**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**

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| **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 2019  GP’s – April 2019  Upskilling HCA  Push 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 2019  Upskilling 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 |