

BUDLEIGH SALTERTON MEDICAL CENTRE

FAMILY AND FRIENDS TEST 2017

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 - 2017 RESULTS

The total number of completed Family and Friends Tests during 2017 was 380.

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

96% of those 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?" there were 272 separate comments received (some patients left more than one comment).

72% (in 2016 this was also 72%)

NO COMMENT / NO CHANGES REQUIRED and POSITIVE COMMENTS

167 patients left no comment and 149 patients felt no changes were required and left positive comments, some of which as follows:

"I am extremely happy with all that is offered to patients and I consider myself extremely fortunate to be register with this practice"

"It is perfect - staff friendly and helpful - doctors and nurses caring - thank you"

"Nothing - in an emergency I have always been able to see a GP on the day"

"The medical centre provides outstanding service and it should be a national role model - we are extremely fortunate to be served by such a professional team"

"Your system is far superior to other practices as you know you can see a doctor TODAY even if it is not your own doctor"

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.

1% (in 2016 this was 3%)

RECEPTION CHANGES / SUGGESTIONS

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

YOU SAID: *"Coffee machine"*

WE REPLIED: This was discussed at a Patient Participation Group Meeting and it was felt this would not be an appropriate use of funds and would cause additional work to the reception staff whose main priority should be patient related.

YOU SAID: *"To report on all test results to patients"*

WE REPLIED: It is not possible to contact every patient regarding their results. A leaflet explaining this has been produced and is available in the waiting room. Patient are encouraged to sign up for online services which now includes the facility to view results. If patients do not have online access they are very welcome to come to reception and ask for a print out of their results.

YOU SAID *"Shorter waiting times in the waiting room and doctors not getting so behind and more doctors working at the same time"*

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.

**1% (in 2016 this was 2%)
OPENING TIMES CHANGES / SUGGESTIONS**

4 patients commented on opening times.

YOU SAID: *All 4 patients left comments regarding opening times outside of core hours.*

WE REPLIED: The surgery currently opens 8.30am to 6.00pm, Monday to Friday and does not close for lunch.

Extended hours are offered:

Monday morning	7.00am – 8.00am	(4 in every 5)
Monday evening	6.30pm – 7.30pm	(4 in every 5)
Wednesday morning	7.00am – 8.00am	(4 in every 5)
Saturday morning	8.30am – 11.30am	(one per month)

The morning appointments are bookable through the surgery and online and the evening and weekend appointments are bookable through the surgery.

**13% (in 2016 this was 9%)
APPOINTMENTS CHANGES / SUGGESTIONS**

54 patients suggested changes to our appointment system.

YOU SAID: *“More continuity”
“Better follow-ups”
“Never able to see own doctor”*

WE DID: The practice recognises the need for continuity for patients and as from 01/12/2017 the 4 part time partners have increased their weekly sessions. The new GP time-table is as follows:

Dr Richard Mejnzer	Wednesday, Thursday, Friday
Dr Tania Davis	Monday, Tuesday, Wednesday
Dr Karen Heaney	Monday Wednesday, Thursday
Dr Ben Hallmark	Monday, Tuesday, Wednesday, Friday
Dr Brian Taylor	Monday, Tuesday, Thursday
Dr Helen Parkes	Monday, Tuesday, Wednesday (am), Friday

YOU SAID: *“More available appointments at the weekend”*

WE DID: Since 01/12/2017 Dr Mejnzer and Dr Heaney both do a once monthly Saturday morning clinic from 8.30am – 11.30am which is pre bookable through the surgery.

YOU SAID: *“Be able to pre-book with a named doctor ahead of time”
“Be able to book a day in advance”
“Advance bookings”*

WE DO: Pre-booked appointments are available for the first hour of the morning up to 6 weeks in advance.

All nurse appointments are pre-bookable.

Please ask at reception for a copy of our “Booking Appointments Leaflet” which we hope will explain how the practice arranges its appointments. This is also available on the website.

1% (in 2016 this was 2%)

PHARMACY CHANGES / SUGGESTIONS

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

YOU SAID: *“Improved communication with Lloyds pharmacy”*
“Repeat prescription service at Lloyds is not satisfactory”
“Send prescriptions electronically”

WE DO: 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).

WE DO: 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 3 monthly.

6% (in 2016 this was 5%)

GPS CHANGES / SUGGESTIONS

28 patients made suggestions to the way our GPs work and were of a similar theme:

YOU SAID: *“Ability to see same GP for continuity”*
“Be able to see the same doctor each time”
“Easier to see doctor of choice”
“To see the doctor of choice”

WE REPLIED: We recognise that 2017 was a difficult year in terms of GP continuity due to Dr Simon Franklin being on sick leave and his retirement in November. This meant the practice needed to rely on locum GP cover.

On the announcement of Dr Franklin’s retirement the part-time GP partners changed and increased their sessions with effect from 01/12/2017. All GPs now work a minimum 3 days per week which we hope will increase continuity where required.

When the need to employ locums arises we will endeavour to employ the same ones. Many have become very popular with some patients who very often ask when they will next be working!

1% (in 2016 this was also 1%)

IT CHANGES / SUGGESTIONS

4 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: *“Book appointments online”*
“Enable access to one line records”

WE DID: In 2016 we actively encouraged our patients to sign up for access to SystmOnline and the numbers have risen from 956 (11.8%) patients in December 2016 to 1295 (16%) in December 2017. 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 2018 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 2016 this was also 5%)

MISCELLANEOUS CHANGES / SUGGESTIONS

There were 19 miscellaneous suggestions.

YOU SAID: *"Give written information on the services you provide"*

WE DO: The practice has patient information leaflets in the waiting room and a website.

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. These are currently being promoted for those over 45.

YOU SAID: *"Make it easier to get through on the telephone in the morning"*
"Update the telephone system"
"Having to dial the surgery number 34 times before getting through as I did this morning"

WE DID: In August the practice invested in a newer modern phone system and is now able to have up to 8 phone lines accepting incoming calls during busy 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:

- Funds to fully equip a ground floor clinic room at the Budleigh Hub for use by our nurses and health care assistants in the New Year
- Bench top vaccine fridges x 2 for our nurses for the storage of immunisations and vaccinations
- Electric minor ops bed
- Electric bed for nursing room
- Wall mounted Otoscope and Ophthalmoscope x 2
- Call monitoring license facility to enhance the new phone system
- Data loggers x 4 for vaccine fridges
- Watch BP home device x 11