**Newport Medical Group**

National GP Patient Survey Date – Action plan

 Overview of main areas

Following results of the GP Patient Survey for 2018 & 2019, these were discussed at several meetings as follows:

* Survey sent to Management on 22/3/2019 to raise awareness of what needed improvement
* Newport Rd (Office Manager – with responsibilities over CQC compliance) and (PM Consultant)
	+ During this meeting on 3rd July 2019, the following was agreed:
		- Discussion with PPG on 3/7/2019 for comments and suggestions
		- To be discussed at Office Managers meeting on 4th July 2019 and with Quality and Safety Lead (Dr NW) at meeting on 4th July 2019
	+ 2019 survey released on 11/7/2019 has been e-mailed to practice management for reflexion
	+ Staff meeting on 25/7 & 30/7 to discuss 2018/19 surveys and ways to improve performance
	+ 2018-19 comparison for clinicians sent to Dr Nadia and Amy Innes leads for GP’s and PN on 24/7/2019 to be cascaded to their staff
	+ Patient engagement strategy for 2019-2020 created to look at overall patient feedback and engagement
* Introduction of monthly patient in-house survey from August 2019
* 428 surveys sent, 89 surveys returned, 21% completion – 2018
* 462 surveys sent, 84 surveys returned, 18% completion – 2019

**Areas improved in the 2019 survey (in comparison with 2018 results)**



**Areas that require improvement and action plan**

|  |  |
| --- | --- |
| **PATIENT FEEDBACK** | **ACTION PLAN** |
| Find it easy to get through to the practice by phone **(35% 2018 - 36% 2019)** | * Mystery shopper audit since March 2019

Issues identified (Risk):* Phone systems at Newport and Stoney Lane inadequate – New system that allows to answer phones at other sites - centralisation
* Stoney Lane – requires more staff on NHS side to deal with range of GP side of business however lack of space – Extension of premises
* Building work commence in September 2019
 |
| Find the receptionist helpful **(66% 2018 – 64% 2019)** | * Customer service training – February 2019
* Refresher course will be done in April 2020
* Mystery shopper
* Employee of the month
* Appraisals
* Staff satisfaction interview in November and review in June 19
* Patient feedback awareness and action meeting with all sites (25-30/7/2019)
* Signposting training
 |
| Satisfied with the general practice appointment times available **(44% 2018 – 43% 2019)** | * Extended hours as part of HuB from June 2018
* Additional staff

PN – April 2019GP’s – April 2019Upskilling HCAPush doctor* Minor ailment scheme
* Appointment audit – October 2019
 |
| Were offered a choice of appointment when they last tried to make a general practice appointment **(44% 2018 – 37% 2019)** | * Additional staff

PN – April 2019 GP’s – April 2019 Push doctor* Appointment coordinator and review of system in June 2019
 |
| Were satisfied with the type of appointment they were offered **(50% 2018 – 38% 2019)** | * Additional staff

PN – April 2019 GP’s – April 2019Upskilling HCA |
| Described their experience of making an appointment as good **(36% 2018 – 35% 2019)** | * Customer Service training
* Staff motivation, empowerment
* Patient feedback
* On-going staff development work via identification of training at appraisal
* F&F analysis – request site feedback to identify issues at each site
* NHS Choices improvement
* Patient feedback awareness and action meeting with all sites (25-30/7/2019)
 |
| Say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition **(77% 2018 – 67% 2019)** | * Plan for 2019-20 to introduce Health Education Awareness days
* Signposting training
* Social prescriber
 |
| Describe their overall experience of this GP practice as good **(58% 2018 - 58% 2019)** | All above |