



Patient Group - June 2022  
**Results of Patient Survey:  
GP routine appt system**

# Response rate



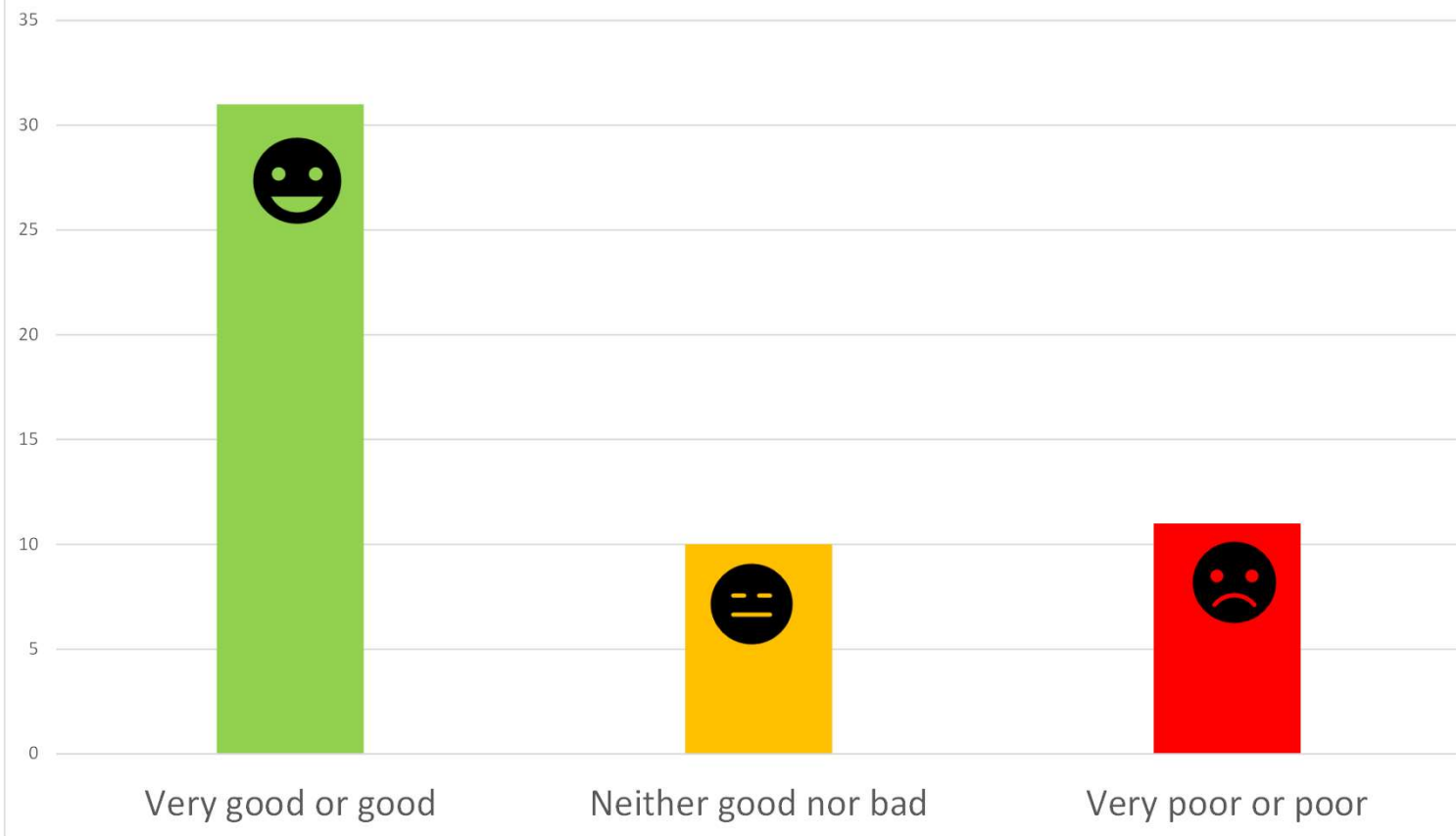
All the staff are fantastic and deserve far more praise than they receive. So thank you for all you do. Your efforts by most people do not go unnoticed.

