

## PRACTICE NEWS:

### **Congratulations:**

To Dr Barter, who gave birth to baby girl on 9<sup>th</sup> March and Stevie-Jade West (phlebotomist) who also gave birth to a baby girl on 20<sup>th</sup> April. Both mothers and their babies are doing well.

### **Retirement:**

We are very sorry to inform you that Ann Studd, phlebotomist, retired at the end of April. It was Ann's wish not to announce her retirement to her patients until after she had left. She joined the practice in 2005 as a receptionist but retrained as a phlebotomist and has provided an excellent service to our patients. Not only was she an excellent phlebotomist but a fantastic 'crowd controller' during flu clinics and supportive member of the practice team. We will all miss her enormously.

### **Health Care Assistant:**

We are very pleased to welcome Laura Girling to our team. Laura is new to general practice and will be undertaking a programme of training and development. You will see her working alongside the nurses for the next few weeks.

### **Administrative Staff:**

We said farewell to Emma Moore, our clinical auditor, at the beginning of March. Emma has been with the practice since 2002 and provided an excellent support service to the GPs and nurses. Her clinical knowledge and attention to detail was exceptional. We already miss the skills that she was able to bring to the practice but wish Emma every success in her new career.

Welcome to Kate Morgan who will be joining our administration team. Kate will be providing secretarial support two days a week and will help manage our systems to ensure that patients with an ongoing health problem receive their regular health checks.

We are very pleased to inform you that Debbie Major, who historically filled Kate's role, has been promoted to Assistant Practice Manager. Debbie joined the practice as a receptionist in 2005 then took on additional administration and secretarial responsibilities which has provided her with a grounded knowledge and awareness of all aspects of practice administration. Diana, our practice manager, is looking forward to having Debbie's support.

This review of our support staff structure has become increasingly important as the number of patients registered with the practice increases.

## In this Issue:

- Practice News
- Health Walks
- The Patient Services Team
- General Data Protection Regulations
- Patient Survey Results

## HEALTH WALKS:

We have the opportunity to provide regular guided walks from the practice, initially for patients who have diabetes, but this may be extended to include other patients who would like to gain the benefits of regular exercise.

However we need volunteers to train as health walk leaders (the leader does not have to be diabetic). The training is provided free of charge by 'Go Active' in conjunction with the Vale of White Horse District Council and will be held in Abingdon on Thursday 5 July. If you are interested in becoming a health walk leader please contact Diana Donald, Practice Manager, on 01235 522379.

**Patient Services Team:** We are now planning to increase our patient services team, historically known as receptionists.

Because we have a range of services available, both in the practice and externally, the team are asked by the GPs to obtain as much information as possible about the patient's call and need for an appointment so they can be directed to the right service to ensure that patients are seen as quickly as possible by the most appropriate health care professional.

The term 'receptionist' does not fairly reflect their work and we would like to take this opportunity to summarise some of their responsibilities:

- Answering the phone and organising appointments ensuring patients are booked with the most appropriate GP, nurse or healthcare assistant.
- Sign post patients to the right service such as a pharmacy, optician, minor injury unit, or sometimes ambulance service or emergency department.
- Chasing and feeding back test results on behalf of the GPs and nurses.
- Processing prescription requests and liaising with GPs and pharmacies.
- Resolving queries on behalf of patients, GPs and nurses.
- Registering new patients and requesting health records from the patient's previous practice.
- Sending on health records when patients leave the practice.
- Working with care homes, midwives, health visitors, counsellors and other professional agencies.
- Supporting carers and those patients who need a little extra help at times.
- Ensuring new babies and children have their development checks and immunisations.
- Assisting the GPs and nurses with medical equipment that is loaned to patients.
- Ensuring they stay up to date with regular training

They manage all this while maintaining a smile and friendly face. We are extremely proud of them.

If the reception desk is not manned at times, please ring the bell. The team may not be able to respond immediately as it is likely they are on the phone, but they will come to assist you as soon as they are able.

### **General Data Protection Regulations**

**(GDPR):** Data Protection law is changing on 25 May 2018. General Data Protection Regulation (GDPR) is an overhaul of the Data Protection Act which was introduced in 1998.

Our Privacy Notice has been produced by NHS Oxfordshire's Information Sharing Framework Project Team and Oxfordshire Practices.

The document is based on current GDPR guidance and may be updated when national GDPR guidance is released. It is available on our website and on display in our waiting room.

### **All members of the practice are bound by confidentiality rules:**

- Information is strictly confidential
- You can speak to a member of the team privately away from the waiting room if you would like to.
- If you feel an issue is very private and do not wish to share this, then your wishes will be respected.

## PATIENT SURVEY RESULTS 2018

During January and February hard copies of the patient questionnaire were made available in the Waiting Room. There was also the option to complete the survey electronically from a link on the Practice website. The survey was advertised in our Practice Newsletter published in January and advertised on the Home page of the Practice website.

There was a return of 40 completed surveys via Survey Monkey – the electronic survey and 33 completed surveys from the Waiting Room.

Due to limitations on the use of the 'free' survey monkey tool there are some variances in the questions asked but the majority followed the same theme!

The results are provided below.

