

FAMILY AND FRIENDS REPORT Q1

Number of texts	23,161
Response Rate	16%
Responses	5245
Recommended	92%
Neither/Don't know	2.6%
Not Recommended	4.6%

Out of the comments received (222) the majority (128, 58%) were positive and the complimentary words collated in a schematic for staff and patients. Thank you for these comments,

Those few flippant remarks or destructive criticisms were ignored.

There were 128 constructive criticisms that were divided broadly into the categories below.

1. Continuity
2. Booking of appointments
3. Increase in number of female GPs
4. Timekeeping primarily of GPs
5. Employing more GPs
6. Triage
7. Estates
8. Receptionist/GP behaviour, demeanour

Continuity

0.05% of the comments

We are working towards improving continuity of care. Lack of continuity is not only frustrating for the patient but also for the Clinician involved. Continuity of care improves the patient experience and therefore outcomes. It improved GP satisfaction. However, it is a complex issue. There is a National shortage of GPs. Instead of the 5000 extra GPs that the Government promised to Primary Care by 2020 we have in fact 1000 less than we had this time last year. If we can get you the patients to see the most appropriate clinician to meet your needs, it will allow those patients who need to have the continuity required for a particular condition to have it. In order to achieve that we need to explore in more depth the reason you need a consultation, when you call the surgery to book an appointment. The answers to these questions will allow us to book the right patient, with the right clinician at the right time. Please remember the right clinician to offer you continuity of care may not necessarily be a doctor. It may be a nurse who knows you and your condition best.

Booking of appointments

19% of the comments

These were about difficulties with booking appointments. These were broken down into two main areas; those wishing to book ahead, and those struggling to get through on the phones in the morning.

Before we changed to book on the day appointments we had over 300 patients who did not attend their appointments each month, that is 15 appointments a day and 15 less people who got to see a GP on a daily basis.

The change in the appointment system dramatically reduced those non-attendances to 46 per month freeing up 13 appointments on a daily basis.

Frail, vulnerable patients or those whose circumstances are exceptional are able to book ahead.

If a nurse or a GP feels that it is critical that a patient is seen in a timely manner they are able, at their discretion to book the patient in. We will make sure that all staff are aware of this policy.

Employing more female GPs

1% of comments

We appreciate that this is a preference for some patients. We have a female full-time partner and 2 part-time long-term locums in the Practice who are female. They are popular and do tend to get booked up, sometimes before other GPs.

We offer flexible working to make employment with our Practice more attractive, however, despite 65% of trainee GPs being female, 40% leave before the age of 40.

Time Keeping

1% of comments

We try to keep to time, doctors and nurses have nothing to gain by running late, they just lengthen their day. A GP consultation is 10 mins and a Minor Illness appointment is 15mins. This is not a long time if a patient's needs are complex, or more than one problem is raised in that consultation. This can cause us to overrun and for this we apologise, but we hope that if one day this is you who requires more time, that the patients after you will show as much understanding.

Please help us to help you and only bring one problem to one appointment. Be a patient, patient!

We are trialling longer appointments but this will mean that fewer appointments will be available.

Employing more GPs

2% of comments

This would be the ideal situation but interestingly, case studies in other parts of the country who are also struggling to meet demand, it is not always the answer. There are a number of factors at play. There is a National shortage of GPs. Where we were promised an extra 5000 GPs by 2020 we are in actual fact in a further deficit by 1,200 with 219 having left in the last 3 months! 3000 GPs retired before the age of 60 in the last 5 years. Swindon is a least 30 full time GPs short.

We urge you to contact your MP regards this situation as it is something we have no control over.

Triage- being allowed to see a GP when requested

1% of comments

There is a National shortage of GPs and as a result there is pressure on appointments. We have improved access to appointments by employing Advanced Nurse Practitioners (ANPs), Physicians Associates (PAs), who are able to diagnose, investigate and prescribe for a broad spectrum of conditions. More recently we have recruited 2 Physiotherapists, who are going to start work soon in the Practice. We have for a long time had a Community Psychiatric Nurse working with us. We feel that this Multidisciplinary approach promotes holistic care that is patient centred.

We plan to improve the frontline triage and signposting process. This will take a bit of time as we await training on Care Navigation being provided for all Practices in Swindon by the CCG.

Estates

5% of comments

We would love to be able to provide a coffee machine, water dispenser or other refreshments. However, health and safety regulations do not permit us to do so.

Staff behaviour

2% of comments

We do apologise if any of our staff have appeared to be rude, uncaring or short on time. There were only one or two comments about this, but we felt it was important to address. Our staff are under an immense amount of pressure and everyone has off days. The previous patient may have been rude to them, been demanding, or made them run late.

We would appreciate that any comments regarding staff are made in person to the Practice Manager so we can deal with them directly.

Please be advised that we have a Zero Tolerance Policy and any one demonstrating verbal or physical abuse towards any member of staff will be removed from our registered list.

Organisation

5% of comments

There was no one common theme in these comments. We would urge you to put suggestions in the comment box, or contact the PPG Chair or the Practice Manager so that we can address these to make our service better.

PATIENT PARTICIPATION GROUP

We want to actively engage with our patients about the issues facing Primary Care. We not only want to understand what you feel is important but how you feel we can improve our services within the confines of the budget we receive.

Many of you will not be aware but we only receive £126.00 per person/per year for 14,000 of the 17,300 patients who are registered with us. This is inclusive of the extra services we provide beyond our basic contract. If we stopped providing these the funding would drop to £76.00 per person per year. This would pay for one consultation per patient per year in the Private sector, yet in Primary Care in the NHS, patients can see us as many times as they need to. Our priority is providing excellent care, but we need to look at ways of providing that efficiently and effectively.

If you would like to know more please visit our website for contact details for the PPG.