


Tower Hill Partnership – Action Plan for GP Survey 2023 (Jan-Mar 23 data)

Action required	Responses from questions	Tasks and Resources required	Timescales	Achieved/Evidence
Patient Access	21% find it easy to get through to this GP practice by phone. This has decreased since the last GP Patient Survey from 23%. We are below both the ICS target (39%) and the National Target (50%).	New Surgery Connect telephone system installed in April 2023. Enhanced monitoring of call data/call handlers available.	Complete	Google Survey as at 15.9.23 59%.
		New appointment triage system implemented on 12.6.23 to reduce pressure on phone system.	Complete	 TELEPHONE ACCESS AUDIT - NEW PHONI
		Adele Russon and Debra Wykes attended BSOL ICB Demand and Capacity Training (x4 sessions). D&C audit underway.	Ongoing	
		Promotion of NHS App to encourage online prescription ordering, test results, letters and onward referral visibility to reduce pressure on phone system.	Ongoing	This indicator has improved following the implementation of our new appointment triage system in June – to continue.
		Continue to utilise Patient Experience Manager role.	Ongoing	
Reception staff	60% find the receptionists at this GP practice helpful. This has decreased since the last GP Patient Survey from 69%. We are below both the ICS target (74%) and the National Target (82%).	Remind all Staff about customer care in Team meetings.	Ongoing	Google Survey as at 15.9.23 85%.
		Active monitoring of recorded phone calls involved in complaints.	Ongoing	This indicator has improved following the implementation of our new appointment triage system in June – to continue.
		Promote Zero Tolerance Policy – posters at reception, telephone message.	Partial	
Appointments	32% are satisfied with the general practice appointment times available. This has decreased since the last GP Patient Survey from 42%. We are below both the ICS target (47%) and the National Target (53%).	Continue to advertise times of appointment available. 7.30 am – 8.00 pm available including 1:4 Saturdays.	Ongoing	Google Survey as at 15.9.23 67%.
		Increase appointments available online.	Partial	This indicator has improved following the implementation of our new appointment triage system in June – to continue.
		Increase utilisation of ARRS staff and referrals to the CPCS scheme.	Ongoing	

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	<p>25% usually get to see or speak to their preferred GP when they would like to. This is an increase from 20% last GP Patient Survey. We are below both the ICS target (29%) and the National Target (35%).</p> <p>40% were offered a choice of appointment when they last tried to make a general practice appointment. This has decreased from 42% in the last GP Patient Survey. We are below both the ICS target (53%) and the National Target (59%).</p> <p>66% were satisfied with the type of appointment they were offered. This has increased since the last GP Patient Survey from 59%. We are in line with the ICS target (66%) and below the National Target (72%).</p> <p>98% took the appointment they were offered this has increased from 88% from the last GP</p>	<p>Implementation of new ANP Post to support the new appointment triage system and create appointment capacity.</p> <p>Reception staff to actively ask who the patient would like to see and/or check records for continuity. Patients are asked via the triage system.</p> <p>Increase appointment available online. Reception staff to offer a choice where possible.</p> <p>Increase utilisation of ARRS staff and referrals to the CPCS scheme.</p> <p>Implementation of new ANP Post to support the new appointment triage system and create appointment capacity.</p> <p>Continue to offer telephone triage or face to face appointments as appropriate following triage. Accept requests for f2f appointments if requested.</p> <p>Implementation of new ANP Post to support the new appointment triage system and create appointment capacity.</p> <p>Continue – currently achieving this target.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p> <p>Complete</p> <p>Ongoing</p>	<p>Google Survey as at 15.9.23 37%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 66%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 75%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Not included in Google Survey.</p>
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	<p>Patient Survey. We are above both the ICS target (96%) and the National Target (96%).</p> <p>30% describe their experience of making an appointment as good. This is a decrease from 41% from the last GP Patient Survey. We are below both the ICS target (46%) and the National Target (54%).</p> <p>66% were given a time for their last appointment. This is a decrease from 78% in the last GP Patient Survey. We are below both the ICS target (89%) and the National Target (91%).</p>	<p>Implementation of new ANP Post to support the new appointment triage system and create appointment capacity.</p> <p>As more face-to-face appointments are booked either online or via triage, this indicator should improve.</p>	<p>Complete</p> <p>Ongoing</p>	<p>Google Survey as at 15.9.23 62%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue</p> <p>Google Survey as at 15.9.23 71%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p>
<p>HCP specific questions</p>	<p>68% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment. Decrease from 81% from the last GP Patient Survey. We are below both the ICS target (78%) and the National Target (84%).</p> <p>72% say the HCP was good at listening. This is a decrease from 83% from the last GP Patient Survey. We are below both the ICS target (80%) and the National Target (85%).</p>	<p>HCPs to be reminded in team meetings.</p> <p>Continue to refer to CPCS scheme and ARRS staff to take pressure off appointment times.</p> <p>HCPs to be reminded in team meetings.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Google Survey as at 15.9.23 84%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 88%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p>

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	<p>69% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment. Decreased from 80% from the last GP Patient Survey. We are below both the ICS target (78%) and the National Target (84%).</p> <p>63% felt that the HCP recognised and understood any mental health needs. This is a decrease from 68% in the last GP Patient Survey. We are below both the ICS target (75%) and the National Target (81%).</p> <p>89% were involved as much as they wanted to be in decisions about their care and treatment during their last appointment. This is an increase from 83% from the last GP Patient Survey. We are above the ICS target (86%) but slightly below the National Target (90%).</p> <p>89% of patients had confidence in the healthcare professional they saw. This is a decrease from 91% from the last GP Patient Survey. We are below both the ICS target (90%) and the National Target (93%).</p> <p>83% of patients felt that their needs were met during the appointment. This is a decrease</p>	<p>HCPs to be reminded in team meetings.</p> <p>.</p> <p>HCPs to be reminded in team meetings.</p> <p>Continue – currently achieving this target.</p> <p>HCPs to be reminded in team meetings.</p> <p>Continue – very close to achieving this target.</p> <p>HCPs to be reminded in team meetings.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Google Survey as at 15.9.23 88%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue</p> <p>Google Survey as at 15.9.23 86%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 95%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 95%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 92%.</p>
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	<p>from 87% from the last GP Patient Survey. We are below both the ICS target (87%) and the National Target (91%).</p> <p>43% of patient felt they had enough support from local services to manage their long-term condition. This is a decrease 77% from the last GP Patient Survey. We are below both the ICS target (58%) and the National Target (65%).</p>	<p>This indicator has improved following the implementation of our new appointment triage system – to continue.</p> <p>HCPs to be reminded in team meetings.</p> <p>Continue to utilise the Social Prescribing role.</p> <p>This indicator has improved following the implementation of our new appointment triage system – to continue.</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p> <p>Google Survey as at 15.9.23 73%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p>
<p>General</p>	<p>50% of patients had a good overall experience of this GP Practice. This is a decrease from 58% from the last GP Patient Survey. We are below both the ICS target (63%) and the National Target (71%).</p>	<p>This indicator has improved following the implementation of our new appointment triage system – to continue.</p> <p>Improve monitoring of patient satisfaction by use of Google Surveys and increasing Friends and Family Test feedback. Written FFT feedback now available on both patient floors.</p>	<p>Ongoing</p>	<p>Google Survey as at 15.9.23 73%.</p> <p>This indicator has improved following the implementation of our new appointment triage system in June – to continue.</p>