



PATIENT IN HOUSE SURVEY RESULTS AND ACTION PLAN

Thornbury Medical Centre



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Our Aim

In May, we conducted an in-house survey to gather a more comprehensive view of our patients' experiences, in response to the limited scope of the 2023 National GP Patient Survey.

While the national survey is methodical, it only reflects a small portion of our patient population.

Our goal is to distribute our survey to a larger group within the practice, aiming for a higher and more meaningful response rate.

This feedback will help us enhance the quality, effectiveness, and responsiveness of our services.

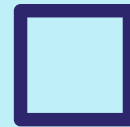
National GP Survey 2023

Total Surveys Sent: 599

Surveys sent back: 115 (19%)



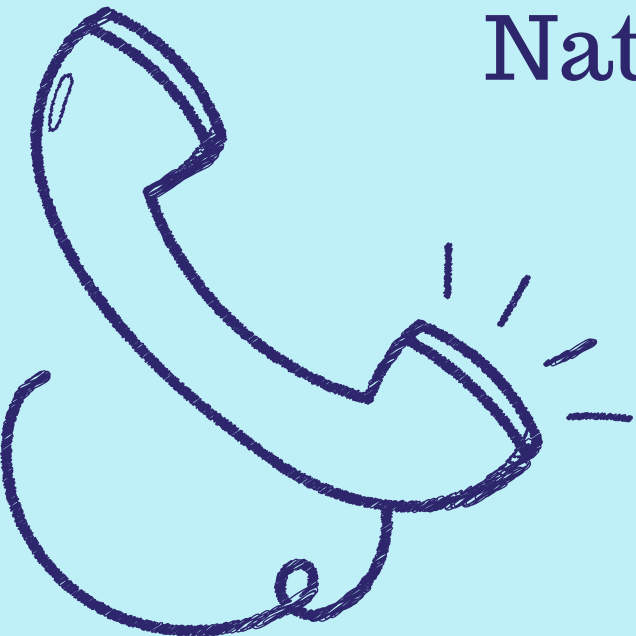
Where patient experience is highest compared with the Integrated Care System results



50% of respondents find it easy to get through to this GP practice by phone

ICS result: 47%

National result: 50%



99% of respondents took the appointment
they were offered

ICS result: 96%

National result: 96%



55% of respondents describe their
experience of making an appointment as
good

ICS result: 54%

National result: 54%



Method of Internal Survey

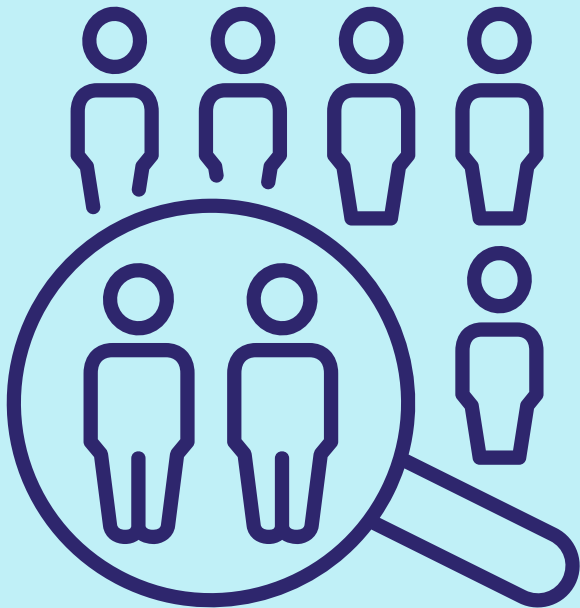
Distribution

Use of electronic consultation platform called Patchs to send out text messages containing the surveys, enabling the surveys to be returned electronically.

Hard copies of the Surveys were also available and handed out in the reception waiting room during the Patient Coffee mornings.

Choice of Sample Size

Approximately a third of the practice population were sent the survey, which is a large proportion whilst being a manageable size to grasp and work with.
Age range: 16 and over.

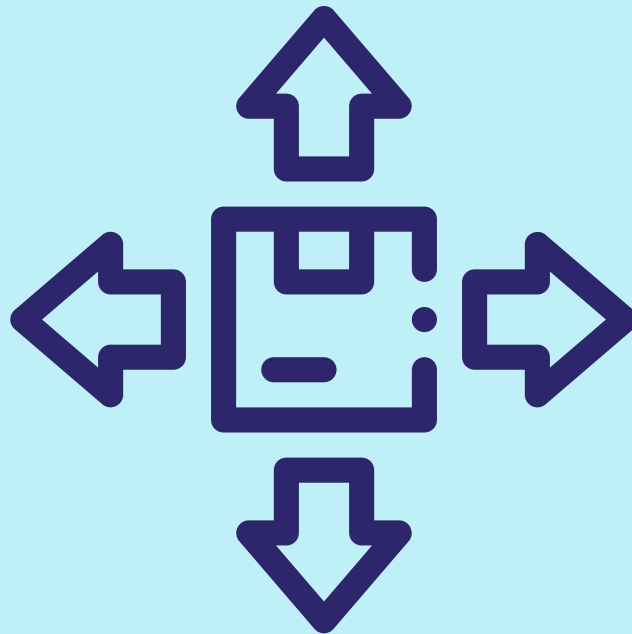


Choice of Questions

We chose to send out fewer questions but focusing on those lower scoring questions compared to the GP National Survey, with the view that patients would be likelier to complete a shorter format questionnaire.