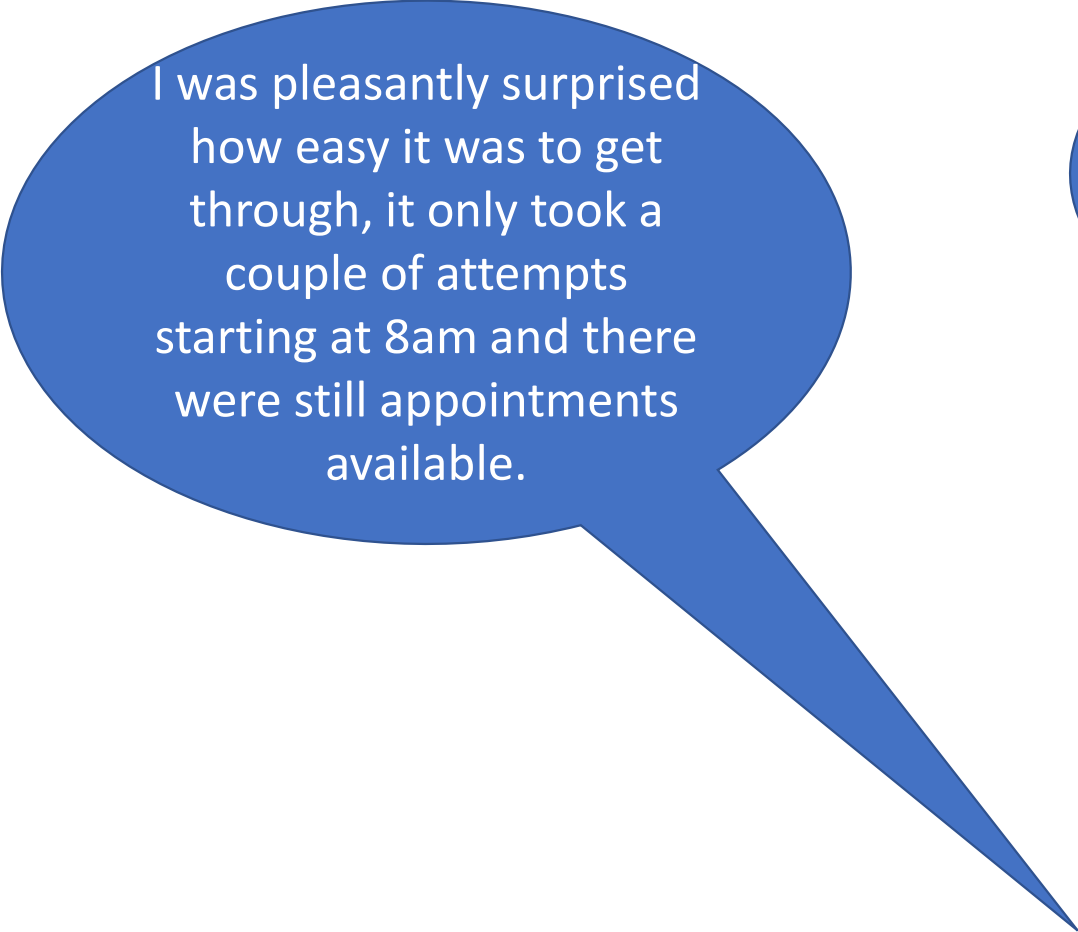
...you seem to really care about patients... I really hope the new system is working better for staff, it definitely feels it is for patients. Thank you for all your hard work and effort.

Thank you for the excellent care you provide, specially as you are now under so much more pressure. This includes your support staff who are fabulous.


This is the best practice I have ever had. The admin staff are wonderful, doctors are fab too

## Respondants who HAVE booked a Gp appt since 21st March: overall experience





I was pleasantly surprised how easy it was to get through, it only took a couple of attempts starting at 8am and there were still appointments available.



I am not a fan of the system but I have had not problems with it

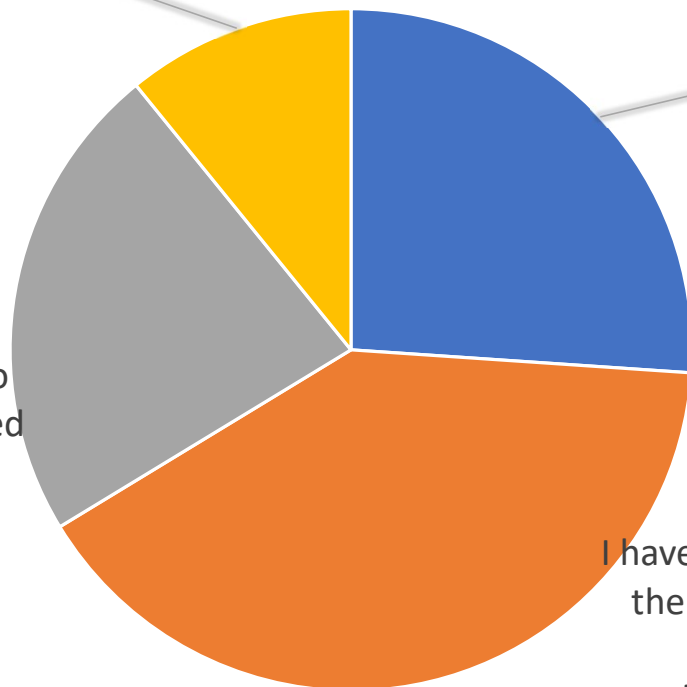
## Respondants **unable** to book a GP routine appt since 21st march: reasons

