

Practice Performance

Bulletin March 2015



Introduction

Welcome to the first of our occasional newsletters. In this issue, we are focussing on 'Performance'. The Practice is always looking for ways to improve operational procedures to reflect the need to keep up to date with changes in primary care and the needs of our patients.

We access various sources of data to help us shape our services. Our performance indicators are based on data (published) for the period December 2014, January and February 2015:

- GP Survey
- Care Quality Commission (CQC)
- NHS Choices Reviews
- The Friends and Family Test (FFT)
- Did Not Attend appointment. (DNAs)

We also reference the Patient Participation Group (PPG) as this is a key vehicle for change. This newsletter is a snapshot of available information and web links are included in the text to encourage readers to explore further and hopefully become involved in helping to shape the services that we provide.

GP patient Survey

GP PATIENT SURVEY

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

The latest figures were published on 8th January 2015 and are based on data collected in 2014. For full survey details visit: www.gp-patient.co.uk

What this practice does best ?	What this practice could improve ?
<p>✓ 95% of respondents describe their overall experience of this surgery as good Local (CCG) average: 89%</p>	<p>↗ 76% of respondents find it easy to get through to this surgery by phone Local (CCG) average: 85%</p>
<p>✓ 74% of respondents with a preferred GP usually get to see or speak to that GP Local (CCG) average: 71%</p>	<p>↗ 86% of respondents say the last GP they saw or spoke to was good at giving them enough time Local (CCG) average: 89%</p>
<p>✓ 71% of respondents usually wait 15 minutes or less after their appointment time to be seen Local (CCG) average: 68%</p>	<p>↗ 85% of respondents say the last GP they saw or spoke to was good at treating them with care and concern Local (CCG) average: 88%</p>

Care Quality Commission



Although we have yet to be inspected by the CQC, intelligent monitoring suggests that Bridport Medical Centre is in the lowest risk category.

Read the full report on their website: www.cqc.org.uk

NHS Choices



Two comments in February 2015

Reviews: www.nhs.uk

Great GP "Despite being a very large Practice, the Surgery remains friendly, and helpful. My husband and I have recieved excellent treatment from our GP, and we both feel very happy with our care. Appointments are sometimes difficult to arrange, especially with our GP, which only indicates that they are a well liked and popular GP. The Surgery is always clean and tidy. The facilities are very good, and car parking is usually no problem."

Visited in January 2015. Posted on 11 February 2015

GP referral for appointment with consultant "In December 2014 I had a follow-up appointment with the doctor to review progress of treatment for a rash on my hands. I was referred for a dermatology appointment with a consultant within 12 days - at the Bridport Medical Centre. The appointment was made online and confirmed whilst I was with the doctor - amazing service. The dermatology appointment went like clockwork and I was seen early! The provision of services such as this within the community is exceptional in my view."

Visited in December 2014. Posted on 03 February 2015

Friends and Family Test

Friends and Family Test

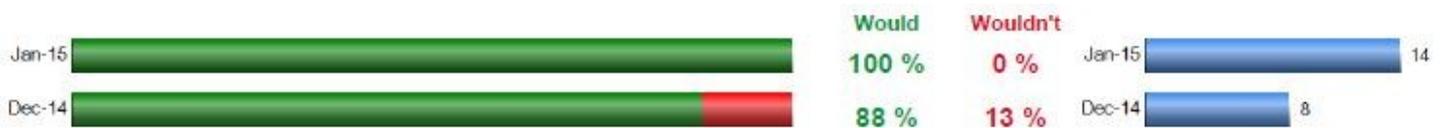
The Friends and Family Test (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used

to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices."

It comprises two simple questions:

1. A core question (which is the same for every practice): "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?"
2. Free text follow up question: "Please tell us why you feel that way about our practice."

How likely are you to recommend



Comments: Would recommend (sample) Please tell us why you feel that way about our practice	
20/02/2015 08:41	They always try their best to help me
18/02/2015 10:32	Good care. Courteous staff. Not always easy to get through to book an appointment but worth waiting for. On the other side of town for me, so I have to drive or take a taxi.
31/01/2015 09:44	I always receive good advice and treatment from all the staff at the Medical Centre, Doctors, Nurses and Receptionists.
05/01/2015 10:31	Always helpful and I get practical advice when needed I can ask questions and get proper answers Reception makes an effort to get help and appointments
24/12/2014 07:48	Staff always helpful and courteous. Can usually get an appointment when I need one - if it is an emergency and I'm not fussed about which Doctor / Nurse Practitioner I see. I am able to get an appointment within 24 hours. The online repeat prescription and appointments service is very useful. When I hear stories of other GP practices in the news where people have to wait in excess of a week for an emergency appointment I consider myself and my family very lucky to belong to Bridport Medical Centre.
10/12/2014 01:34	hightly recommended (sic)

More information about the FFT can be found on our website: www.bridportmedicalcentre.co.uk

Did Not Attend Statistics—missed appointments

GP services are under increasing pressure and we need to look at ways to be more efficient. We are monitoring monthly appointment attendances. The following is a snapshot:

In an average month in February 2015, of the 1280 GP and Nurse Practitioner appointments - 5.1% were DNAs.

Appointments lost through patients not attending			
Month	GP appointments	Nurse appointments	Equates to hours
January 2015	189	99	71
December 2015	216	226	80

Response and Follow Up

Some of the issues indicated in this newsletter have been the subject of previous PPG reports and therefore of ongoing review and change. Other items help us look at performance in a more critical and analytical way and help us plan our actions. We are also, of course, subject to government policies.

Brief Summary of some key achievements:

- We upgraded our website last year and have been promoting online services.
- We created our Information Zone last year and together with notice boards and displays we continue to offer health promotion and practice information.
- We have streamlined our telephone answering service to improve flow.
- We have started SMS text messaging for appointment reminders.
- There have been ongoing improvements in staffing and management systems.

What we are looking at

We are looking locally at what we can do to improve our service as well as keeping abreast of national issues. The following will be of particular interest to our patients :

- Ensuring that we are fully compliant with NHS England and CQC policies
- Urgent and acute care review—New Acute Service
- Information and health promotion: new Jayex boards
- The smooth implementation of Electronic Prescription Service and access to Summary Care Records.
- We look forward to a newly revitalised Patient Participation Group to act as our critical friend.

How patients can get involved

- Join our Virtual Patients Representative Group (vPRG)
- Participate in our FFT test on a regular basis
- Offer comments and suggestions via our website or comments box
- Review us on NHS Choices
- Take part in the GP survey if invited

Visit our website for more information: www.bridportmedicalcentre.co.uk