Total Surveys Sent out: 2292



Results of the Survey

Results

Surveys returned:

308

Number of patients who did not respond to the
survey:

1570

Number patients who did not receive the survey:

414

Those who had not received the surveys was because either they only had landline numbers, or who had not consented to the SMS text messaging service.

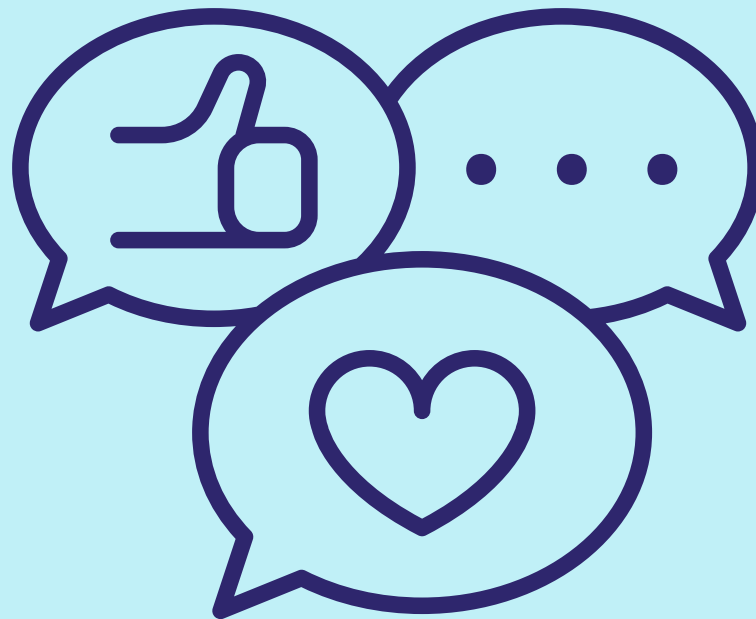
414 Void Solution

Assistant practice manager will print a report from PATCHS of the patients who failed to receive the questionnaire.

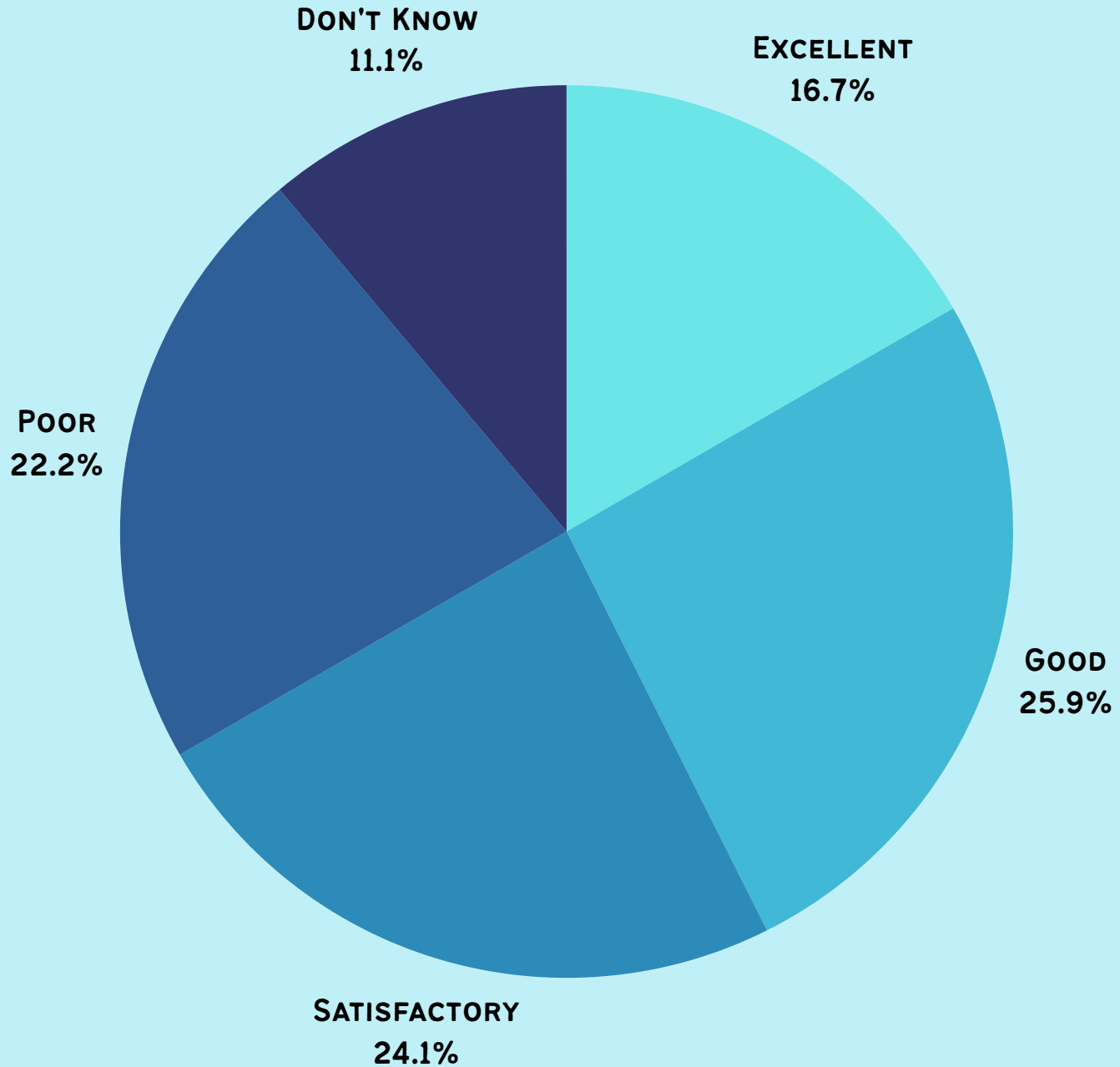
The reception staff will use the report to contact patients and verify their contact details and confirm their status on consent to receiving SMS text messages.



