**NHS GP SURVEY ACTION PLAN 2020/21**

**MOOR PARK MEDICAL PRACTICE B83661**

**The Practice is looking to improve on figures for patients completing the Surveys for 2021/22**

**Last Three years figures for the Practice**

**2019 – 17% Patients returned their completed survey**

**Sent out 456**

**Returned 79**

**2020 – 17% Patients returned their completed survey**

**Sent out 469**

**Returned 81**

**2021 – 18% Patients returned the completed survey**

**Sent out 496**

**Returned 89**

**The Practice has shown improvement on the last couple of years by 1%**

**The Practice held a meeting and everyone agreed that in a difficult year it was good that we had improved the uptake even only by a small percentage. The Practice has been open throughout COVID 19 Pandemic and has continued to see patients face to face in GP, Nurse and HCA clinics.**

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| **Areas on Survey**  **Good and bad to be reviewed** | **Action Plan** | **Date** |
| **Ease of getting through to the practice**  **Improved** | **The Practice has improved on previous year’s figures in this area.**  **72% find it easy to get through by phone**  **CCG Average 60%**  **National Average 68%**  **The Practice is above national average on this area**  **Discussed in Practice Meeting**  **PM discussed with Admin staff in daily huddle. Details in Meeting book on reception**  **Staff to Continue to Answer phone before 3 rings**  **Head Sets purchased and in use**  **All reception staff have their own headset**  **Ease of answering telephone call with headset**  **No distractions** | **Reviewed 19.07.2021**  **Next review 2022** |
| **Reception staff need to be more helpful**  **Improved** | **The Practice has improved on this area since last year however to get to the National average we must improve again we are 2% National average**  **Practice 87%**  **CCG Average 87%**  **National Average 89%**  **Practice manager to try source**  **Customer service**  **Staff to be empathic and understanding at all times**  **Offer all services**  **Push Dr**  **E Consult**  **Telephone call**  **Extended Access**  **Extended Hours**  **Refer CLICS and RICS for help with community, social and medical problems** | **Review Dec 2020**  **Reviewed January 2021**  **Staff have worked throughout COVID 19 and given an excellent service to patients. Changes have been made on daily basis and these have been implemented by staff efficiently and effectively.**  **The Practice has a logbook in reception where all staff can right changes down**  **Daily Meetings on updates are held**  **Face to face appointments have been available throughout the pandemic**  **Nurse and HCA appointments have been available throughout the pandemic**  **Some reviews have been done over the telephone**  **Ongoing at all times** |
| **Health care Professionals to take more time with patients**  **Improved** | **The Practice has improved on this area and is above national Average and CCG**  **Practice 95%**  **CCG 87%**  **National Average 89%**  **HCA/Nurse take more time to listen to patients**  **Training on E leaning and other Zoom meetings has continued throughout covid19**  **Refer to Clinician if feel unable to resolve medical issues**  **Refer to CLICS OR RICS FOR SOCIAL, MEDICAL, COMMUNITY NEEDS** | **Review 19.07.2021**  **Next Review 2022**  **Flu training booked 6.8.21**  **COVID vaccination training completed 2021**  **USE CLICS and RICS to refer patients to ANP AND COMMUNITY CONNECTOR AND OTHER SERVICES INCLUDING WELFARE** |
| **Needs met During Consultation**  **Improved** | **Patients’ needs to be met during consultation.**  **The practice has improved on this area and is now on target with the National average above the CCG**  **Practice 94%**  **CCG 93%**  **National Average 94%**  **The Practice will continue to**  **Listen**  **Act**  **Self-Care**  **Patient engagement**  **Refer to CLICS AND RICS for Community, social and medical support** | **Reviewed 19.07.2021**  **Continue to refer patients to CLICS refer to HALE community connector and ANP**  **Use RIC – refer for help and Welfare benefits** |
| **Are patients satisfied with general appointment times available**  **NEEDS IMPOVEMENT** | **The Practice has been open throughout the COVID 19 pandemic offering Telephone and face to face appointments in all clinics.**  **Practice 66%**  **CCG 63%**  **National Average 67%**  **The Practice is delivering a good service in this area with new services added during 2020/21 Needs to improve by 1% to be on the same level as the national Average**  **2020 Introduced Push Dr where a patient can access a video consultation 8am-8pm Monday to Friday and at weekends as well.**  **Originally commissioned by the CCG till Sept 2020. Then the practice took out a Private contract with Push Dr to keep offering this service**  **Patients can book appointments and are given a choice**  **On the day appointments**  **Pre bookable Appointments**  **Online Appointments (25%)**  **Push Dr video consultation**  **Extended hours appointments**  **Emergency Appointments**  **E Consult**  **Physio Appointments**  **Welfare Appointments**  **Social Prescribing Appointments**  **Mental Health young person**  **Nurse/HCA and extended hour clinics for these services** | **Reviewed 19.07.2021**  **The Practice continues to promote all appointments available to patients**  **Staff are trying to encourage patients to use**  **E Consult – Consultation through the Practice Website**  **The Practice will continue to privately fund PUSH DR APPOINTMENTS as an extra service to patients** |
