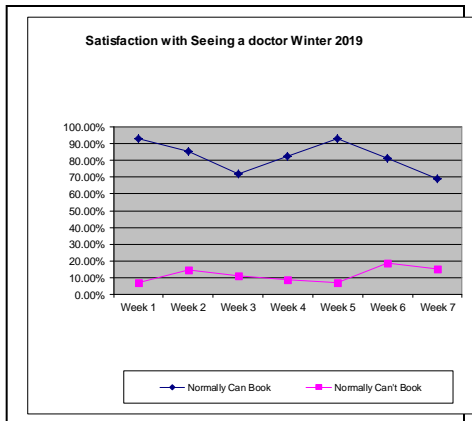
## Question 2 (Satisfaction with getting through on the phone)



This question was asked following verbal patient feedback regarding telephone access and following the publication of the national GP survey 2019. In the national survey 71% of patients found it fairly or very easy getting through on the telephone. This was significantly lower than our neighbouring practices 90% and 94% but above the national average of 68%

In the practice survey 88% of respondents found it fairly or very easy getting through on the telephone (42% very easy, 46% fairly easy), with 11% finding our telephone system not easy. Anecdotal feedback (word of mouth and social media) regarding access via telephones is usually poor however this sample of patients, who attended self-booked appointments suggests the telephone appointments process is significantly better than the anecdotal feedback received.

### Question 3 (Satisfaction with seeing a Doctor)



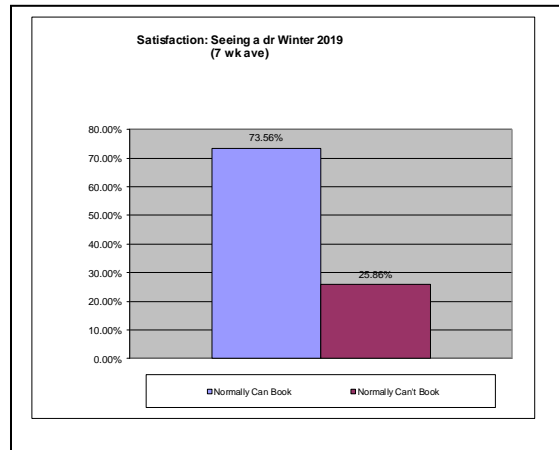
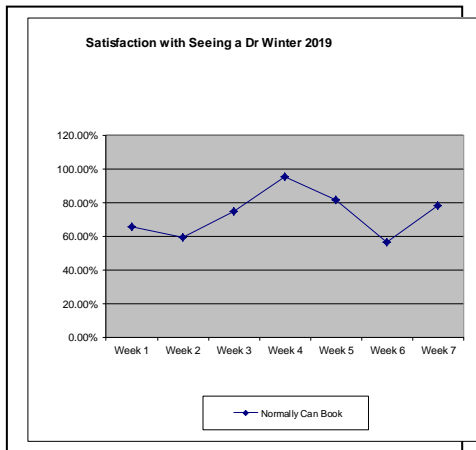
The practice has, over the last 5 years, been re-developing its business model, we identified that replacing a retiring GP with a GP was unsustainable, due to lack of availability and increasing demand. The Red and Green Practice has subsequently invested in Advanced Nurse Practitioners, Pharmacists and developing our nursing team. The Urgent Care System has been developed to make sure all urgent appointments are always seen on the same day.

82% of respondents stated they could be seen on the same or next day. With 12% indicating that they could not. 6% did not know.