Responses



Appointment Availability?



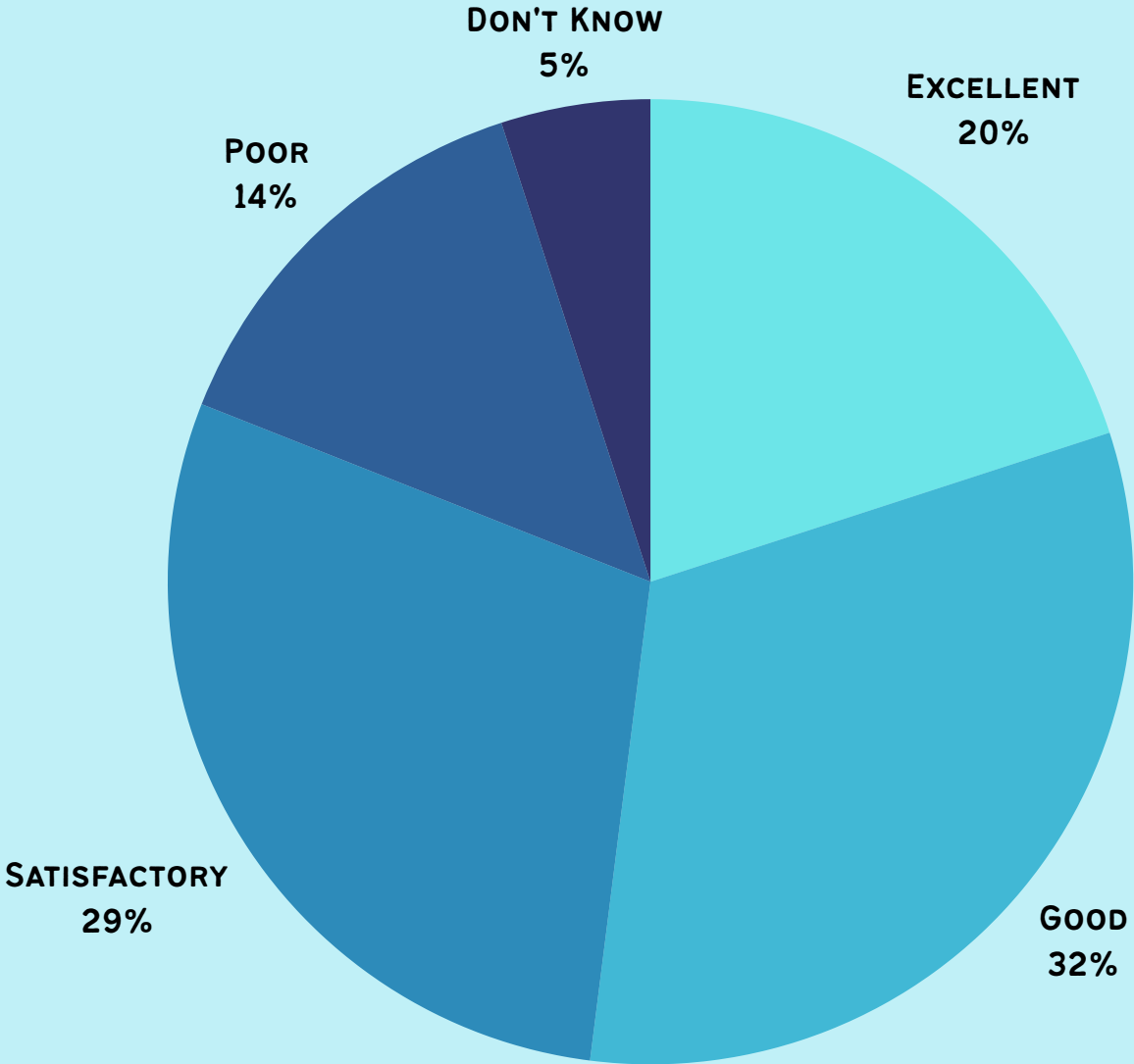
Action Plan

46% of patients were satisfied and higher, with the availability of appointment times, however 24% felt it was poor.

Appointment variability is greater than it has ever been in Primary Care now consisting of core hours and extended access hours between the hours of 6.30pm and 9.30pm, in addition to the entirety of every Saturday.

To increase awareness of the greater flexibility, variety and locations of appointments by increasing the presence of the information on the practice website, patient newsletters, patient events and through the PPG.

Satisfaction with Appointment Type



Action Plan

A significant majority of patients were satisfied with the variety of appointment types offered, with only 14% rating them as poor.

Historically, primary care appointments were primarily in-person or via telephone, especially before the COVID-19 pandemic.

Now, innovative methods have expanded the options to include online consultation platforms like PATCHS, accessible via our Practice Website.

