

**The Devonshire Lodge Practice
Eastcote Health Centre
Abbotsbury Gardens
Eastcote Pinner
HA5 1TG
Tel: 0208 866 0075
Fax: 0208 429 3087**

Response to PPG Patient Satisfaction Survey 2017

In June 2017 the Patient Participation Group (PPG) commissioned their annual survey of patient satisfaction. This information is in response to feedback from this report and aims to highlight the action being taken by the surgery to improve and the reasons we believe that specific issues have been highlighted.

We are very pleased with the results of the report which show very high levels of satisfaction in 8 of the 11 areas measured. The highest areas of satisfaction were with the staff themselves, both the clinical team at 98% satisfaction and the front of house reception team at 97% satisfaction. In both of these areas we have seen improvement since last year's survey and both of these results are above the national average. We believe this is largely down to the staff themselves, we have seen several new additions to the team since last year and all are now trained, settled and wonderful assets to our team.

The lower areas of satisfaction were in regards to availability of appointments, the book on the day system and being able to see their doctor of choice. All of these areas are interlinked which is likely to be the reason satisfaction levels across all three are lower than other areas. The availability of appointments has increased in the last twelve months. We now have additional clinicians in the practice on Wednesdays and have more minor ailment appointments available with our nurse practitioner. We also now have a larger nursing team which consists of our practice nurse Jayne, our nurse practitioner, Loraine and two healthcare assistants Emma and Sorcha.

Our average wait for a routine appointment is currently (in June 2017) less than 1 week. In cases where a patient needs to be seen the same day an 'on the day' appointment is offered with the duty doctor, and if a patient feels they require an emergency appointment one is offered the same day with the duty doctor.

It is possible that patients refer more specifically to the availability of appointments with their chosen doctor, which is still of note but it more an issue of availability of the clinician themselves. Currently Doctor Ghani is in the practice 4 days a week, Dr Brewerton 3.5 days a week, Dr Akhtar 2.5 days a week, Dr Hall 2 days a week, Dr Reid 2 half days a week, Dr Vagani, 2 half days a week and Dr Robertson 1 day a week. Both Dr Brewerton and Dr Hall have two of their working days when we run the 'book on the day' appointments service which has made the wait to see them even longer. This is the main area where we are not matching the national average. Currently the only way to address this would be to adapt the way we run 'book on the day' appointments.

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The verbose comments received were varied and addressed different elements of the practice. Some which were highlighted by the PPG report were; that there can be a long wait to check in for appointments, we plan to address this by installing an electronic check in desk so there will be no need for patients to wait to speak to reception.

Patients also suggested that consultation times were too short when you have several medical conditions; nationally the average booked appointment time is 10 minutes, if we were to increase the appointment times this would directly impact appointment availability further. Our GPs do not operate to the one problem per appointment rule which some surgeries do use, they have always been willing to listen to patients' concerns; this does mean that sometimes they run behind, however generally the feedback has been that patients are willing to wait as long as they are given equal opportunity for discussion during their appointments.

It was also suggested that there are too many patients for the number of doctors at the practice; as previously stated our average waiting time is considerably less than the national average of two weeks despite our practice size. The wait for a nurses appointment is also much less than the national average, and also less than the wait to see a GP.

The online service at the surgery is still open for patients to utilise, since last year we have also opened up the option for patients to sign up to this service online. We advertise the service in our newsletters, on our TV screen, in paper form at the surgery and when we accept new patient registrations. Despite this it's use seems to have decreased. We would like to work with the PPG to try and improve this wherever possible. Unfortunately the administration and management of the service is done by the patient online site rather than the surgery which means we are limited when it comes to making changes.

The PPG highlighted several action points for the surgery in order to further improve patient satisfaction. They suggested increasing the number of appointment slots so that patients can get an appointment sooner. In an average week the surgery provides; 260 routine prebookable GP appointments per week; 75 appointments across the week which can be booked on the day for a GP, these are available every day of the week except Saturday as we only have 1 GP on site; 25 GP appointments outside of normal opening hours for patient convenience; 60 minor ailment appointments with the nurse practitioner who can prescribe and diagnose; 300 slots available with the nursing team each week; a baby immunisation clinic and 6 minor surgery appointments every other week.

It is a rarity for our clinicians to have an unbooked slot, however it is not unusual for a patient to 'DNA' an appointment, i.e. not turn up without cancelling beforehand. We cannot cancel an appointment without the patient's knowledge, so on these occasions the slot has

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to remain unused and does create wastage. When clinicians are not seeing patients they are completing referrals, making home visits and telephone calls, reading and writing letters to consultants, clinics and patients, completing medical reports and processing results among other things. All of our clinical team currently work at capacity and already offer as many appointments as they safely can.

The second action point suggested from the PPG report is to monitor the 'on the day' appointments and consider making them available 5 or even 6 days a week. We do currently offer these appointments Monday to Friday. We are not currently able to offer them on Saturdays as we only have one GP in, in order for them to work safely we have to direct patients who need to be seen on the day to a walk in centre. We will however take the suggestion on board and audit how these appointments are used to see if there is a more efficient alternative.

The report also suggests that the surgery takes measures to make patients more aware of the different GPs they can book with at the surgeries and also make patients aware that some of the long standing partners have reduced their hours, which has resulted in the availability of appointments with them more limited. We plan to include this on our website, and in the newsletters.

The final action point suggested is to encourage patients to use the surgery website and online appointments; we would like to work closely with the PPG to improve this as it is beneficial to the patients as well as the practice; allowing services to be accessed more conveniently and securely. We will continue our campaign and hope to see improvements in the near future.

The practice is delighted that the results have identified some very positive improvements; we appreciate the feedback our patients provide us with and aim to act upon it appropriately. If you feel there are further areas for development or concerns that have not been addressed please write the practice manager, Louise Perugia.

Thank you for your feedback.