

## **Alvanley Family Practice**

### **Patient Survey Results and priorities for 2016/17**

We believe that our patients have a key role to support the development of Alvanley Family Practice. We encourage feedback from our patients in an annual survey, the NHS Friends and Family Test and with our Facebook and twitter feeds. We use these methods of communication to ensure that we become more efficient and responsive to your needs.

Some of the key findings from this year's survey are;

- 75% of our patients would recommend us to their Friends and Family. Marked against other Healthcare providers worldwide this is well above average (our net promotor score is 44 and the global benchmark is 33)
- 92% of the patients that responded to the survey said that our appointment times met their needs well.
- 88% of respondents said that we answered the phone within a minute

### **Our key priorities for 2016/17**

#### **Appointments**

We have, since the last survey, invested in a web cam to enable us to have virtual consultations, thinking that this might create another way of patients accessing us, however although we have promoted this widely there has been no take up.

Within the survey results for this year, we can see that the number of patients waiting 20 minutes or more for their GP appointment has gone from 30% to 11% we would still like to look at this. It is of course inevitable that if we spend time talking to patients, and addressing more than one condition in a ten minute slot we will start to run late. We therefore want to investigate seeing fewer patients in a session, moving our GP's to 12 patients in a clinic rather than the current 15

patients. Our access is one of the best in Stockport so we feel that we are able to trial this change during 2016/17

### **Communicating with our hard to reach patients**

Since we started communicating over social media we have engaged with many of our patients. The PPG was very poorly supported; patients were not interested in taking part so we feel that the Facebook group goes some way to address this. However we are aware that not all patients have access to social media and this is something that we must look at in 2016/17. We will try an engage with them individually and verbally. Perhaps speaking to them at specialist clinics and within the waiting room, as well as obtaining feedback from our nursing home and other care settings.

### **Electronic Prescribing**

We will be working with NHS England to introduce Electronic Prescriptions in 2016/17. This means that there will be no need to collect a paper prescription from us, once your preferred pharmacy is nominated we can send the medication request over to them securely. We want to be live with this service in July 2016.

### **Individual comments on the patient survey**

We feel it is important to address some of the individual comments or themes that came out of the survey question “What one thing could we improve at Alvanley Family Practice”

- **Car Parking – difficult to find a space**

The car park is not managed by the Practice, and is controlled by the Landlord. We share it with 3 other practices and it is anticipated that 20,000 patients access the services provided here. We would encourage all our patients to walk to the Practice where possible and also note that we are on main bus route and there is alternative parking at Woodley Precinct and Iceland, both a short walk from the surgery

- **Late night appointments and weekend access for people that work**

We already offer late night appointments on a Monday until 8pm and regularly see patients in our early morning clinics at 8am. We did trial Saturday appointments a number of years ago and had very little take up.

Across our neighbourhood of Bredbury, Woodley and Romiley the 7 Practices are working together to understand how they can best deliver a 7 day service, and offer alternatives for our population. Our lead GP in this area is Dr Mark Gallagher, and our Business Manager, Kay Ellermeyer is the lead Practice Manager for the development.

- **Less locums, less Junior Doctors**

We only use locum Doctors during holidays and sickness, these usually see patients with urgent conditions, so for someone with a long term condition there will be the option to see the same GP. We have 2 permanent salaried GP's who are Dr Christine Beeston and Dr Megan Kaligotla and also Dr Albert Poon who is with us until at least September. This gives us the consistency and continuity that we feel is important to our patients.

We are proud to be a Training Practice. We regularly have Medical Students working with us who are always supervised and Foundation Doctors who are fully qualified Doctors who see patients on their own, but sometime need to confirm treatment with one of their senior colleagues. We think it is important that we are involved in the training of the next generation of Doctors, and feel that spending time with us and our patients helps them to understand General Practice and the difficulties and benefits.

Patients are able to book appointments at least a month in advance; this therefore allows you to plan if you need a follow up with the same doctor. You are also able to book appointments on line as well as ordering repeat prescriptions and viewing your medical records. To access this service ask for an activation code at reception

- **Reception Area not confidential**

There is always the opportunity to speak to a member of staff in private. This can easily be done in a side room. Just ask if you need to access this service.

The design of the reception area was not done by the practice, and as tenants there is little we can do to make largescale changes.

- **Building is dirty and full of germs.**

By the nature of the building there are always likely to be people in there who are unwell and could have viruses that are spread. We always recommend that patients with minor ailments, coughs and colds don't attend surgery but access the minor ailment services at their local pharmacy.

We have never thought of the building as dirty, in fact we have won an award this year for our infection control audit. If any patient sees an area that is dirty they should report it to reception and it will be addressed.

- **There should be a drop in clinic each day for urgent appointments**

In September 2016 our Practice Nurse Katherine Parker is starting a course to be able to deal with Minor Ailments. This will take pressure off our Doctors and allow Katherine to see patients with acute problems each day.

Our Business Manager, Kay Ellermeyer is always keen to hear from our patients and their carers with any feedback about the services that you receive at the Practice. She can be contacted on [stoccg.alvanleyadmin@nhs.net](mailto:stoccg.alvanleyadmin@nhs.net) or via the main switchboard 0161 426 5757, alternatively please ask at reception to see if Kay is free to come and speak to you.