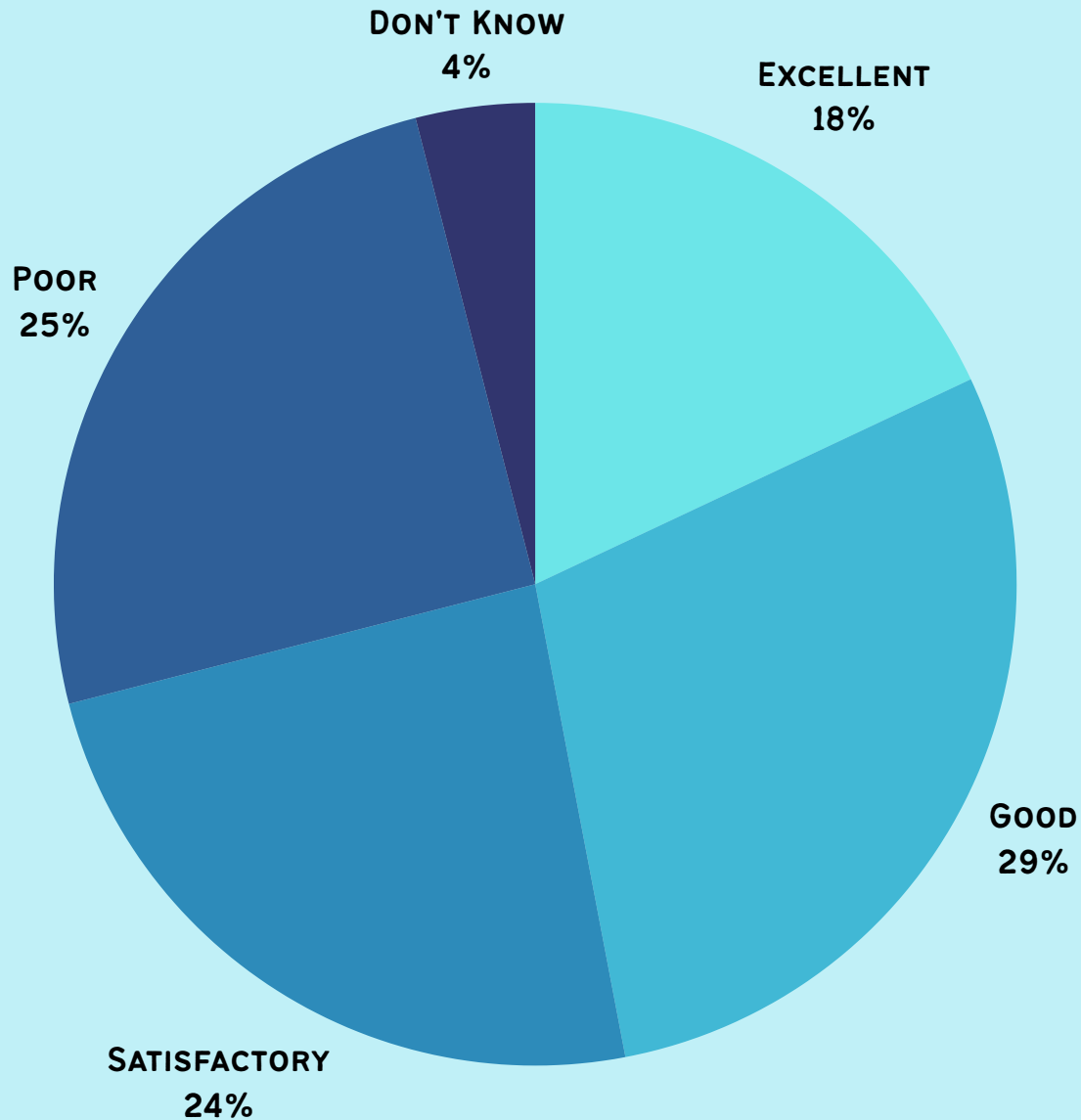
Action Plan

Patients can also choose video consultations, telephone appointments, and text messaging services through Accurx or PATCHS.

To enhance awareness and usage of these options, we aim to increase traffic to our Practice Website for PATCHS.

Access and promote the variety of appointments through Care Navigators, Social Prescribers, the Patient Participation Group (PPG), and social media channels like X (formerly Twitter).