We received six free text comments on GP satisfaction

- I THINK IT IS A REALLY GOOD SERVICE AND THE DOCTORS AND STAFF ARE GREAT
- CARE IS ALWAYS OUTSTANDING AND DOCTORS THOROUGH AND PROFESSIONAL
- INFORM CUSTOMERS HOW THEY CAN BOOK AND BE SELF SUFFICIENT ONLINE- MERRY CHRISTMAS TO EVERYONE YOU DO AN AMAZING JOB
- VERY GOOD DOCTORS, NO BAD THINGS TO SAY
- MANY THANKS TO DR COLE HE HAS BEEN SO HELPFUL OVER THE LAST YEAR
- STAFF ARE LOVELY, NEVER FELT RUSHED BY A GP, GREAT PRACTICE FAR BETTER THAN MY PREVIOUS ONE

## • Question 4 (Achieving Continuity)

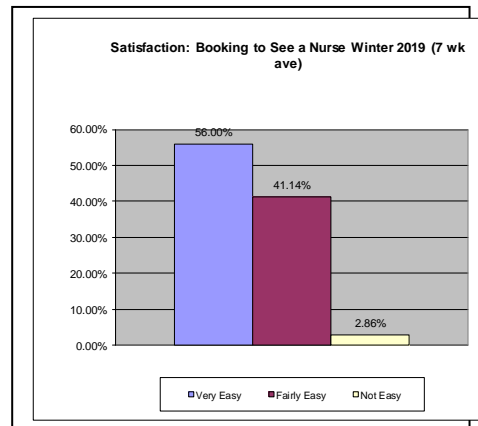
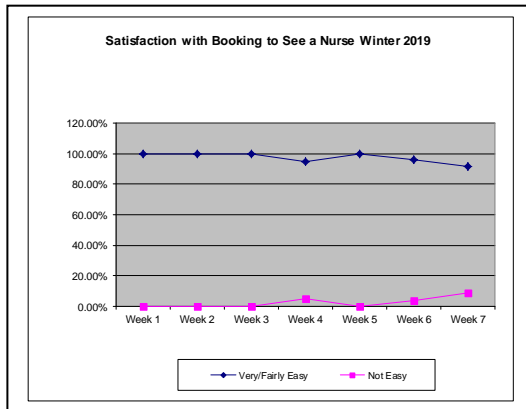


The practice is encouraging the use of our online services and opening significantly more appointments to be bookable online. 74% of respondents can normally book an appointment with a GP more than 2 weeks in advance. 25% of respondents could not.

We received 3 free text responses regarding the online services:

- THE ONLINE BOOKING SYSTEM IS EXCELLENT VERY GOOD PRACTICE
- BEING ABLE TO BOOK REPEAT PX ONLINE IS EXCELLENT!
- INFORM CUSTOMERS HOW THEY CAN BOOK AND BE SELF SUFFICIENT ONLINE- MERRY CHRISTMAS TO EVERYONE YOU DO AN AMAZING JOB

- **Question 5 (Satisfaction the ability to book a nurse appointment)**



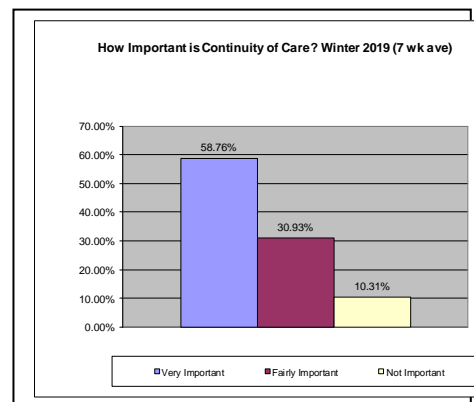
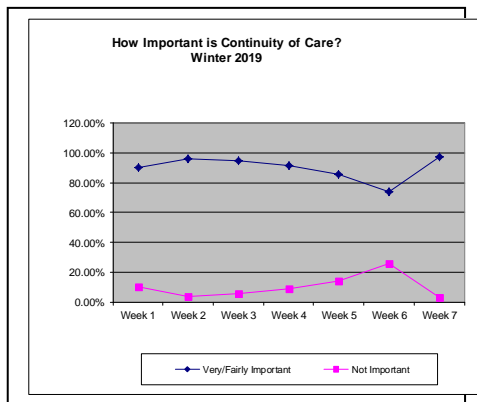
The practice has been developing its nursing team, now having 3 ANP's and investing in prescribing training for our nurses.

