

**'How do you view the service provided by the Practice'**

**WEAKNESSES**

<p><b>Members of the PPG were asked:</b> What could be improved &amp; What doesn't work so well?</p>	<p><b>Practice response</b></p>
<ol style="list-style-type: none"> <li>1. Appointment booking by phone sometimes slow</li> <li>2. Steps into Green Tree premises could be a deterrent</li> <li>3. Paying for parking if there is a delay</li> <li>4. District Nurses schedules due to pressure of work</li> <li>5. Practice has a 'monopoly' of local case provision</li> <li>6. Overwhelming displays of information</li> <li>7. Reception staff sometimes pre-occupied to give immediate attention</li> <li>8. Reception privacy – perhaps side window could be used for those who need it</li> <li>9. Sometimes a lack of communication amongst admin or other staff or chemist leads to confusion / time wasting (e.g mixed messages re repeat dispensing)</li> <li>10. Bluebird Care Agency advertising (e.g large banner in foyer. I do not think it ethical to appear to promote one particular agency when there are others who also cover BoA area. This could imply that medical staff 'endorse' one agency rather than another.</li> <li>11. Reception staff asking for 'personal medical details' not liked – could lead to complaints. Need better communication to patients as to why these questions are being asked.</li> <li>12. Increase in population – adequate medical staff/services in place?</li> <li>13. Size of building with staff increases?</li> <li>14. Split surgeries St Margaret's &amp; Health Centre causes confusion i.e. missed appointments. Lack of equipment at St Margaret's meant a second appointment.</li> <li>15. Split surgeries – St Damian's – takes doctors away from BoA. Why keep it?</li> <li>16. No Saturday morning surgery times as used to be – difficult for patients who work away all week.</li> <li>17. Dissatisfaction at waiting times for NHS hospital appointments – need to communicate that it is not this Surgery's ultimate decision it is the hospital.</li> <li>18. Doctor's under pressure/delayed diagnosis lowers doctor's morale and patient's morale – more serious problems.</li> </ol>	<p>We acknowledge that we do not always get things right but we strive to learn from any feedback we receive so that we continue to make improvements to the service we provide.</p> <p>Our appointment data shows that the appointment line at The Health Centre, Bradford on Avon is at its most busy between 8.30-10.30am and additional staff have been moved from admin positions to help answer these calls. Each member of the appointment team books up to 100 appointments <i>each</i> per morning and a large number of these are first thing in the morning – therefore we are going to start asking patients, if their request is not urgent for the day, to phone in to book routine appointments after 10am. There are usually 5 members of staff booking appointments on a Monday morning at The Health Centre.</p> <p>In February 2014 we held the Annual Patient Survey which highlighted some concerns patients had regarding waiting room displays, reception privacy and length of time waiting in the queue for the reception desk, etc. It was agreed with the Patient Voice e-mail group that the practice would formulate a second survey, later in the year, to obtain further feedback on these areas. This survey will be going live in December 2014 and further actions will be put in place based on the feedback we receive.</p> <p>We can confirm that Bluebird Care make it clear to anyone who enquires about home care that there are a number of agencies available to them to ensure people are aware they have choice.</p> <p>On page 15 of the practice booklet it describes the reasons why appointment staff ask patients for 'some idea of the problem'. However this information is not on our website or LCD screens. We will rectify this.</p> <p style="text-align: right;"><b>More overleaf...</b></p>

**Weaknesses response continued.....**

Regarding the increase in population – we continually monitor and readjust the skill mix within the Clinical Team. For example two of our Emergency Nurses are now starting to do acute home visits to allow the Doctors more patient time in surgery and the overall number of Emergency Nurse time has also been increased. The Doctors capacity is also measured against current patient demand and if there is going to be a planned shortfall in the number of appointments available a locum GP will be used to fill any of these gaps. We have also recently become a Demonstrator Site for the Integrated Team Project which aims to reduce duplication and maximise resources in the Community Team - once this is more established Amanda Brookes (Business Manager) could be asked to attend a full PPG meeting to share the benefits & further information.

In April 2014 the Practice submitted a bid for the '50 Million Prime Ministers fund' to provide 7 day working - unfortunately the bid was unsuccessful. Although we are not open on a Saturday, patient survey results show a preference for evening appointments. These are held every Monday and Thursday evenings. NHS England are currently in the process of putting together a plan for Practice Boundaries to be removed so that patients can register 'anywhere' – which would mean that people who work away 'all week' would be able to register with a Doctor nearer to their place of employment.