Your Experience making an appointment?



Action Plan

While 25% of patients rated this aspect as poor, the majority gave higher ratings.

Recently, we launched a new cloud-based telephony service, which is expected to improve the patient experience, particularly with the queuing process.

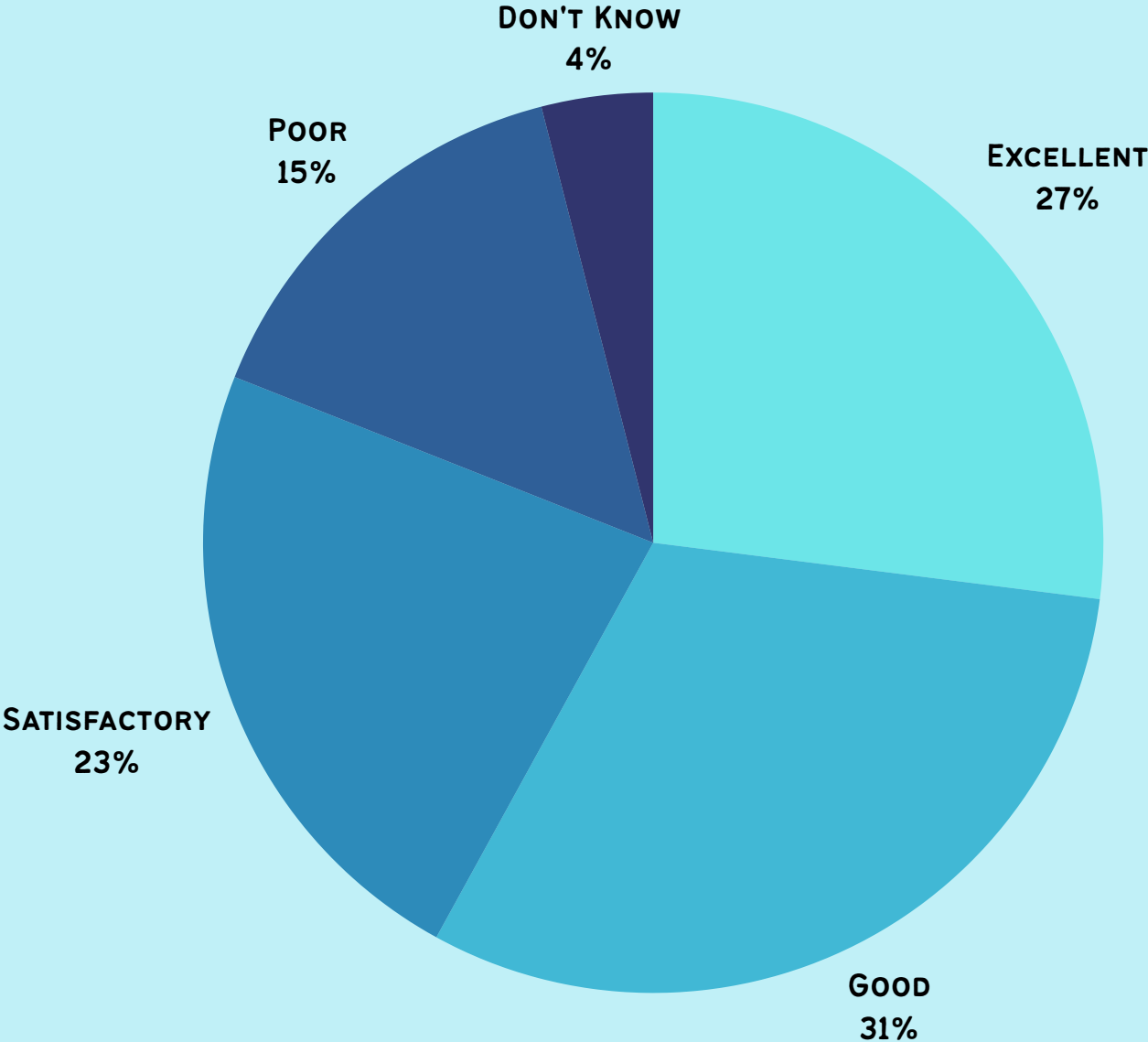
Patients can now request a call back while keeping their place in line. This is one of the many benefits as both staff and patients adapt to cloud telephony.