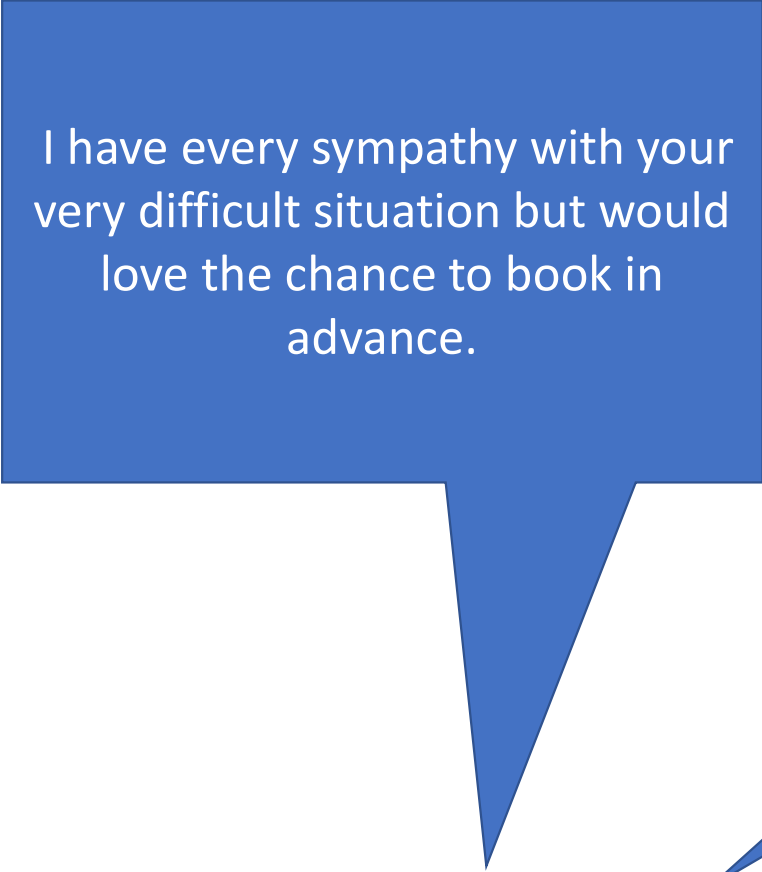
I was booked with an alternative healthcare professional instead of a GP

I need / want to but I haven't tried yet

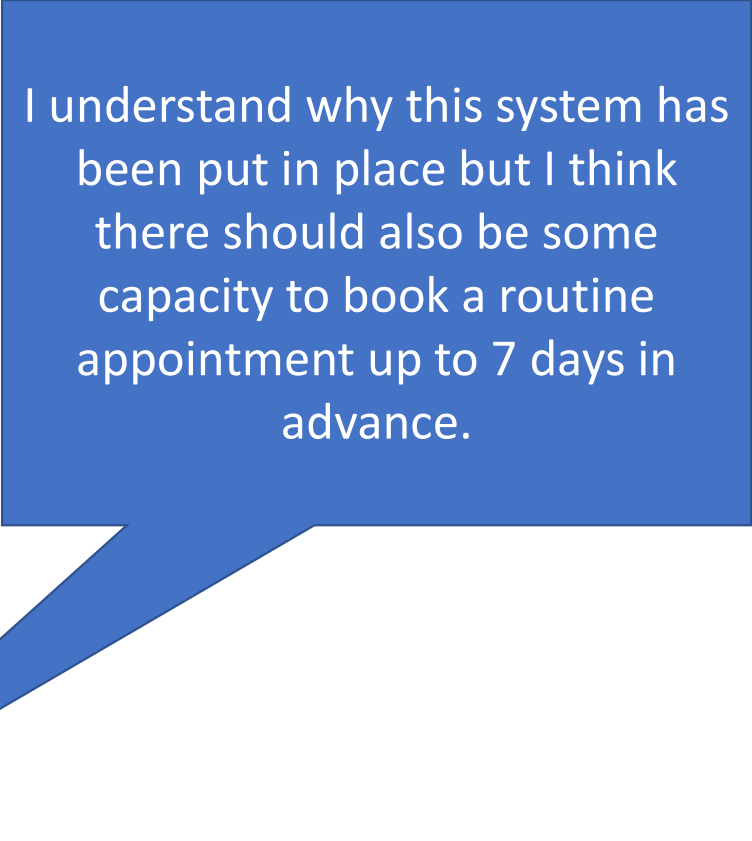
I have tried to but the phone was not answered

