Moorside Medical Practice

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Oldham

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GP Satisfaction Survey Results and Actions July 2021

Discussed in a Practice Meeting October 2021

**Your Local GP Services**

79% find it easy to get through to the practice by phone, compared to 60% local average and 68% national average. – This is a good result so staff to continue to answer phones as quickly as possible no improvement needed.

93% find the receptionists helpful, compared to 84% locally and 89% nationally. –All reception staff are happy with this score and will continue to be as helpful as possible to improve on this for next survey. All staff to continue to do training in a timely manner. Agreed to aim for a higher result in the next survey.

77% are satisfied with the appointment times available, compared to 59% average locally and 67% nationally. – This is a good result no improvement needed at this time however appointments are continually monitored. Recently been a change to the appointments due to more offered as telephone rather than face to face due to pandemic and government guidelines.

69% usually get to see or speak to their preferred GP, compared to 38% locally and 45% nationally. – We have 2 GPs at the practice and offer appointments with both. Face to face, telephone, video and photo appointments are available. This is an increases figure from last year.

**Making an Appointment**

84% were offered a choice of appointment when they last tried to make a general practice appointment, compared to 62% locally and 69% nationally. – We are now offering pre bookable up to 3 months in advance for some clinical staff and 48 hour release appointments, pre bookable, online appointments (have been paused due to the pandemic so we should see an increase again in future surveys) to accommodate patients that have signed up for patient access and all staff continue to offer patients the extended hours service available at multiple sites via the IGP care if no appointments are available. We are going to continue to ask patients what the appointment is for when they ring, Staff have found this works well and access is good.

83% were satisfied with the type of appointment they were offered, compared to 74% locally and 82% nationally. Continue to offer appointments as we do now as patients are satisfied.

99% took the appointment they were offered, compared to 96% locally and 98% nationally. – Hopefully this should stay high with our appointment system in place and working well.

83% described their experience of making an appointment good, compared to 62% locally and 71% nationally. – Again, Hopefully this should remain higher than average with the appointment system.

**Your Last Appointment**

100% 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 91% locally and 91% nationally. – We will continue to allow time for patients in order to keep the higher than average score.

86% 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 85% locally and 88% nationally. -improvement required-although this has improved since the last survey, we are just below national and just above local average so 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 to next survey.

94% 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 93% nationally. – Continue involving patients in care

94% 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- continue to instil trust with our patients and continue to listen and talk to our patients in order to continue to be higher then local and national averages.

75% felt the healthcare professional recognised and understood any mental health needs during their last general practice appointment, compared to 81% locally and 86% nationally.

 IMPROVEMENT REQUIRED AND ACTIONS – As a practice we will train clinical staff on mental health issues to assist with recognising signs of mental health during consultations. Unfortunately, all training from the local CCG has been postponed due to pandemic. As a practice we will look for online training in the interim to assist clinicians and to improve our patient care.

 We currently have a MIND practitioner in house, unfortunately there was a short gap in this service due to staff from MIND changing and leaving the service which was beyond our control. During this time all staff were aware of the service within the community and gave patients the contact number or referred directly to this service. This will continue as a support to the practice. Staff are aware of the mental health services within the community and have contact numbers to give to patients if the need arises. We have as a result of the survey placed the contact numbers for these services in all clinical rooms.

90% felt their needs were met during their last general practice appointment, this is compared to 91% locally and 94% nationally-

 IMPROVEMENT REQUIRED AND ACTIONS the practice will monitor this in the next survey and have discussed the results with clinical and non-clinical staff as we have scored just 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**

64% say they have had enough support in the last twelve months to help them manage their long-term condition(s), this is compared to 67% locally and 74% nationally- IMPROVEMENT REQUIRED AND ACTIONS –the local and national averages for this question has also dropped quite dramatically, this may be due to community services being paused and also referrals to community services taking longer than average. The practice has tried hard to continue services as best they could and offer appointments for patients with long term conditions in line with government guidelines throughout the pandemic. As a practice we will strive to increase the support of our patients with long-term conditions by continuing to offer annual reviews for this group. The practice currently have in place an appointment system that allows patients to book an appointment with the most appropriate clinician for the Long-term condition they have. The practice will improve on this by extending and offering practice nurse appointments from 8.00am up to 6.30pm on some days to assist with increasing access and patient choice.

**Overall Experience**

81% describe their overall experience of this GP practice as good this is compared to the local average of 77% and national average of 81%. The practice will continue to strive for a higher percentage however the practice are pleased with this percentage.

**Summary**

Overall a survey to be proud of following a time where there was a new way of working brought into general practice very quickly due to the pandemic.

The practice will continue and look at moving forward to improve on care and concern when talking to patients. To continue to offer an accessible appointment system and to understand and act upon patient feedback. To continue to support and offer long term condition patients appointments for reviews in a timely manner.

 The practice feel the pandemic has had a slight negative effect on the survey and are hopeful that the survey will once again improve on the 3 areas once government Guidelines are lifted. The practice discussed the survey in a practice team meeting on the 6th October 21.