Action Plan

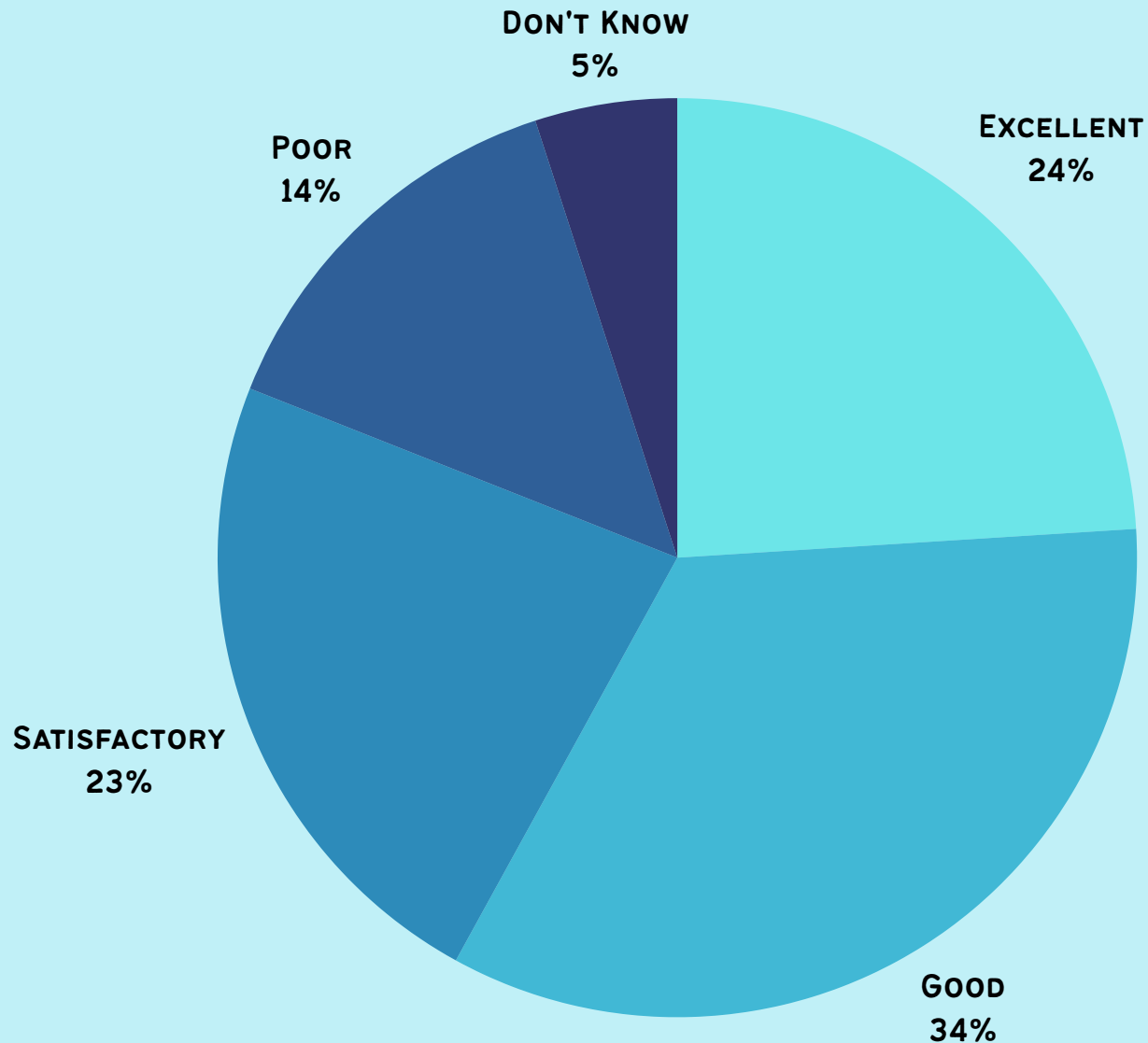
Additionally, appointments with GPs can now be booked online via the NHS App, Systmone Online, or through PATCHS.

Appointments are available on the same day, routinely up to 4 weeks in advance with clinicians, and up to 3 months in advance with the nursing team.

