**HAWTHORNS MEDICAL CENTRE**

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

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|  | **Heading** | **Results 2016** | **Results 2017** | **Results****2018** | **Up/down** | **Action** |
|  | **No of Survey forms sent out** | **363** | **379** | **413** | **up** | **N/A** |
|  | **No of survey forms completed** | **61** | **77** | **82** | **up** | **The practice will offer support by providing forms in appropriate language, pen, place and will send out regular messages on weekly basis during January to March for patients to complete the survey forms. Bigger sample size improves accuracy and reliability of the results.** |
|  | **Completion rate** | **17%** | **20%** | **20%** |  | **Same as above** |
|  | **% of patients find the receptionist at the surgery helpful** | **59%** | **62%** | **65%** | **up** | **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.** |
|  | **% patients usually get to see or speak to their preferred GP** | **19%** | **27%** | **27%** | **same** | **Limited availability of most of the clinicians. Difficult as clinicians do different sessions, Dr. Singh only does 3 sessions.** |
|  | **% 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** | **up** | **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.** | **Same**  | **Needs further improvement. It is difficult to satisfy everyone. The sample size was small. 82 patients replied the survey. This is only 2.3% 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 afternnon appointments for school children and working patients.** **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%** | **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%** | **up** | **Waiting time audit on monthly basis, Catch up slots inserted with the clinician where possible. Notice apologizing patients about the waiting times. Display screen playing video “Ten minutes with GP” for patient education. HCA and reception staff helping out with admin works, completing forms, ringing hospital, calling ambulance, printing summaries etc.** |
|  | **% patients who feel they don’t normally have to wait too long to be seen** | **10%** | **21%** | **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%** | **up** | **Continue the good work. Significant improvement from previous year.** **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%** | **up** | **Continue the good work. Improvement from previous year.****Good eye contact, Improve consultation skills.** |
|  | **% patients say the last GP they saw or spoke to was good at involving them in decisions about their care** | **41%** | **57%** | **77%** | **up** | **Well done!****Massive 35% increase; 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%** | **up** | **Well done!****Massive 23% increase. Continue the good work. Significant improvement from previous year.****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.** |
|  | **% patients had confidence and trust in the last GP they saw or spoke to** | **81%** | 66% | **77%** | **up** | **Well done!** **Massive improvement by 17% increase 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.**  |
|  | **% of patients thought it is easy to get through the phone** | **41%** | **48%** | **42%** | **down** | **Very difficult to understand. However the CCG average also has gone down from 60 to 58%.****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!** |
|  | **% of patients who described overall experience of their GP practice as good** | **39%** | 51% | **55%** | **up** | **Well done! Nearly 8% increase in overall experience in last 12 months.****CCG results have gone down from 77% to 76%.****Continue the good work.****Keeping the surgery clean and tidy, customer care, approachable and friendly staff, reducing waiting times, ease of telephone access, ease of booking appointments, satisfaction with consultation, everything helps for improving overall satisfaction.** |