56% of respondents thought booking a nurse appointment was very easy with 41% finding it fairly easy with 3% finding it not easy.

We received 2 free text responses regarding nursing team

- UNABLE TO COMMENT ON BOOKING AN APPOINTMENT, NEW TO THE PRACTICE BUT HAVE HAD EXCELLENT SERVICE FROM THE NURSES.
- HERE FOR BLOOD TEST JAN AND THE NURSE WERE VERY NICE AND VERY PROFESSIONAL

## Question 6 (Attitude to Continuity)

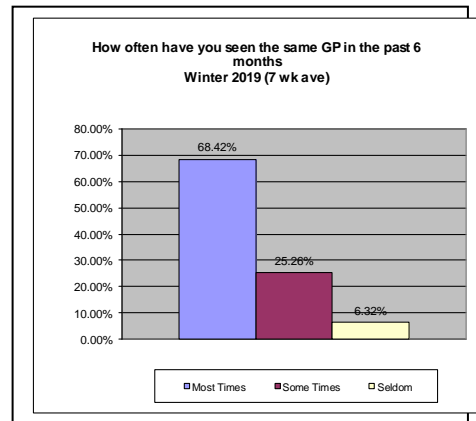
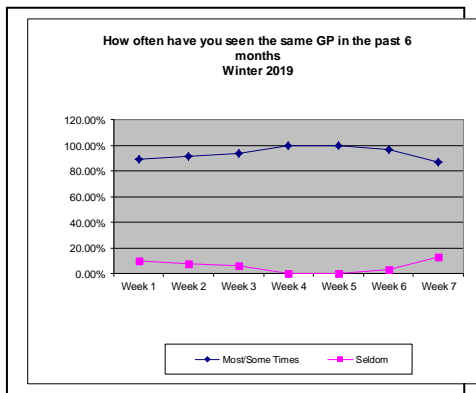


The question measures the patient's importance to seeing the same clinician, GP's see continuity of care as very important, overall 59% of the respondents thought continuity was "very important", with 31% "fairly important". 10% indicated continuity is "not important", and responses to this question validate feedback and the free type responses.

We received 4 free text responses regarding continuity:

- MANY THANKS TO DR COLE HE HAS BEEN SO HELPFUL OVER THE LAST YEAR
- CARE IS ALWAYS OUTSTANDING AND DOCTORS THOROUGH AND PROFESSIONAL
- I HAVE BEEN AT THIS DOCTORS FOR YEARS AND HAVE NO COMPLAINTS
- WHENEVER I HAVE REALLY NEEDED TO BE SEEN ON SAME DAY I HAVE BEEN MAYBE BY UTC BUT I HAVE SEEN SOMEONE

- **Question 7 (How often have you seen the same GP in the past 6 months in the past 6 months)**

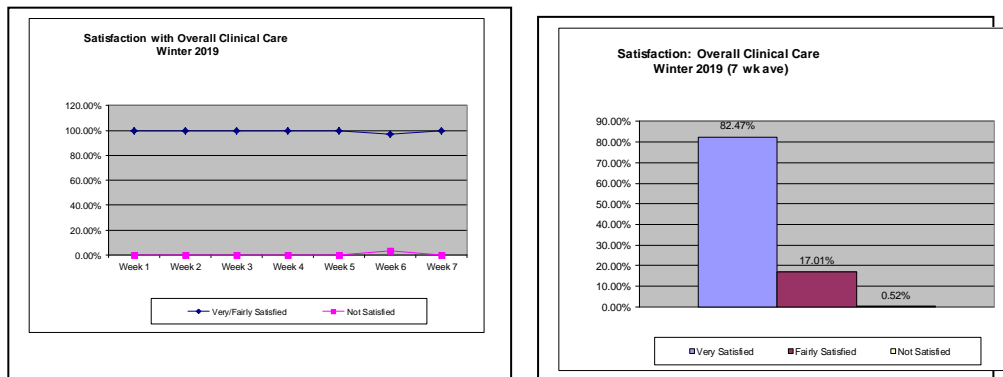


Following the National GP survey 2019 the Red and Green Practice scored 37% for “patients who usually see or speak to their preferred GP”. The national average was 48% and our local practices scored 52% and 53%.