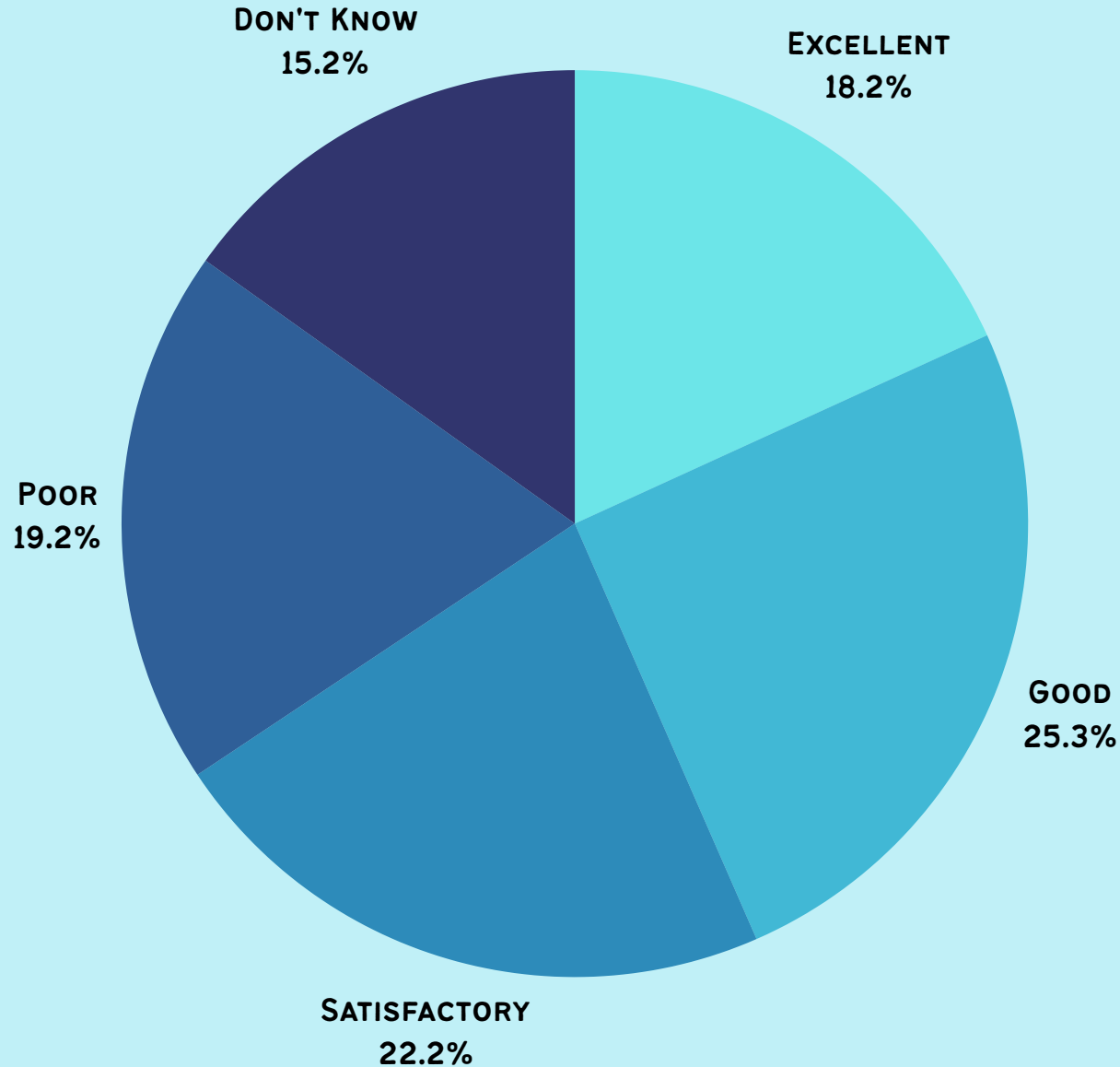
How was Your experience with the reception team, do you find the team helpful?