I have tried to but there were no routine appointments left



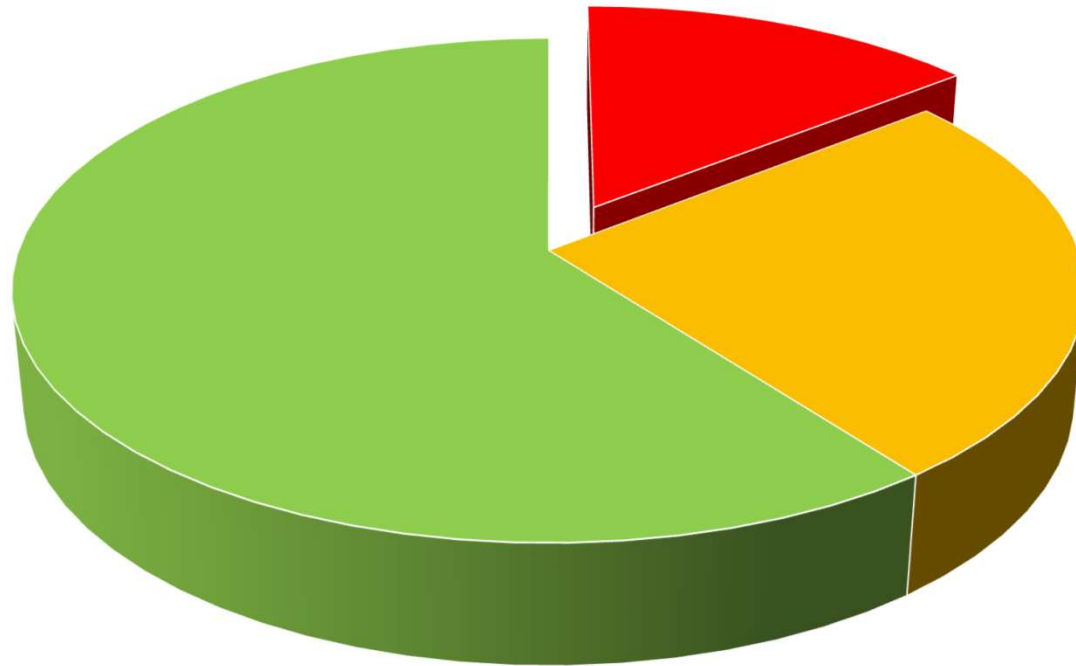
A blue speech bubble with a white border and a tail pointing downwards and to the right.

I have every sympathy with your very difficult situation but would love the chance to book in advance.

A blue speech bubble with a white border and a tail pointing downwards and to the left.

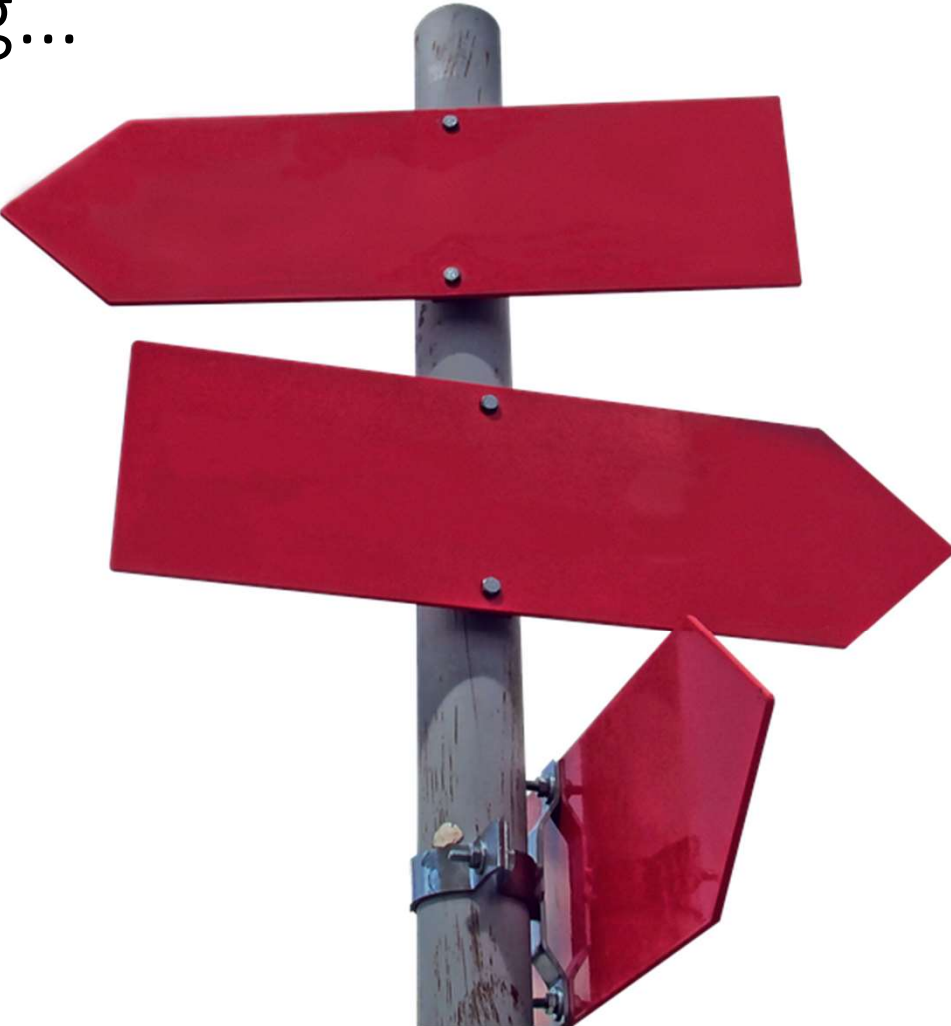
I understand why this system has been put in place but I think there should also be some capacity to book a routine appointment up to 7 days in advance.

