

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.

BUDLEIGH SALTERTON MEDICAL CENTRE

FAMILY AND FRIENDS TEST - 2016 RESULTS

The total number of completed Family and Friends Tests during 2016 was 601 (595 collected through reception and 6 via the website). This is an increase of 51% from 2015.

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

99% of those patients advised they would be extremely likely / likely to recommend our practice to family and friends which is an increase of 4% from 2015.

COMMENTS

To the question "if we could change one thing about your care or treatment to improve your experience what would it be?" there were 709 separate comments received.

72% (in 2015 this figure was 75%)

NO COMMENT / NO CHANGES REQUIRED / POSITIVE COMMENTS

393 patients left no comment or advised changes were not needed and there were 122 positive comments. Some of the comments are as follows:

"All staff very efficient, friendly and helpful - wouldn't change a thing"

"Always had good service and felt listened to - always been able to get an appointment on the day wanted - keeping this is important"

"Everything is brilliant from the reception and telephone staff to the doctors and nurses - all first class - thank you"

"If I phone about the children I am told to bring them down and they will be seen"

"Very impressed with staff and centre compared to lack of help from surgery at home in Bristol - whilst on holiday received a prompt appointment and a repeat prescription - thank you"

Thank you very much for the positive responses you have made and which have been shared with all our team at the surgery. It is very encouraging to receive.

3% (in 2015 this was also 3%)

RECEPTION CHANGES / SUGGESTIONS

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

YOU SAID: *"More grown up toys"*
"Books for older children"

WE DID: This was discussed at a Patient Participation Group Meeting. It was agreed to hold a raffle during the flu clinics. This raised £320. In January 2017 patients will see a new bookcase aimed specifically at those aged 9 and above and will include books and rubik / puzzle cubes (ie these are easy to use, parts can't be lost, fun for age 9 – 109). Additionally an interactive globe has been donated by a PPG member.

YOU SAID: *"Water in the reception area"*

WE DID: There is now a water cooler in the waiting room with cups which patients are welcome to use. It is set to the side rather than in full view so as not to encourage the younger children to play with it!

YOU SAID: *"Clock in the waiting area"*

WE DID: There are now 2 dementia friendly clocks in both waiting areas.

YOU SAID: *"Light music"*

WE DO: We play music from behind the reception desk.

1% (in 2015 this was 2.5%)

WAITING TIMES CHANGES / SUGGESTIONS

9 patients commented on waiting times:

YOU SAID: *"Sometimes I have to wait too long for the doctor to see us when we are poorly"*
"Keep waiting time at the surgery to a minimum"
"Waiting times"

WE REPLIED: Whilst it can be very frustrating that the GP is sometimes delayed we hope our patients understand that very often a 10 minute appointment is not always sufficient and will therefore over run causing a delay. Where possible the GP will ask the patient to return for a further consultation however I am sure you can appreciate that this is not always possible.

2% (in 2015 this as also 2%)

OPENING TIMES CHANGES / SUGGESTIONS

All 12 patients requested weekend clinics.

YOU SAID: *All 12 patients who left comments regarding opening times suggested weekend clinics.*

WE REPLIED: 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 1 Saturday in a month is 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.

There are no plans for additional weekend clinics currently.

9% (in 2015 this was also 9%)

APPOINTMENTS CHANGES / SUGGESTIONS

67 patients suggested changes to our appointment system.

YOU SAID: *"More pre-bookable appointments"*
"To be able to book an appointment other than on the day"

WE DO: Pre-booked appointments are available for the first hour of the morning up to 6 weeks in advance- therefore if you require follow up in a month you are able to pre-book this.

All nurse appointments are pre-bookable.

WE DID: GP's themselves are now able to book you into an appointment in the future if you require follow up at a later date.

2% (in 2015 this was also 2%)

PHARMACY CHANGES / SUGGESTIONS

13 patients suggested changes to the repeat medication system and the way we interact with local pharmacies.