We chose to ask this question in our survey as anecdotal feedback is normally high for continuity of care. We asked how often our patients see the same GP (UGP) in their visits to the surgery in the past 6 months, 68% responded most times and 25% responded sometimes with 6% responding seldom.



## Question 8 (Satisfaction with Overall Care)

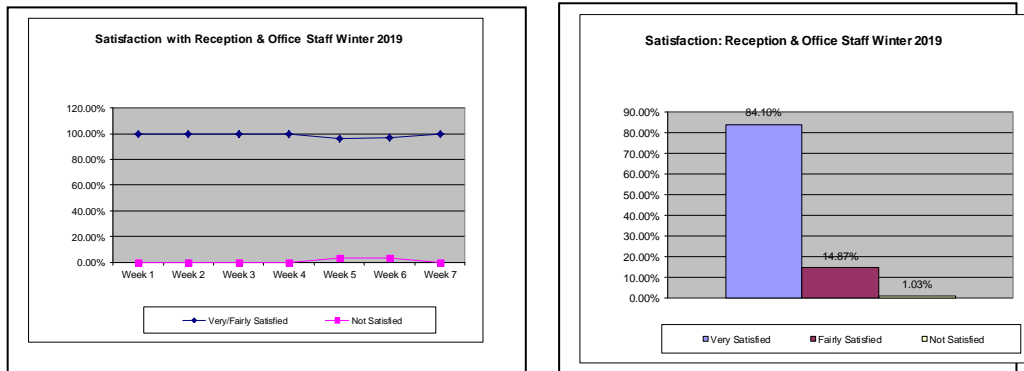


In response to the satisfaction of clinical care delivered by both our Doctors and Nurses 82% of respondents were very satisfied with 17% fairly satisfied with 0.5% not satisfied.

We received 5 free text responses regarding the overall satisfaction:

- YOUR DOING A GOOD JOB - THANK YOU
- ALWAYS TREATED WITH RESPECT AND STAFF ARE ALWAYS HAPPY AND FRIENDLY
- STAFF ARE LOVELY, NEVER FELT RUSHED BY A GP, GREAT PRACTICE FAR BETTER THAN MY PREVIOUS ONE
- VERY GOOD DOCTORS, NO BAD THINGS TO SAY
- CARE IS ALWAYS OUTSTANDING AND DOCTORS THOROUGH AND PROFESSIONAL

## Question 9 (Satisfaction with Reception and Office staff)



Following social media feedback from patients concerning the attitudes and professionalism of our reception and office staff, we asked the question regarding satisfaction of these teams.

84% were very satisfied with the service given, with 14% fairly satisfied with 1% not satisfied by our reception and office teams.

We received 9 free text responses regarding reception and office teams:

- GOOD SERVICE I RECOGNISE THE INCREASED PRESSURES
- VERY FRIENDLY STAFF
- MOST OCCASIONS I HAVE FOUND THE RECEPTION STAFF TO BE HELPFUL AND PROFESSIONAL, ONE HAS A DISTINCTLY JOBS WORTH ATTITUDE, MY NEW GP IS GOOD
- RECEPTION IS FIRST CLASS
- EVERY TEAM MEMBER FANTASTIC
- I THINK IT IS A REALLY GOOD SERVICE AND THE DOCTORS AND STAFF ARE GREAT
- STAFF HAVE ALWAYS BEEN FRIENDLY AND HELPFUL
- RECEPTION FRIENDLY HOWEVER APPTS NOT ALWAYS AVAILABLE FOR FOLLOWUPS
- FIRST CLASS FRIENDLY EFFICIENT SERVICE WHO HAVE ALWAYS BEEN EXTREMELY HELPFUL TO ME - THANK YOU

## conclusions

The survey set out to establish if:

- a) the national GP survey was correct in identifying “below average levels of satisfaction” in the practice and
- b) whether the practice can identify areas to improve the service to our patients.

