

BUDLEIGH SALTERTON MEDICAL CENTRE

FAMILY AND FRIENDS TEST

INTRODUCTION

The NHS **Friends and Family Test** (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

It became a contractual requirement for GP practices from 1st December 2014 and there are a number of requirements. Practices must

- Provide an opportunity for people who use the practice to give anonymous feedback through the FFT, except where it would be inappropriate to do so
- Use the standard wording of the FFT question and the responses
- Include at least one follow up question which allows the opportunity to provide free text comment.
- Submit data, in the format required, to NHS England each month
- Publish results locally

HOW YOUR SURGERY HAS GATHERED RESULTS

Budleigh Salterton Medical Centre have paper copies of the Family and Friends Test available from our main reception desk and a large blue Family and Friends Test post box for completed forms is also positioned on the main reception desk.

The Family and Friends Test can also be completed on line via our website.

For children a separate test has been developed and this is accessible in the same ways.

Every month the completed forms and website data is collected and passed to a nominated member of the Patient Participation Group to review and to analyse.

The feedback is discussed and reviewed at regular interviews throughout the year at a Practice Meeting and a Patient Participation Group Meeting.

PRACTICE FRIENDS AND FAMILY FORM

The standard wording of the FFT question and the responses has been used. A follow up question allowing patients the opportunity to provide free text comment has been included *“if we could change one thing about your care or treatment to improve your experience what would it be?”*

DATA SUBMISSION

As from the end of January 2015 the monthly results of the standard question are to be submitted to NHS England.

RESULT PUBLICATION

The full results of Budleigh Salterton Medical Centre’s Family and Friends Test will be analysed in detail on an annual basis (ie January to December inclusive). They will be discussed at a Practice Meeting and a Patient Participation Meeting. Any improvements / changes made throughout the preceding year as a result of the FFT and any possible future improvements / changes will be discussed at these meetings.

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FAMILY AND FRIENDS TEST - 2015 RESULTS

The total number of completed Family and Friends Test during 2015 was 398 (386 collected through reception and 16 via the website).

WOULD YOU REFER BUDLEIGH SALTERTON MEDICAL CENTRE TO YOUR FAMILY AND FRIENDS?

95% of patients advised they would be extremely likely / likely to recommend our practice to family and friends.

COMMENTS

To the question "if we could change one thing about your care or treatment to improve your experience what would it be?" the following responses were received:

75% No comment / no changes required / positive comments

213 patients left no comment or advised changes were not needed and 57 patients left very positive comments. Some of the comments are as follows:

"a well run friendly surgery with appointments always available"

"appointments never feel rushed, even if the surgery is extremely busy - all in all an excellent surgery"

"everything is very good from all parties - reception, nurses, doctors and referrals"

"I think the medical centre is quite first class with the best team of doctors - reception staff and nurses are a great team"

"nothing - it is streets better than I have experienced elsewhere - particularly the same day appointment with a doctor"

These comments have been fed back to the practice team – it is important to know where we can make improvements but equally important to understand that for many we are "getting it right".

3% Reception changes / suggestions

13 patients suggested areas of improvements to our reception area and this included:

"better front desk procedures during busy times"

"redesign reception to provide more confidentiality"

Since November 2015 GPs have been able to and actively making follow up appointments for patients at the time of their appointment. This has meant that patients get the follow up appointment they need and reception congestion at peak times is reduced.

Since November 2015 the practice has actively encouraged patients to nominate a pharmacy when they collect their prescriptions from the surgery. This will enable the prescription to go via the electronic system which will eliminate the need for a paper prescription. This will relieve pressure from the reception desk at busy times. All staff are now actively asking patients which is their nominated pharmacy when they collect their prescription from the front desk.

The practice will also be advising patients who do not have a clinic appointment to collect their prescriptions between 12.30pm and 2.00pm when it is less busy.

Unfortunately the design of the reception area is not a possibility, however we have advised all reception staff that if any patients indicate they want a private discussion then they will fetch another member of the team who will speak with the patient in a free consulting room. There is also a notice on the reception desk asking patients to let the receptionist know if they would like to talk in private.