- YOU SAID: *"Better liaison with pharmacy"*
"Delays between the surgery and Lloyds"
- WE DID: All patients are encouraged to nominate a pharmacy so that prescriptions can be sent electronically. For patients this means they do not have to collect from the surgery but can go direct to the pharmacy. For the surgery it means that we can trace where in the system the prescription is (ie at the surgery, waiting for signature or at the pharmacy).
- YOU SAID: *"Less errors on repeat prescriptions"*
- WE DID: All our patients have been moved to an online system which directly connects to their medical records. This means patients have a full accurate list of their repeat medications from which to order from.
- WE DO: We also encourage patients not to make requests over the telephone as our receptionists are not clinical. Mistakes can happen when patients request "my heart pill" or "red pill".
- WE CAN: If you are on regular stable repeat prescriptions you can talk to the Practice or the Pharmacy about repeat dispensing where if appropriate your medication can be issued up to 6 monthly.

5% (in 2015 this was also 5%)
GPS CHANGES / SUGGESTIONS

36 patients made suggestions to the way our GPs work.

YOU SAID: *"To see my own GP"*

WE REPLIED: This was the most common comment.

This year has seen a change to our GP work patterns. Dr Mejnzer has reduced his days from 4 to 3 and now to 2. However we have been fortunate that Dr Brian Taylor has joined us to share Dr Mejnzer's patient list. We have 2 GP's currently off on long term sick and it may be sometime before they return to work.

Many patients have commented that continuity and the ability to see the same doctor has been difficult this year. When the GP's share a patient list (ie Dr Mejnzer shares with Dr Taylor; Dr Davis shares with Dr Heaney) they work closely together and are able to consult jointly on their patients.

Likewise every year we have GP registrar. Our registrars consult daily with Dr Hallmark and Dr Mejnzer regarding the patients they see. We hope you can see that whilst you may not necessarily see the GP of your choice we try hard to ensure that there is continuity behind the scenes.

In addition when the need to employ locums arises we endeavour to employ the same ones and many have become very popular with some of patients who very often ask when they will next be working!

YOU SAID: *"Being informed quicker after tests"*

WE DID: For patients who have signed up for use with SystmOnline they can now request to see their Detailed Coded Record. Through this facility patients are able to view their results as soon as they arrive at the surgery.

YOU SAID: *"To be told if there is a long wait to see the GP"*

WE DID: When using the checking in system patients can see on the screen how many patients are currently in the queue before them.

**1% (in 2015 this was 0.5%)
IT CHANGES / SUGGESTIONS**

6 patients have suggested IT improvements regarding the ability to book appointments on line; being able to view their results on line and being able to contact the surgery out of hours.

YOU SAID: *“Being able to book appointments online”*
“Making an online appointment”
“Share test results on line”

WE DID: In 2016 we actively encouraged our patients to sign up for access to SystmOnline and the numbers rose from 417 (5%) patients in March to 956 (11.8%) patients in December. Those patients are able to book appointments on line, order repeat medication, view their summary care record and email the medical centre. Additionally they can apply to view their Detailed Coded Record and this will give them the ability to view test results.

Currently this facility is promoted via leaflets and posters in the reception and on the website. In March 2017 it has been agreed to promote this further with more promotional material in the reception (ie banners, flags etc) and staff actively asking patients to sign up for SystmOnline.

**5% (in 2015 this was 8%)
MISCELLANEOUS CHANGES / SUGGESTIONS**

There were 34 miscellaneous suggestions.

YOU SAID: *“Faster referral to hospital”*

WE DID: The practice has 2 secretaries and they typically type all referrals within 24 working hours. If your GP refers you and you would like a copy of the letter please ask the GP to cc you.

YOU SAID: *“Annual health review”*

WE DO: Annual checks are always available with our Practice nurses – when making an appointment you can request a well man/ well woman check

YOU SAID: *“Being able to get through on the phones at 8.30am”*

WE WILL: Some patients felt it was hard to get through on the phones in the morning. We are going to be looking at a new phone system this year which may help to direct people to alternative departments therefore relieving some of the pressure on those phoning to make appointments. This said 8.30am will always be the busiest time and we do have all possible phone lines manned by a receptionist (ie 5 during peak times)

BUDLEIGH SALTERTON HEALTH CENTRE CHARITY

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

- Camera – for use by the clinical time to take photos of patient lesions to either send to a specialist for advice or to compare to future examinations
- Electric podiatry coach – to make leg dressings more comfortable for our patients
- Self monitoring blood pressure machine – so patients can check their blood pressure at any time during practice opening hours
- Ergo kneeler – to assist our nurses when carrying out leg dressings
- Defibrillators x 2
- Wall mounted otoscope