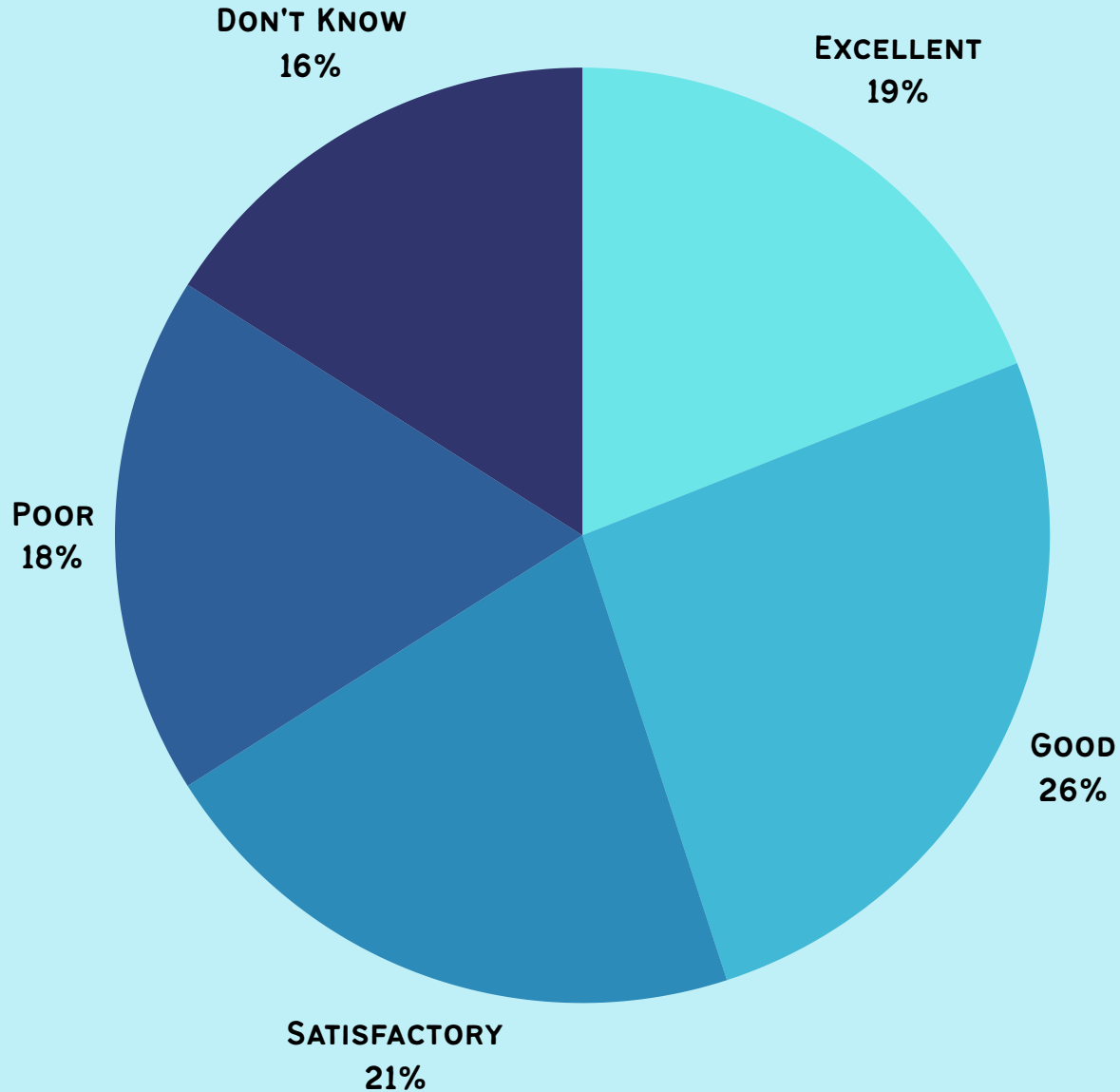
The Length to which needs were met during the last consultation



Patients who usually get to see or speak to their preferred Gp when they would like to?



How do you find our new phone system



Number of surveys sent was 2292 which is 32 % practice population.

The return rate was only $308 / 2292$ which is 13.4 % which is lower than the return rate from the National survey also only represents 4.3% of the practice population.

National Survey Results

Availability of various appt issues Score - 47%

Your Satisfied with the type appointments made - 48%

Your Experience of making an appointment - 55%

How was your experience with reception team, do you find team helpful 65%

The length to which your needs were met during the last consultation - 79%

Patients who usually had to speak to their preferred GP when would like -16%

Inhouse Survey Results

Availability of various appt issues Score of satisfied or higher is 72%

Your Satisfied with the type appointments made 81 % satisfied or higher score.

Your Experience of making an appointment Satisfaction rate 71%or higher

How was your experience with reception team, do you find team helpful
81%satisfied or higher score?

The length to which your needs were met during the last consultation 81%
satisfied or higher score.

Patients who usually had to speak to their preferred GP when would like 65%
satisfied or higher score.

In summary Positive that high % patients scored satisfied or higher in all questions

Between 4-16% patients recorded response don't know to various questions and

14 -25% patients gave a dissatisfied response to various questions.

The highest dissatisfaction scores were 25 % for Experience of making an appointment and 24 % for availability of

Monitoring and Evaluation

Follow Up Survey

We will conduct our next follow up in house survey in October 2024.

This will allow us to monitor satisfaction and gather feedback on any further planned changes.

Responsible: GP Partners, PM, Assistant PM

Progress Reports

- Provide regular progress reports to all staff to maintain transparency and accountability.

Responsible: GP Partners, PM, Assistant PM

By following this action plan, we aim to address patient dissatisfaction, improve leadership support, and create a more positive practice for our patients and community.