| **Seeing GP Of Choice**  **NEEDS IMPROVEMENT**  **Offered Choice of Appointment**  **Patients were satisfied with the appointment they were offered** | **THE Practice has fallen down on this area but feel we offer a good choice of appointments and services at different times of the day, evening and weekends.**  **Seeing GP of Choice**  **Practice 33%**  **CCG 34%**  **National Average 45%**  **Patients offered a choice of appointment**  **Practice 57%**  **CCG**  **63%**  **National Average 69%**  **Practice 72%**  **CCG 80%**  **National Average 82%**  **The Practice does offer choice of appointments to patients and different times using Push Dr 8.00am-8.00pm and weekends and extended hour appointments but find that patients want to be seen out of hours but still want to see the Practice GP’s.**  **On the day appointments**  **Pre bookable Appointments**  **Online Appointments (25%)**  **Push Dr video consultation 8am-8pm Mon-Frid and weekends**  **Extended hours appointments in an evening**  **Emergency Appointments on the day**  **E Consult - website**  **Physio Appointments – bookable on the day**  **Welfare Appointments**  **Social Prescribing Appointments**  **Mental Health young person**  **Nurse/HCA and extended hour clinics for these services**  **The Practice continues to work on advertising the different types of appointments and clinicians available.**  **Staff to update patients at every opportunity with what is on offer regarding patient appointment choice**  **Patients can Pre book Appointments with the Clinician of choice**  **Patients can book online with the clinician of choice as the Practice offers 25% of appointments online with each Clinician each day**  **Patients can be seen at the practice or in Extended hours clinic for choice** | **Reviewed 19.07.2021**  **E Consults to be offered to patients and they can request the clinician of choice**  **Push Dr contract to be extended by the Practice to continue to reduce pressure on staff at the practice and daily demand**  **Advertise Online booking**  **All patients have been given Online access March 2021**  **Reviewed 19.07.2021**  **Next review 2022**  **The Practice continues to work on advertising the different types of appointments and clinicians available.**  **Staff to update patients at every opportunity with what is on offer regarding patient appointment choice**  **Patients can Pre book Appointments with the Clinician of choice**  **Patients can book online with the clinician of choice as the Practice offers 25% of appointments online with each Clinician each day**  **Patients can be seen at the practice or in Extended hours clinic for choice** |
| **Took the appointment they were offered**  **NEEDS IMPROVEMENT**  **Overall view and Action Plan**  **All areas of the Survey were reviewed by the team and cascaded to all staff by**  **Email**  **Word of mouth**  **Task**  **Meeting book** | **Practice 94%**  **CCG 97%**  **National Average 98%**  **On the day appointments**  **Pre bookable Appointments**  **Online Appointments (25%)**  **Push Dr video consultation 8am-8pm Mon-Frid and weekends**  **Extended hours appointments in an evening**  **Emergency Appointments on the day**  **E Consult - website**  **Physio Appointments – bookable on the day**  **Welfare Appointments**  **Social Prescribing Appointments**  **Mental Health young person**  **Nurse/HCA and extended hour clinics for these services** | **Reviewed 19.07.2021**  **The practice continues to work on offering patient choice**  **Next review 2022**  **The Practice will continue to promote all our services and encourage patients to complete the NHS GP Survey between Jan-March 2021 to gain better results however the practice feel as a whole improvements have been made in a difficult year during COVID as some Practices have been closed and we have worked as normal as possible throughout the last 18 months. Staff have worked as a team and continued to give as good a service as possible to our patients. Dr Malik has thanked all staff for all their hard work and continued support during difficult times and encourages everyone to keep going and doing a good job for the coming year.**  **The NHS GP Survey has also been discussed with our PPG team at meetings held this year.** |