Practice has communicated & explained the changes:  
How far do you agree?

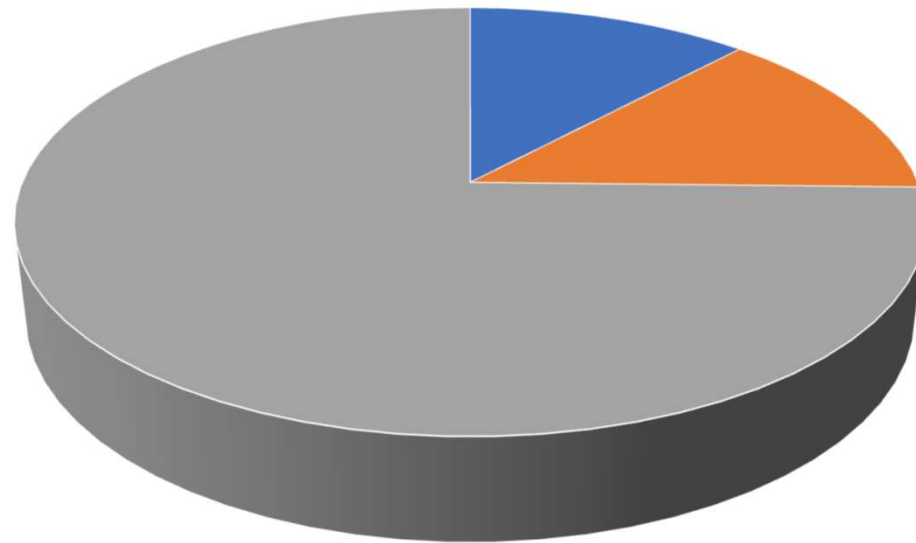




Signposting...

