**GP Satisfaction Survey Results and Actions July 2022**

Moorside Medical Practice

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Oldham

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* Discussed in a Practice Meeting 6th October 2022
* Published on Practice web site and Facebook PPG page for feedback

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. It gives patients the opportunity to feed back their experience. In this year’s survey, 464 surveys were sent out and 88 returned – 19% completion rate. For more information, please visit: [**Practice Overview (gp-patient.co.uk)**](http://gp-patient.co.uk/report?practicecode=H81068)

**Your Local GP Services**

**What we do best:**

* 67% find it easy to get through to the practice by phone, compared to 53% local average and 53% national average. –

This is a good result so staff to continue to answer phones as quickly as possible no improvement needed at this time, continue to have 2 or more staff on the calls at any one time between 8.00am and 6.30pm.

* 46% usually get to see or speak to their preferred GP, compared to 38% locally and 38% nationally. –

We have 2 GPs at the practice and currently have a locum GP who is assisting with the increased demand. They all offer appointments where Face to face, telephone, video and photo appointments are available. This is an increases figure from last year. The practice will continue to offer these services and continue to offer choice of GP where possible.

* 53% are satisfied with the appointment times available, compared to 50% average locally and 51% nationally. –

Appointments are to be continually monitored. There has been a change to the appointments due to the pandemic and government guidelines where more appointments were offered as telephone rather than face to face. We have also as a PCN been offering out of hours appointments to assist patients who have difficulty in attending within core hours, these appointments are available evenings and weekends including appointments for diagnostic testing, this is to continue and the practice will continue to be promote this.

**What we Could Improve on:**

76% find the receptionists helpful, compared to 82% locally and 82% nationally. IMPROVEMENTS AND ACTION PLAN –All reception staff are disappointed with this score however they have agreed not to let this reflection affect them and will continue to be as helpful as possible to improve. All staff to continue to do training in a timely manner to improve on services. All reception staff have agreed to aim for a higher result in the next survey. All staff agreed that it has been a very difficult few years working thorough the pandemic and for reception staff especially as well as assisting with keeping essential services running there have been a lot of changes brought into general practice to allow us to continue to offer our services and they have had to adapt quickly to all changes, the practice have had extra pressures from this and have worked extremely hard to offer help and continuity to patients.

**Making an Appointment**

**What we do best:**

63% were offered a choice of appointment when they last tried to make a general practice appointment, compared to 59% locally and 59% nationally. – We are continuing to offering pre bookable appointments up to 3 months in advance for some clinical staff and 48 hour release appointments are opened up to allow more urgent acute appointments to be booked, online appointments have been added and are available via an Accurx link that is sent to patients. We do not offer a book on the day service as this we have found causes issues for patients however we do have urgent appointments available each day and also appointments for the under 5 year olds. We are going to continue to ask patients for a brief description of what the appointment is for when they ring, staff have found this works well and access is good as a result of this as all patients are guided to the clinical staff member who is able to deal with the issue quickly. The practice will continue to offer all patients a choice of either telephone or face to face appointments.

**What we Could Improve on:**

67% were satisfied with the type of appointment they were offered, compared to 71% locally and 72% nationally.

IMPROVEMENTS AND ACTIONS: All staff will continue to promote the type of appointments we currently have here at the practice and educate patients on the different appointments we have here at the practice, we have MIND appointments for patients with mild mental health issues, a Mental Health worker with direct bookable appointments for more complex issues, a Clinical Pharmacist who can assist with medication reviews, a First Contact Practitioner for patient to book with if having musculoskeletal issues, a Health Care Assistant for vaccinations and health care reviews, a Phlebotomist to assist the clinical staff with blood taking and BP monitoring for patients and 2 nurses who see and help manage patient on a disease register.

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53% described their experience of making an appointment as good, compared to 55% locally and 56% nationally.

IMPROVEMENTS AND ACTIONS: We have increased staffing levels and been assisted by the out of hours service that we have in place. Staff are continuing to promote the different kind of appointment we offer. Staff are hopeful this percentage will improve back to one of the highest scores next year.

**Your Last Appointment**

**What we do best:**

92% say they the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment, this is compared to 88% locally and 90% nationally. – We will continue to allow time for patients in order to keep the higher-than-average score. We do this by gaining a brief description from all patients who wish to book an appointment, this allows staff to allocate the correct time for the appointment.

84% felt the healthcare professional recognised and understood any mental health needs during their last general practice appointment, compared to 81% locally and 81% nationally.

The practice offer a good range of appointments for all patients of all ages who have mental health issues including 2 inhouse services with bookable appointments. All clinical staff at the practice take mental health seriously and understand when patients need assistance or further guidance.

**What we Could Improve on:**

69% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment, this is compared to 84% locally and 83% nationally.

IMPROVEMENTS all clinical staff will take care when talking to patients, to listen and be attentive to the needs of all patients. Will monitor and compare this to the next survey.

86% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment; this is compared to 90% locally and 90% nationally.

IMPROVEMENTS continue involving patients in care and asking the questions of the patients with regards to outcome they want.

88% had confidence and trust in the healthcare professional they saw or spoke to in their last general practice appointment, this is compared to 93% locally and 93% nationally-

IMPROVEMENTS The practice clinical staff will ensure they instil trust with our patients and to listen and talk to our patients in order to continue good patient centred care, confidence and trust.

78% felt their needs were met during their last general practice appointment, this is compared to 90% locally and 91% nationally-

IMPROVEMENT the practice will monitor this in the next survey and have discussed the results with clinical and non-clinical staff as we have scored below national and local averages.

Over the pandemic we have seen an increase in telephone appointments and video contact appointments. This percentage may have been due to the change in the appointment structure and pandemic government guidelines re patient safety and reducing risk.

The practice will monitor this and would like to reassure patients that we are and have offered face to face appointments throughout the pandemic. Clinical staff will strive to meet the needs of patients who attend for an appointment or have a telephone or video consultation.

**Your Health**

77% say they have had enough support in the last twelve months to help them manage their long-term condition(s), this is compared to 63% locally and 65% nationally-

**Overall Experience**

66% describe their overall experience of this GP practice as good this is compared to the local average of 72% and national average of 72%. The practice will continue to strive for a higher percentage. Following the difficult few years with many changes brought in for general practice by the government during the pandemic. These changes had to happen quickly so we could offer continuity of our services to our patients and community. We hope patients understand that we did our upmost to adapt and the hard work from all staff members that had to go into training in a very short time. We are a practice that have always previously been higher than local and national averages and have worked tirelessly with a network of local practices to plan and introduce new services and staffing roles to the practice. Overall the Levels of the National GP survey have gone down compared to 2020 and the British Medical Association have published an article stating that” these findings are a reflection of an overstretched service who are doing their best for patient under intense workload pressures” and that “general practice needs investment, more GPs and more support”.

Any comments or suggestions are always welcome from our patients, please contact Debra Pryce or Rebecca Gadeke.