

RIVERSIDE SURGERY ACTION PLAN

Action Plan from Survey Findings 2018:

- National GP Patient Survey report 51% response rate.
- **Performing well:**
 - 89% overall experience as good
 - Above National average:
 - Accessibility on the phone **(90%)** – National Average: 70%
 - Receptionists satisfaction **(91%)** - National Average: 90%
 - Phone access to a preferred GP **(55%)** - National Average: 50%
 - Satisfied with type of appointment offered **(75%)** - National Average: 74%
 - Waiting time < 15 minutes at actual appointment **(82%)** - National Average: 69%
 - Healthcare professional good at giving enough time during appointment **(91%)** - National Average: 87%
 - Healthcare professional good at listening **(91%)** - National Average: 89%
 - Treating with care and concern **(93%)** - National Average: 87%
 - Patient involved in decisions about their care and treatment **(96%)** - National Average: 93%
 - Confidence & trust in healthcare professional **(97%)** - National Average: 96%
 - Healthcare professional recognised or understood any mental health needs **(96%)** - National Average: 87%
- **Areas for Improvement:**
 - Practice appointment times available **(59%)** – National Average: 66%
 - Offered choice of appointment **(56%)** - National Average: 62%
 - Experience of making appointment **(67%)** - National Average: 69%

Actions taken:

1. We were generally pleased with the results and especially the overall experience rating of the surgery.
2. The results around practice appointment times available were a little difficult to analyse as our patients were generally satisfied with type of appointment offered which were above average. Having said that, this could also be a reflection of the surgery no longer offering extended hours as of 01 April 2018. We previously offered appointments on Monday evenings. We were aware of Improved Access Service (08:00am – 20:00pm, Monday - Sunday) coming into effect from 01 October 2018 across the locality and felt this would continue to provide our patients with convenient appointment times. Our patients are offered pre-bookable appointments through the Hub with a GP up to 20:00pm Monday-Friday and on the weekend.
3. The results around being offered a choice of appointments again could be related to point 2. We have realised earlier in the year that, with an increasing patient list size, there is the need for additional clinical staff. For a number of months now, we have been recruiting for a GP and I am very pleased to report that we have successfully appointed a Salaried GP who will work 8 clinical sessions per week starting 03 January 2019. This will greatly improve our choice and number of appointments whilst enhancing overall accessibility for our patients.

4. The results for the experience of making an appointment were again difficult to analyse, but we offer on-line appointments, face-to-face appointments and telephone appointments. Recently, the management team have been discussing Skype consultations for our patients – this is something we will review for the future. We have been recruiting additional staff in our reception team and appointed a Reception Manager in August 2018. We also organised some customer focus /confidentiality training for our administrative staff for 06 December 2018, but due to the CQC inspection, we will be re-arranging this for the New Year.