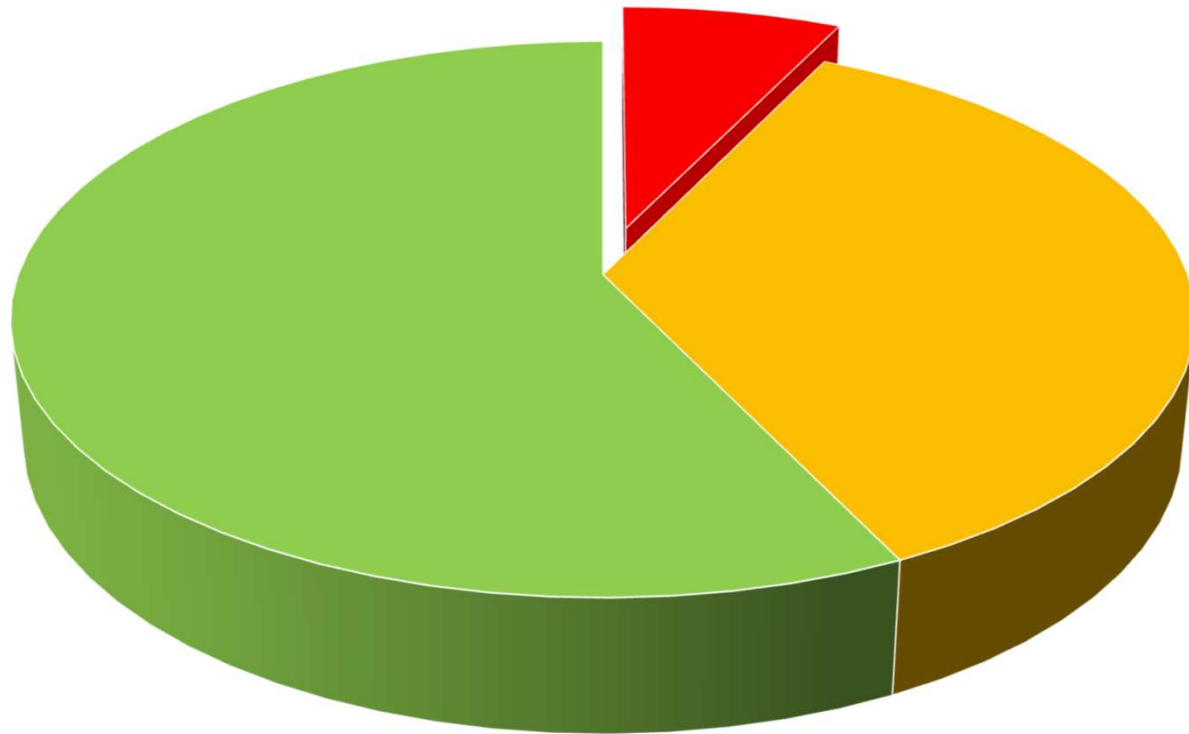


# Signposting

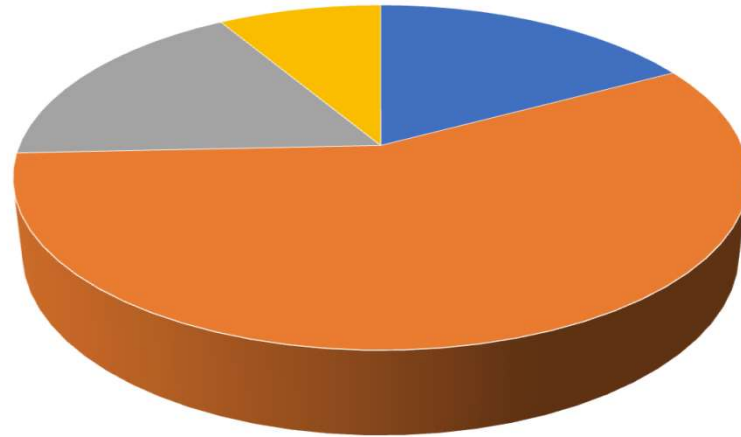


- Offered alternative and took it up
- Offered alternative but declined
- Not offered

Experience of seeing / speaking to physiotherapist +  
pharmacist + healthy minds worker



## Reasons for declining signposting



- I didn't want to have to go elsewhere, only then to be told to see the GP
- I felt that a doctor was the only professional who would be able to deal with the problem I had
- I felt that only the doctor knows me / my case
- Previous poor experience



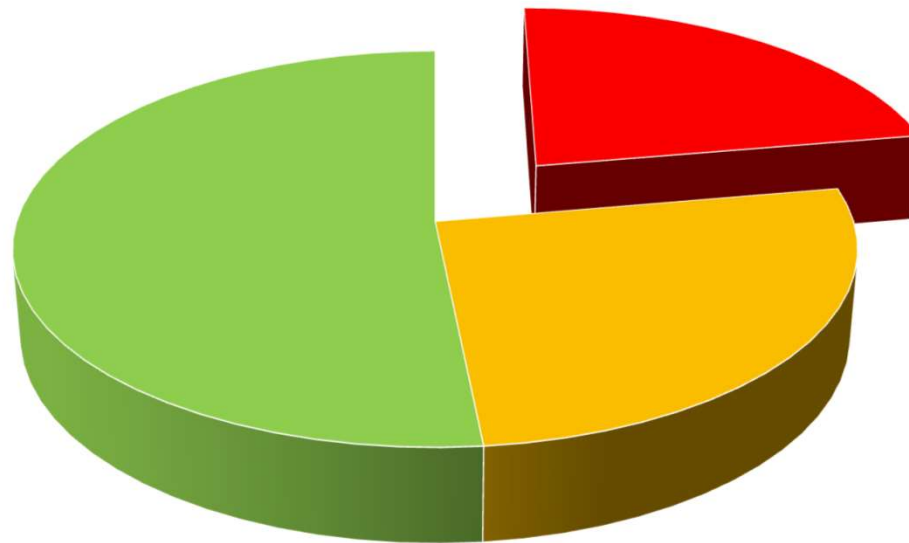
Want advice from your doctor,  
self-help information or have  
an administrative request  
(such as a sick note or test results)?



eConsult and get a response before the end of the next  
working day or sooner

GET STARTED

## Experience of using eConsult



I love it. I don't get stressed and forget things like I do on the phone

Works well and timely.  
Only issue is then to be told to make a routine appointment !  
Not useful ...

