

DORKING MEDICAL PRACTICE

at New House, Hillside &
Riverbank Surgeries



Dr T Guilder
Dr MB Qureshi
Dr AJ Beattie
Dr V Sagar
Dr N Peppiatt
Dr ME Trubshaw
Dr N Dhoul
Dr A Norman
Dr JR Allfrey
Dr J Thompson
Dr A Al Beyatti
Dr R Daemi

Patient Survey 2018 Action Plan

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. It gives patients the opportunity to feed back their experience. The survey is carried out January – March 2018 with results published August 2018.

259 surveys were sent out and 118 returned – 46% completion rate.

We are extremely pleased with the results of this latest survey achieving above national average in most areas.

The key question ‘overall satisfaction with patient’s experience of the practice’ gave our practice a score of **95% satisfaction**. The national average is 84% and our CCG average (Clinical Commissioning Group) is 87%.

Areas where the Practice does best:

- Patients were offered a choice of appointment when they last tried to make a general practice appointment
- Patients say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
- Patients had great confidence and trust in the healthcare professional they saw or spoke to.

99% of patients felt their needs were met during their last general practice appointment.

We commend our motivated and highly skilled team of staff, who overcome multiple challenges daily to provide the outstanding service our patients receive. As great as our patient satisfaction rates are, there is always room for improvement. Over the next year we will look to improve our practice in the areas that need it most and the areas which already perform very well - with everyone working together and with the same goal we aim to have our best year yet!

We are always looking to provide the best possible service to our patients and as a Practice we feel we could improve on the following:

36% of respondents usually get to see or speak to their preferred GP when they would like to. We feel that the following factors may have contributed to this:

- Significant changes in workforce – retirement of longstanding partner (Dr Loveless), emmigration of another partner (Dr Kong).
- One of our GPs is currently on Maternity leave (Dr Peppiatt).
- National recruitment crises of GPs and other allied healthcare professionals.
- Part-time nature of GP workforce: traditional full-time General Practice is no longer an attractive option for newly qualified GPs due to the demanding nature of the role. This means that the practice has to recruit a greater number of GPs to provide the same number of appointments.

Our patient list size is approximately 11,350 patients and although it would be ideal for each patient to see the GP of their choice whenever they wanted, this is not always possible. If an appointment with a particular choice of GP is not available, we will always offer an appointment with another GP in an emergency.

We have taken the following action to improve this aspect of our service:

- Successful GP recruitment drive – we are pleased to welcome Dr Thompson, Dr Daemi, Dr Al-Beyatti, Dr Alam and Dr Kadir to our team.
- Collaborating with other local practices to setup an Extended Hours service, where patients can be seen from 6.30pm to 8.30pm by experienced local GPs with a knowledge of our patient cohort and access to full medical records.
- Recruitment of a Clinical Pharmacist to the practice (through our federation of Dorking practices) to see or speak with patients to review medications and manage medication queries.
- Recruitment of Advanced Musculoskeletal Practitioner (through our federation of Dorking practices). We are very pleased to announce that these clinicians will be working alongside our other clinicians and they are highly trained, skilled and experienced in managing problems including a painful neck, back, hip, knee or ankle joint, tennis elbow, sciatica, arthritis and more.
- The above allied healthcare professionals should free up GP appointments so that a greater continuity of care can be maintained.

85% of patients find the receptionists at this GP practice helpful – To improve our reception service we will look to:

- Implement a modern telephone/communication system to better inform patients and assist the receptionists (this is due to go live in February 2019)
- Dedicated training programme and detailed induction programme for new receptionists (we have already allocated some half-days in 2019 when the practice will close for dedicated training).
- Receptionist's signposting to relevant healthcare professionals.
- Regular receptionist meetings.

86% of patients felt their healthcare professional recognised or understood any mental health needs during their last appointment:

- Plans are currently in place for all of our healthcare professionals to undergo Severe Mental Illness (SMI) Training. This is in addition to the current training regime for all of our members of staff.

Listening to the voice of our patients is very important to us, and we are very pleased with the results of the survey this year. We continue to strive to maintain and improve the high level service we provide to the local area.

For more information, please visit:

<https://www.gp-patient.co.uk/report?w=1&practicecode=H81028#>

The results of the GP Survey and our Action Plan will be discussed in meetings we hold regularly in the Practice and this is on the agenda of each meeting as a regular feature. The Action Plan will be published on the Practice website.