Patient Group

2.9.19

Present Rose Tina

 Suzie Brian Judie Kath

Apologies Margaret Paul Ann

Flu clinics

Flu clinics will be held on:

21.9 Sprot and Balby Ober 65 only

28.9 Balby Over 65’s only

12.10 Balby – over 65 and under 65

9.11 Balby – over or under 65

23.11 Sprot and Balby – over or under 65

Suzie offered to help on 28.9 at Balby

National Survey results

The practice was very pleased with the latest national survey results.

The % of patients who found it easy to get through by phone rose from 51% last year to 63%. It is still slightly below the CCG average (64%) and the national average (68%) but shows the actions taken by the practice to improve the telephone access is working.

Other results of particular interest:

|  |  |  |
| --- | --- | --- |
| Area | This year | Last year |
| Satisfaction with appointment times | 66% | 59% |
| Offered a choice of appointment | 67% | 58% |
| Took the appointment offered | 91% | 74% |
| Describe experience of making an appointment as good | 68% | 63% |
| Waited 15 minutes or less after their appointment time | 83% | 65% |
| Involved as much as they wanted to be in decisions | 92% | 75% |
| Had confidence and trust in the healthcare professional | 99% | 90% |
| Felt the healthcare professional recognised mental health needs | 96% | 41% |
| Overall experience described as good | 85% | 82% |

Full results can be viewed at <https://gp-patient.co.uk>

Practice survey – use of online services

How did you book your appointment?

Telephone 23% online 70% in person at the desk 7%

Do you have access to online services?

Yes 100% No

If yes, and you did not book online, what was the reason for not using the online booking?

No answers given

Are you aware of the services that you can access online? Please circle all that you are aware of:

View allergies 38% View immunisations 38% View test results 38%

View medication 100% Order repeat prescriptions 100%

Book GP appointments 76% Book nurse/hca appointments 84% View medical record 46%

Are you aware that appointments are made available at the same time online as they are if you telephone?

Yes 46% No, I thought telephone get preference

No, I thought online had preference 54%

Would you use the online service in the future? If not, why not?

Yes 92% No 8% Prefer to speak to someone in person

Would you be interested in attending a training session on how to use the online service?

Yes no 100%

The lack of knowledge of the services available online was surprising. This will form the basis of future promotions of online services. Currently 28% of patients are registered for online services. There will be a local promotion later this year for the NHS App and the new online consultation service which will also promote the use of all online services.

Online consultations – this is a contractual requirement and will work like an a – z symptom checker which will provide outcomes such as book a gp appointment and will then take the patient to a platform where they will be able to book their appointment. Doncaster CCG have purchased software from Dr Link for this and it is being given to practices in a phased roll out.

Dr Corlett – has announced he will be retiring from the practice at the end of January 2019. He does not want any big announcements made and he will be telling the patients he sees on a regular basis and handing over their care.

Wound care – the wound care service is being redesigned and will be a joint service between practices, Doncaster Hospital and the Community services (RDaSH). The redesign is being led by Doncaster Hospital who are suggesting at the moment that individual practices will not be able to manage the most complex wounds, known as Tier 3, as they don’t see enough to maintain competencies. They are promoting a Hub service which may require patients to travel. The inconvenience this would cause to patients has been passed back and we await their final decision. The changes are currently due to start at the end of 2019.

World suicide day

10th September is World Suicide Awareness day. Staff at the practice have done training to recognise signs of people who may be thinking about suicide and what they should do to help. The group were given some promotional materials around this.

Next Meeting 2.12.19 at 1.30 pm