2.5% Waiting times changes / suggestions

10 patients commented on waiting times, for example:

"decrease waiting times for minor ops"

"something to show waiting times as GPs are always late"

Dr Hallmark has increased the number of minor op surgeries from one every 4/6 weeks to two every 4/6 to help reduce the waiting list.

In the foyer the checking in system displays the number of patients who are due to be seen before you.

2% Opening times changes / suggestions

8 patients commented on the existing opening times including:

"I am able to visit the surgery at any time on any day but for people who work perhaps a second day with extended hours would be good"

"longer opening hours - for example Saturday"

The surgery currently opens 8.30am to 6.00pm, Monday to Friday and does not close for lunch. Extended hours are offered on a Monday, 6.30pm to 7.30pm and on either a Monday or Wednesday morning, 7.00am to 8.00am. Additionally 2 Saturdays in a month are offered, 8.30am to 10.30am. The morning appointments are bookable through the surgery and online and the evening appointments are bookable through the surgery.

9% Appointments changes / suggestions

38 patients suggested changes to our appointment system including:

"ability to book appointments in advance more easily"

"please leave the system of appointments as it is - on the day (tell or visit) as it works and culls excessive overbooking with greater opportunity to cancel/forget for those who have no shame to simply not turn up"

"more flexible appointments"

In November 2015 it was agreed that if a patient visits a GP and needs a follow up appointment, GPs will be asked to make the follow up appointment for the patient during their appointment. This will take away the pressure from the reception desk during busy times and also mean that the patient can have a pre booked appointment rather than a ring on the day. GPs have agreed to make their own appointments and the computer system used has been updated so they may also book appointments for other GPs if required.

Our appointment system offers patients the ability to book up to 6 weeks in advance for the first hour of the day, book on the day appointments and an extra daily clinic for all patients who need an appointment. Many of our patients do not understand how our appointment system is run. It is currently advertised on our website, in the reception, in the patient leaflet and in the patient newsletter on an annual basis. Additionally we will ask our reception staff to actively leave the information on reception waiting chairs for patients to read whilst they are waiting for their appointment.

2% Pharmacy changes / suggestions

Since November 2015 the practice has actively encouraged patients to nominate a pharmacy when they collect their prescriptions from the surgery. This will enable the prescription to go via the electronic system which will eliminate the need for a paper prescription. The patient will only need to go to the pharmacy and not to the surgery for collection first. This will also relieve pressure from the reception desk at busy times. All staff are now actively asking patients which is their nominated pharmacy when they collect their prescription from the front desk.

5% GPs changes / suggestions

21 patient made suggestions to the way our GPs work and this includes:

“more time with GP”

“continuity with your GP”

“I prefer having continuity with one doctor”

Two of our GPs are now starting their morning clinics earlier and finishing later in order to provide 15 minute appointments in the morning – additionally one of our GPs is trialling a 40 minute longer morning clinic which includes two 20 minute gaps which can be used to slot in emergency patients and deal with urgent queries. Both clinics are proving to be successful and have been continued into the New Year.

To help with continuity for our patients the GPs now book following up appointments up to 6 weeks in advance for patients during their consultation.

0.5% IT changes / suggestions

2 patients have suggested IT improvements and this was regarding the provision of an email address to contact the surgery.

A generic email address for the practice is advertised in our foyer, on the newsletters and in the practice leaflet. Additionally patients can go to our website where there is also a direct link.

8% Miscellaneous changes / suggestions

There were 32 miscellaneous suggestions, many had a similar theme which included:

“annual health check to suit the persons health after the age of 50

“no need to change - it should be practice for patients to be sent a bill if they fail to turn up for appointments”

“improve equipment and update nursing equipment”

The practice actively sends out invitations to patients over the age of 45 inviting them to attend the surgery for a health check. Additionally, a search of all our patients over 85 was made and those who had not been seen by a GP in the last year were either visited at home or invited to attend for an appointment with their GP.

We endeavour to keep all our equipment up to date and also checked and calibrated at regular intervals to ensure it is in excellent condition.

This year the Health Centre Charity has also made a number of donations to the practice to benefit our patients which includes:

- 4 wipe clean nursing chairs with arms - £200
- Phlebotomy chair - £640
- 6 paediatric oximeters - £260
- Wall mounted otoscope - £426