### Practice Survey - National Survey

- The national survey received 116 respondents from 249 surveys sent out, a 47% completion rate.
- The practice survey was run over a 7-week period with 197 respondents from 250 surveys issued, a 79% completion rate.

The national GP survey practice overview said:

Where patient experience **is best** ?

✓ **91%** of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment  
Local (CCG) average: 90% | National average: 87%

✓ **90%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  
Local (CCG) average: 90% | National average: 86%

✓ **97%** of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment  
Local (CCG) average: 97% | National average: 95%

The practice survey said:

Q8 that overall clinical satisfaction was: 99% very satisfied or fairly satisfied.

Q6 that continuity of care was: 90%very important or fairly important

The national GP survey practice overview said:

#### Where patient experience **could improve** ?

37% of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 55% | National average: 48%

65% of respondents were satisfied with the type of appointment they were offered  
Local (CCG) average: 77% | National average: 74%

62% of respondents describe their experience of making an appointment as good  
Local (CCG) average: 72% | National average: 67%

The practice survey said:

Q1 that 98% of patients found our opening hours excellent or good.

Q2 that 88% of patients found getting through on the phone either very easy or fairly easy

Q7 that 68% of patients see the same GP most of the time.

Q8 that 84% of patients were very satisfied with our office and reception teams

#### **In conclusion.**

The practice believes this survey challenges the national GP survey in terms of overall satisfaction of the Red and Green Practice, but the practice survey also raises a number of questions:

1. Can the practice opening hours be extended to cover weekends - could this be provided across the Primary Care Network?
2. How the practice can improve its telephone access to improve the “very easy” response rate?
3. How can the practice increase its availability of nursing appointments?
4. How can the practice improve its GP continuity of care?

#### **What can R&G do?**

**STEP 1:** I started by looking at what continuity of care means to doctors and patients; usually interpreted as “personal lists”: Each GP has a defined list of patients but patients seeing only one GP will not be strictly enforced.

It works by the GP having overall responsibility for individual pt’s management but the pt has freedom to see other GPs (different specialities, holiday, study or training commitments, emergency, etc). Likewise, a GP may internally refer a pt to see another GP with a specific expertise but retain responsibility for follow up.

**STEP 2:** I then looked at how pts could be allocated to a GP (or vice-versa).

Some pts have a greater need for continuity than others, for example an elderly pt with several diseases and multiple medications is likely to appreciate continuity more than a young fit person who visits the surgery very infrequently.

Several years ago the practice established 3 tiers (risk stratification), where Tier 1 are high need pts and Tier 3 are low need patients.

Tier 1 patients are over 70 and/or in a Care Home and/or have Dementia and/or have Cancer and/or have recognised Learning Disabilities and/or are using 8 or more prescribed medications. The essence being, pts in this group have a high need to continuity with their GP.

Tier 3 had three or fewer consultations in the past 12 months.

Tier 2 is everyone in between Tier 1 and Tier 3.

The UGP lists have changed since inception of the Tiering programme, there is a need to re-balance the GP workload.

Therefore in 2020 Dr Iain Redmill and Mr Phil Sayers will conduct a re-tiering of patients, this way there is a fair and equitable workload balance between our GP clinicians.

**STEP 3:** The practice should look at enabling more online appointments and informing our patients how to use this service, consider promoting the NHS app.

**STEP 4:** Discuss extended weekend opening with our PCN partners.

**Step 5:** Review the telephone process, streamline the practice messages and streamline the process, to make a smoother pathway.

Change is an opportunity to make improvements in our working efficiency; it is good for us and will be noticed by patients.

*Phil Sayers*

Practice Business Manager