Would be good if available over weekend and out of practice hours on evening so can submit not in work hours

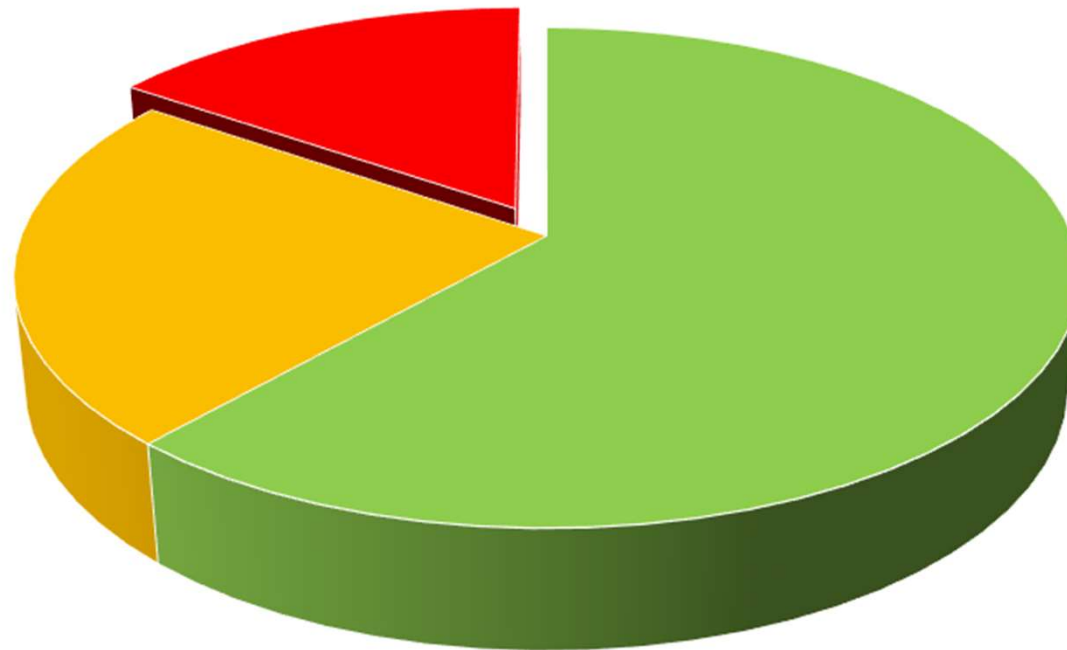


# Staff survey



# Staff survey

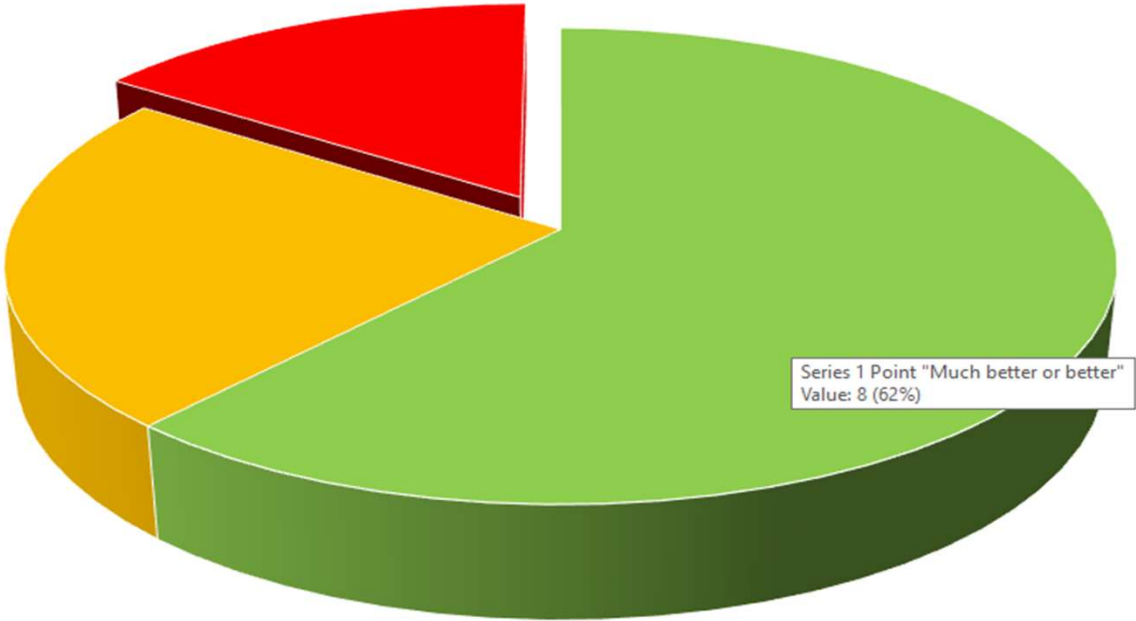
Overall, what is your satisfaction with our changed system for GP routine appointments



Plot Area

- Very satisfied & satisfied
- Somewhat satisfied
- Dissatisfied or very dissatisfied

"And compared to before we changed...?"