### **Q1. How convenient would a visual patient call system in the waiting room be instead of the tannoy system offered at the moment?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
50% no more convenient	62% more convenient
42% more convenient	28% no more convenient
8% less convenient	12% less convenient

### **Q2. If a visual call system was installed, it would also be possible to advertise health campaigns. Which would you most want advertised?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
51% flu clinics	35%
15% travel Health	22%
15% Pneumococcal Vaccine	12%
12% child health	22%
6% Shingles vaccines	9%

### **Q3. Do you know how to access the CQC's inspection report for this Practice?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
56% Yes	
44% No	

**Q4. Have you ever used the evening and weekend service?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
80% no	
20% yes	

**Q5. Do you know how to arrange an appointment?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
64% Yes	
36% No	

**Q6., Do you know how to register for the EPS?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
88% yes	
12% no	

**Q7. Did you know that if you register for EPS you can nominate any pharmacy to receive your prescriptions?**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
95% Yes	
5% No	

**Likelihood of recommending EPS to a friend**

<b>Electronic Survey Results</b>	<b>Paper Survey Results</b>
36% very likely	
34% Likely	
26% no more likely	

## Amount of information made available regarding EPS

Electronic Survey Results	Paper Survey Results
31% some	
20% Little	
28% none	
10% a lot	

## Q8. How has music changed the experience of the Waiting Room?

Electronic Survey Results	Paper Survey Results
50% not at all	
38% Positively	
12% Negatively	

## Q9 Which radio station or music would you rather listen to while in the Waiting Room?

Electronic Survey Results	Paper Survey Results
36% no music or radio	15%
28% Radio 2	18%
19% soft background music	46%
17% Classic FM	21%

## Other comments or feedback about the services we provide.

### Electronic – 14 received

1. Overall I am happy with the Long Furlong Medical Centre. My only adverse comment relates to EPS and poor response when anything goes wrong with repeat prescriptions
2. I appreciate the quality of care and friendliness of staff. I appreciate the quality of care and friendliness of staff.
3. Thank you. Your support and care has always been first rate. I don't mind which of the team I see because you are all fab. You have called me back and put my mind at rest on occasions and have been prepared to help me and my family when nobody else was. Thank you.
4. This is an excellent practice and we have always been satisfied with care given. Would happily recommend it to anyone

5. Have always found the reception and office staff very helpful, they all seem to be able to sort out any problems I have and direct me to the right person. find it easy to get appointment when have phoned up, the parking has improved very much, it's very rare not to find a parking space when I arrive, when i come to an emergency the doctors and the staff are very respectful, and professional, make me felt very reassuring in their hands.
6. Generally I feel that overall the surgery provides a good service and having the pharmacy onsite is very convenient. The frustrations that I have are waiting approximately 4 weeks to see a GP of my choice and also delays when waiting to see a doctor/nurse at the surgery when I have an appointment. I feel that the staff are polite and helpful but I do feel that sometimes some of the doctors that I have seen - make me feel as if I am wasting their time or that I should already know the answer to my health issue or concern. This is either with my health or my children's. I will always try the NHS website 1st for advice and then a pharmacist but if I am not sure on something - and I want to get it checked out to make sure that I have done everything possible for myself or my children then I make a doctors appointment. I appreciate that there are unfortunately time wasters, but my experiences have put me off making an appointment with some of the doctors at the surgery.
7. Once I get to see a doctor the service is excellent. However it is difficult to get quick appointments.
8. I am surprised at the longer wait for a GP appointment since I booked my last one with Dr Allan and I am concerned that I can see no available appointments with her "successor" Dr Lowe. It was upsetting that as a named patient I was not informed of Dr Allan's retirement and replacement. It was frustrating to turn up at the surgery last week to learn that my appointment had been cancelled as the doctor was not available. Contrary to the information I was given when I arrived I was not informed of the cancellation except by the routine nhs.net text message received after the cancellation and a voicemail left at 17:00, when the appointment was at 17:15.
9. We appreciate the surgery and it's staff all very good. If possible shorter appointment waiting time would be good.
10. Always been very happy - right back to the days when the surgery was on Peachcroft, getting an appointment is getting hard though
11. I really used to like the option you had to turn up on the day you wanted an apt without booking and you'd been seen even if you had to wait a while
12. I have always found the services provide by the Surgery first class. I failed to thank everyone at the Surgery for the way I have been dealt with up to and following my hip replacement just before Christmas.
13. This is a very efficient and friendly practice and I feel confident in the care they provide
14. Need more GPs but basically everything is good.

## **Paper Survey – 12 comments received.**

1. Please keep a receptionist on the desk at all times. Have seen many frustrated patients waiting & waiting- even after using handbell.
2. I think that the current arrangements at the surgery are brilliant. Why change something that is brilliant
3. Amazing GP Surgery with the best doctors I've ever seen.
4. The surgery is efficiently run and the waiting times are pleasingly short.
5. This practice meets my expectations
6. I have found the practice a positive experience most of the time.
7. Good surgery, lovely receptionists but a feeling that no one doctor knows my medical problems. With my old doctor it felt better
8. Waiting room needs some orthopaedic chairs for patients to use who are disabled, recovering from operations, etc.
9. This practice has looked after my husband and I for many years. Excellent Doctors and service, always there when really needed. 10/10
10. Thank you for the service you provide
11. As blind people can't see displays the tannoy is needed a display screen can enhance this but should not replace it
12. This is all very cosmetic. I would prefer to see the g.p of my choice, giving continuity of care, but not have to wait 2 weeks for appointment.

## **Practice Feedback**

Thank you to everyone for taking the time to complete the survey and provide us with feedback. The results have been shared with the practice team and the Patient Reference Group.

## **As a result it has been agreed to:**

- Continue to explore an alternative patient call system that would provide both a visual and audible announcement for patients in the waiting room.
- Purchase a small CD player so that soft background music can be played as opposed to a radio station.
- Increase the number of staff so that at busy times the front desk is manned.