

# Lees Medical Practice

Note: On 1<sup>st</sup> December 2021, Dr Zia Jalal and Dr Atifa Jalal took over as partners of Lees Medical Practice. They also brought in a new Practice Manager, Julie Rowe.

The management team assessed all areas of the practice to ascertain any issues. We spoke to all staff asking their feedback. This is what we did following assessment and feedback.

- Overhauled Appointment System
- Changed the telephone system
- Employed more clinicians
- Intensively trained staff

## GP Patient Survey Results – Practice Results

### How easy is it to get through on the telephone?

46 Responses

- |                   |     |
|-------------------|-----|
| • Very easy       | 4%  |
| • Fairly easy     | 20% |
| • Not very easy   | 43% |
| • Not easy at all | 41% |

**Action Taken/Response:** February 2022 – Installed new telephone system. This can be monitored for queues. Option for patients to request automatic call back if queues are long.

### How helpful do you find the receptionists?

- |                      |     |
|----------------------|-----|
| • Very help          | 15% |
| • Fairly helpful     | 43% |
| • Not very helpful   | 15% |
| • Not helpful at all | 27% |

**Action Taken/Response:** Staff received training on empathy and customer service skills from GP Partner and Practice Manager. Practice Manager moved from her office to work in reception area to monitor staff.

### How satisfied are you with the general practice appointment times?

- |                                      |     |
|--------------------------------------|-----|
| • Very satisfied                     | 10% |
| • Fairly satisfied                   | 32% |
| • Neither satisfied nor dissatisfied | 13% |
| • Fairly dissatisfied                | 9%  |
| • Very dissatisfied                  | 37% |

**Action Taken/Response:** Feedback from staff regarding lack of appointments. Review of appointment system. Significant changes made to appointment system including more on the day acute appointments and Prebookable appointments. Employment of extra clinical staff including Advanced Clinical Practitioner, Physician Associate, Clinical Pharmacist. Staff feedback is positive and feel patients are happier with the appointment system and new clinical team.

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## How often do you get to see or speak to your preferred GP?

- Always or almost always 11%
- A lot of the time 6%
- Some of the time 66%
- Never or almost never 16%

**Action Taken/Response:** The practice tries to book patients with ongoing and chronic conditions with the same clinician to ensure continuity of care. Many requested appointments are acute, on the day appointments which do not necessitate seeing preferred clinician. All clinicians have 'clinicians only to book' appointment slots which can be used for patients who would benefit from continuity.

## Were you offered any of the following choices of appointment?

- Yes, a choice of place for an appointment in person 2%
- Yes, a choice of time or day 20%
- Yes, a choice of healthcare professional 2%
- Yes, a choice of type of appointment  
Phone call, online, video call, in person 18%
- None of these 58%

**Action Taken/Response:** All reception staff have had intensive care navigation training, and all have an aide memoir to signpost patient to appropriate services. Primarily, we now offer face to face appointments for everyone, but if a patient would like a telephone call, we offer this service too.

## Were you satisfied with the appointment you were offered?

- Yes, and I accepted the appointment 57%
- No, but I still took the appointment 38%
- No, and I did not take an appointment 5%

**Action Taken/Response:** As stated previously, we have overhauled our appointment system to offer more choice and increased access to appointments, clinicians and services.

## Overall, how would you describe your experience of making an appointment?

- Very good 8%
- Fairly 21%
- Neither good nor poor 18%
- Fairly good 8%
- Very poor 46%

**Action Taken/Response:** Again, as previously stated, we have overhauled the appointment system and intensively trained the staff.

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## Were you given a time for the appointment?

- Yes, I was given a set time 50%
- I was told I would be contacted between two times or during a set period such as morning or afternoon 31%
- No, I was not given a time 19%

**Action Taken/Response:** Patients are given a set time for face-to-face appointments; however, it is difficult to give a specific time for a telephone consultation. Patient waiting for a telephone call would usually be informed call would be in morning or afternoon. Patients who do not answer are left a voicemail and the clinician will try to call again.

## Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?

- Very good 25%
- Good 42%
- Neither good nor poor 11%
- Poor 11%
- Very poor 11%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve. We note our 'good' result is higher than local area and national results.

## Last time you had a general practice appointment, how good was the healthcare professional at listening to you?

- Very good 28%
- Good 41%
- Neither good nor poor 11%
- Poor 7%
- Very poor 13%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve. We note our 'good' result is higher than local area and national results.

## Last time you had a general appointment, how good was the healthcare professional at treating you with care and concern?

- Very good 29%
- Good 42%
- Neither good nor bad 11%
- Poor 7%
- Very Poor 11%

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**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve. We note our 'good' result is higher than local area and national results.

**During your last practice appointment, did you feel the healthcare professional recognised and understood any mental health needs you might have had?**

- Yes, definitely 38%
- Yes, to some extent 19%
- No, not at all 42%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve.

**During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?**

- Yes, definitely 40%
- Yes, to some extent 34%
- No, not at all 26%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve.

**During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?**

- Yes, definitely 43%
- Yes, to some extent 39%
- No, not at all 18%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve. We note our 'good' result is higher than local area and national results.

**Thinking about the reason for your last general practice appointment, were your needs met?**

- Yes, definitely 34%
- Yes, to some extent 40%
- No, not at all 26%

**Action Taken/Response:** We have employed a new team of clinicians and we hope from this the figures improve. We note our 'good' result is higher than local area and national results.

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**In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?**

- Yes, definitely 8%
- Yes, to some extent 26%
- No, not at all 65%

**Action Taken/Response:** We are planning to carry out campaigns in the near future for patient groups. Including patients with long term conditions, carers, disabilities and other vulnerable patients.

## **Overall Experience**

40% describe their overall experience of this GP practice good. Local results 72%, National Results 72%.

## **SUMMARY**

We recognise the GP Patient Survey figures are low and believe this is based on previous owners of Lees Medical Practice. It is important to take into account that the GP Survey only reflects the views of 1% of our list size. We will be formulating our own patient survey in the future to try to gain a better overall picture of patient opinion. As the new owners we will be concentrating on increasing positive patient experience. We have already made significant changes for the benefit of the patients since December 2021 and will continue to do so going forward. As a team, we make it top priority to ensure high quality patient care and treatment.