■ Much better or better    ■ Bit better    ■ Worse or much worse

# Positives from staff

- ✓ No appt cancellations (also good for patients of course) – saving both time (a huge amount) and difficult conversations with patients
- ✓ The morning duty doctor average calls on the list :XX (Mondays) XX the rest of the week.
- ✓ All staff feeling less over-whelmed
- ✓ Patient Support Team having fewer difficult conversations & feeling more positive



Safe

Are they safe?  
People are protected from abuse and avoidable harm.

Caring

Staff involve and treat people with compassion, kindness, dignity and respect.

Responsive

Services are organised so that they meet people's needs.

Effective

People's care, treatment and support achieves good outcomes, promotes a good quality of life and is based on the best available evidence.

Well-led

Leadership, management and governance of the organisation assures the delivery of high-quality person-centred care, supports learning and innovation, and promotes an open and fair culture.



Is it safe?

Safeguarding and protection from abuse

Managing risks

Safe care and treatment

Medicines management

Track record

Learning when things go wrong



**NHS**

# ABUSIVE BEHAVIOUR CAN LEAVE GAPS.

We're all here to help each other – please be kind

West Yorkshire  
Health and Care Partnership 

<https://rebuildgp.co.uk>

**REBUILD**

**GENERAL**

**PRACTICE**

## **GENERAL PRACTICE IS IN CRISIS. PATIENT SAFETY IS AT RISK.**

We represent GPs from across England, Scotland, and Wales, and are calling for support to Rebuild General Practice.

This must include:

1. Recruitment: The UK Government delivering on its commitment of an additional 6,000 GPs in England by 2024.
2. Retention: Tackling the factors driving GPs out of the profession such as burn out.
3. Safety: A plan to reduce GP workload and in turn improve patient safety.

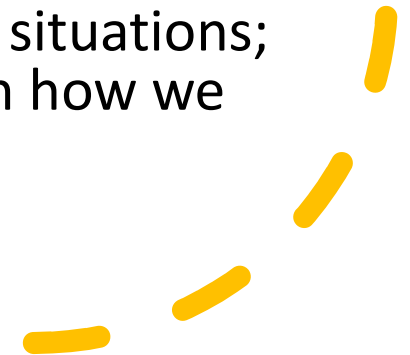


Next steps.....



# Conclusions

1. Keep "book on the day"
  - Is simple, keeps pressure from urgent service, reduces workload of cancelling appts, fewer difficult conversations
  - 8am does not work for everyone: 2 releases of appts per day – see next slide
2. Pharmacy / healthy minds/ physio appts etc are well regarded
  - General Practice is now a multi-disciplinary team: how to enable our community to learn about this / and to feel safe and cared for
3. eConsults work well in certain situations; we must be more consistent in how we respond
  - Learning for our GP team



# Work already done to get the system working

More staff on the phones at 8am: we have a minimum number

Lots of staff training

Better information gathering by PST

Testing out new ways of working

# Changes we are now making...

## 2 appointments releases per day

- 25% of today's GP routine appts to be released daily at midday
- (75% stay at 8am as currently)
- Start w/c 20<sup>th</sup> June
- Still same day

## Online "invitations to book"

- On occasions when its us that asks a pt to book, we'll text them a link to book online (eg to discuss test results)
- We've been trialling this

## Continue to advocate for people who cannot do so for themselves

**Proactively educating people about the multi-disciplinary team GP now is, so people know before**

Refresh the info on our website and proactively tell people about it eg a series of monthly text messages

Run events "meet the team" (online, possibly f2f) – for pts to learn more about Healthy Minds, physio service, pharmacy appointments. **Cd be at PCN level?**

**Continue to proactively inform pts about how our GP appt system works**

Include info about it in all other communications, tell people who book appts with others (eg nurses)

Now that its launched, rewrite website so is shorter & simpler

Re-start patient newsletter

Trial of group consults to better meet unmet need eg menopause

**Raising awareness of national campaigns around GP / NHS funding**

Inadequate funding is the root of the impossibility of meeting all the demand.  
Put info on website

These are ideas only at this stage .. Capacity to deliver is limited

I have been treated very well by the Receptionists. They have been kind, understanding and extremely helpful. This has been most welcome as I was quite upset

Having just joined St Martins Practice I'm bowled over at how efficient the service especially as I had a Urine infection out of the blue, even the receptionist are friendly and smile at you! Excellent service