**HAWTHORNS MEDICAL CENTRE**

 **ANALYSIS OF GPAQ SURVEY 2016-2017-2018-2019 (National survey)**

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| **Heading** | **Results 2016** | **Results 2017** | **Results****2018** | **Results****2019** | **Up/down** | **Action** |
| **No of Survey forms sent out** | **363** | **379** | **413** | **455** | **up** | **N/A** |
| **No of survey forms completed** | **61** | **77** | **82** | **76** | **down** | **The practice already offered support by providing forms in appropriate language, pen, and place and has sent out regular messages on regular basis during January to March for patients to complete the survey forms. Bigger sample size improves accuracy and reliability of the results.****Another survey is planned in August-September with bigger sample in house.** |
| **Completion rate** | **17%** | **20%** | **20%** | **17%** | **down** | **Same as above** |
| **% of patients find the receptionist at the surgery helpful** | **59%** | **62%** | **65%** | **42%** | **down** | **Customer care training, smile and be polite, use of resources such as route to wellbeing, monitoring and support and monitoring from HG.** **Staff speak various languages that eases the communication.****One staff member went onto have further training regarding signposting to help patients-this was whole day training.** |
| **% patients usually get to see or speak to their preferred GP** | **19%** | **27%** | **27%** | **16%** | **down** | **Limited availability of most of the clinicians. Difficult as clinicians do different sessions, Dr. Singh only does one session, also the Physician associate and the Prescribing pharmacist doing one session each.** |
| **% patients were able to get an appointment to see or speak to someone the last time they tried** | **64%** | **68%** | **96% said they took the appointment they were offered** | **96% said they took the appointment they were offered** | **same** | **Well done! Continue good work. 41% increase, can’t be any better!****Encourage more online appointments, better use of telephone appointments. Use of telephone triaging where appropriate.** |
| **% patients who say the last appointment they got was convenient** | **84%** | **60%** | **59% were satisfied with the type of appointment offered.** | **54% were satisfied with the type of appointment they were offered** | **down** | **Needs further improvement. It is difficult to satisfy everyone. The sample size was small. 76 patients replied the survey. This is only 2% opinion of the practice population. This is also due practice having more young population and school children who want to come only after 4 pm, which can be challenging!****The practice is training the staff to offer morning appointments for older people and people who are not working and leaving the late afternoon appointments for school children and working patients. Practice has signed up for extended hours on Tuesday pm between 6:30 to 7 pm, appointments available with 3 clinicians.****Also the practice will encourage patients to take up HUB appointments that are currently underused and available between 6:30 to 8 pm and also on weekends; which would be convenient for working patients and school children.** |
| **% patients describe their experience of making an appointment as good** | **42%** | **55%** | **43%** | **41%** | **down** | **This is down but is also in line with CCG figures which has gone down from 63% to 58%.This could be due to the reception staff offering HUB appointments at other nearby surgeries between 6:30 to 8 pm weekdays and also weekends to improve access. However our patients prefer to be seen in their own surgery by their own GP and refuse to go for HUB appointments. This then results in negative experience expressed by the patients while booking appointments.** |
| **% patients usually wait 15 minutes or less after their appointment time to be seen** | **23%** | **25%** | **34%** | **38%** | **up** | **Waiting time audit on monthly basis, Catch up slots inserted with the clinician where possible. Notice apologizing patients about the waiting times. HCA and reception staff helping out with admin works, completing forms, ringing hospital, calling ambulance, printing summaries etc. paperwork and complexities of forms has increased e.g. MSK forms takes longer time. Quite a few patients needed to be sent to the hospital A and E this took longer.** |
| **% patients who feel they don’t normally have to wait too long to be seen** | **10%** | **21%** | **N/A** | **N/A** | **------------** | **Continue the good work, significant improvement from previous year!!****Staffs are informing patients to come nearer to their appointment time and discouraged patients to walk in and wait till seen due to “infection control” as can spread the infection to other vulnerable patients and we need to minimize the risk.****Also all the above!** |
| **% patients who say the last GP they saw or spoke to was good at giving them enough time** | **38%** | **54%** | **63%** | **56%** | **down** | **Clinicians to reduce admin time by working smart. Referral forms available electronically and can self-generate with patient’s details etc. Use of electronic tasks to the admin/reception staff. Not to use consultation time in printing repeats; Use of EPS will save time further.(no printing and no signing scripts)****Improve delegation- HCA/reception staff can help completing forms/ringing sec care/ambulances etc. Encourage team working!** |
| **% patients say the last GP they saw or spoke to was good at listening to them** | **45%** | **61%** | **63%** | **48%** | **down** | **Good eye contact, Improve consultation skills.****Improve listening skills of the clinicians, minimize interruptions, and discuss patients Ideas, concerns and expectations. Consider patient centered approach.** |
| **% patients say the last GP they saw or spoke to was good at involving them in decisions about their care** | **41%** | **57%** | **77%** | **72%** | **down** | **Massive 30% increase from 2017; although little falls from 2018 very satisfying and motivating indeed!****Continue the good work. Significant improvement from previous year.****Continuously improve consultation skills, have a patient centered approach. “What do you think is wrong with you? What do you think we need to do or what is your expectation?” (bear in mind does not always work- patient say you are the doctor)** |
| **% patients say the last GP they saw or spoke to was good at treating them with care and concern** | **37%** | **53%** | **65%** | **48%** | **down** | **Continuously improve consultation skills, show empathy. Using phrases such as “sorry to hear that”, “it must be terrible”, “I can understand what you must be feeling” etc.****How can patient see care and concern from the clinicians? Use phrases such as “I am very concerned about you”, offer help if mobility issue, hold the door, be patient.** **Sometimes the clinicians are rushing and patients are confused which room and where they need to go.****Offer interpreter when appropriate. Use phrases such as “No problem” “take care” “We’ll see you again” etc.** |
| **% patients had confidence and trust in the last GP they saw or spoke to** | **81%** | 66% | **77%** | **72%** | **down** | **Total 5% fall in trust and confidence in one year!****Continue good work, listening, communication, safety netting, involving them in care and decision making.****Also giving reasons, explaining CCG policies, educating regarding Antibiotics.** **Good record keeping can improve the trust with the clinicians.****Avoid words such as “locum” which gives negative vibes to patients. Use words such as “regular” “sessional” “experienced” “qualified”.** |
| **% of patients thought it is easy to get through the phone** | **41%** | **48%** | **42%** | **36%** | **down** | **Very difficult to understand. The telephone lines are open from 8 am to 6:30 pm Monday to Friday, except Wednesday till 1 pm then Village medical centre will take calls. This is almost doubling the time the telephone lines are open. Also some patients are booking online which helps to keep the phone lines free.****The practice has planned another telephone audit to understand more! Avoid asking patients to call at specific times such as call at 8 am etc. as more likely the phone lines would be busy.** |
| **% of patients who described overall experience of their GP practice as good** | **39%** | 51% | **55%** | **46%** | **down** |  **Nearly 9% decrease in overall experience in last 12 months.****Keeping the surgery clean and tidy, customer care, approachable and friendly staff, reducing waiting times, apologize if they are waiting for long, ease of telephone access, ease of booking appointments, satisfaction with consultation, everything helps for improving overall satisfaction.** |