

**GP Patient Survey Questionnaire Review**

**Wednesday 6<sup>th</sup> September 2023 – 11.30am**

**Attendees**

Dr Khalid Muneer (KM) – GP Partner  
Dr Maya Mallya (MM) – GP Partner  
Mr Ismail Khan (IK) – Pharmacist Partner  
Mrs Julie Wilson (JW) – Business Manager  
Miss Kelly Gibson (KG) – Assistant Practice Manager  
Dr Daniel Wilbor (DanW) – Salaried GP  
Mrs Sarah Knowlson (SK) – Advanced Nurse Practitioner  
Mrs Chinyere Oparandu (CO) – Practice Nurse  
Mrs Angela Fuller (AF) – Health Care Assistant

Apologies –

Dr Aamer Khan (AK) – GP Partner  
Dr Manjoor Shahid (MS) – Salaried GP  
Mrs Sheila Britten (SB) - Practice Manager  
Dr Uzma Ashraf (UA) – Salaried GP  
Mrs Leanne Gillott (LG) – Practice Nurse  
Mrs Amanda McGann (AM) – Phlebotomist

**Review**

The Practice has today reviewed the recent published online GP Patient Survey results (July 2023) for South Bank Surgery (which are available for anybody to view, simply google GP Patient Survey and then on the website type in South Bank Surgery and it then brings up the results for our Practice Survey).

Out of 465 surveys sent out to registered patients, 111 surveys were returned to the ICB team, resulting in a 24% completion rate.

The questions covered a range of areas within the Practice including reception staff, telephone availability, GP appointments and Nurse appointments, as well as confidentiality matters, waiting list times and regarding their experiences when having consultations with both the GP and the Practice Nurse.

We are extremely proud as a Practice to see that in **all, but ONE** of the thirteen questions asked the Practice achieved massively higher than the expected ICS average target and National average expected of all GP surgeries.

South Bank Surgery is a newly merged surgery of The Whitfield Practice and Dr Khan & Dr Muneer's surgery, merging on 1st April 2020 which came right in the middle of a global pandemic when the whole of the country was in a full government lockdown.

The results have been compared to the 2022 GP survey results and it all but four areas we have massively improved in target figures, however the four are only down minimal percentages and remain high above the National and ICS target figures.

To achieve the results, we have in all, but one of the thirteen questions and to improve our figures by such a large amount within 12 months, is a huge achievement during the difficulties we have had to endure because of the pandemic and a full merge of practices.

As part of the Quality Incentive Scheme (ICS) for the Primary Care Network (PCN) 2022/2023 we undertook a practice audit of Optimizing Access to General Practice at the beginning of September 2022, during which we liaised with both staff and registered patients regarding current access and availability to patients for appointments etc. The feedback received was.

- **more pre-bookable appointments to see a GP face to face including afternoon/ evening appointments.**
- **more appointments for on the day booking to see a GP in the afternoon as we currently offer morning appointment for face to face.**

We held a Practice Meeting on the 15<sup>th</sup> of September 2022 to review this and because of this all GPs reviewed their current rotas and amended both their AM and PM surgeries to include more pre-bookable face to face slots and to offer PM surgery face to face appointments for on the day booking also.

We monitored this in surgery at a Practice meeting on 2<sup>nd</sup> November 2022. All rotas have been amended as per each GP request and each GP feels this is working well. Appointments are being well utilized and appropriately. Patients are reporting good feedback to the changes made by the Practice and reception staff are happy with the changes made by all clinicians to alleviate their pressure in reception.

We have also from August 2023 made all GP and ANP pre bookable appointments available to book by patients online, which is approximately 8-15 appointments per day are available to book online.

This year's influenza vaccination clinics will be appointment online booking also.

The surgery has also increased our receptionist numbers, this year we have recruited two new extra receptionists so this will help with regards to telephone answering, how long a patient call is answered and general patient enquiries.

Therefore, we have proved that the surgery has listened to both the staff and patients' feedback and responded to the requirements and our results this year have reflected these positive requested changes.

The full results of the survey are as follows –

Question	Practice %	National %	ICS%
The healthcare professional was good at giving the patient enough time	90 92% 2022	84	84
The healthcare professional was good at listening to the patient	88 91% 2022	85	85
The healthcare professional was good at treating the patient with care and concern	90 90% 2022	84	84
The patient was involved as much as they wanted to be in decisions about their care and treatment	92 94% 2022	90	90
The patient had confidence and trust in the healthcare professional they saw or spoke to	97 96% 2022	93	93
The patients' needs were met	90 96% 2022	91	91
Good overall experience of this GP Practice	86 79% 2022	71	71
Good overall experience of making an appointment	82 73% 2022	54	54
Easy to get through to this GP Practice by telephone	86 81% 2022	50	47
Helpfulness of receptionists at this GP Practice	93 87%	82	82

Satisfied with the general practice appointments times available	78 63% 2022	53	53
Offered a choice of appointment when last tried to make a general practice appointment	87 73% 2022	59	59
Satisfaction with the appointment offered	88 81% 2022	72	73

The one questions in which we did not achieve the ICS or National Average (by 1%) were reviewed in a clinical practice meeting today –

### 1. The patients' needs were met.

The practice continues to review and evaluate patient feedback and staff feedback regarding demand or pressures regarding appointments and clinicians.

Since becoming a merged practice, we do still have patient requests to see a specific clinician as much as we do our best to accommodate this, this isn't always possible.

Also, with the PCN and NHS requirements, we are required to signpost patients to appropriate services dependent on the reason for a requested appointment, most patients are accommodating to this however several patients have not agreed to this and request to speak/ see a GP only.

In conclusion, despite the challenges we have faced as a practice as a result of the pandemic and the merge, the Practice continues to work very hard to ensure all registered patients achieve a high professional standard of patient care at all times by not only the clinical staff but also by the Administration staff and we are proud of the practice members for what has been achieved and the results do show that the continuous hard work we do on a daily basis is being recognised by the patients.

The Practice will continue to deliver the professional care it always delivers to patients.

The Practice will review the GP Patient Survey Questionnaires in twelve months time – July 2024.