

Heywood Family Practice

Mori Patient Survey (2020) – Action Plan

No.	Description	Survey position	Comments/Actions	Completed
1	Easy to get through on the phone	92% positive score – Much better than local CCG average 64% and national average 65% Last year – 97%	Reduction of 5 points on last year. Interestingly CCG average and national average down by 4% as well. Keep monitoring using call statistics.	
2	Receptionist helpful	95% positive score – better than local 90% and national 89% average. Previous position 99% Target 99%	2018 position was 95%. 4% reduction from 99% this year. Action: <ul style="list-style-type: none"> Encourage first class service and care 	
3	Are satisfied with appointment times available	81% positive – better than local 62% and national averages 63% . Previous position – 73% Target – 82%	We are now offering more times than ever including sessions on the 3 rd Sat of the month, early morning appointments and Late night. Action: <ul style="list-style-type: none"> 1/8/20 restart extended hours access – providing 3.5 hours per week 1/8/20 restart Improved Access hours 3.5 hours per week outside core hours plus some extra in hours appointments. Increase appointment hours from 6 to 9 on 3rd Saturday of the month using nursing and HCAs as well. 	
4	Speak to preferred GP	46% positive score – better than local 42% and national 45% average Previous position – 55% Position this time – 46% New Target – 55%	Action: <ul style="list-style-type: none"> One GP doing 6 sessions and the rest doing 5 sessions a week . this makes it difficult. We joined the” continuity of care project” this year but this had to take a back seat to Covid-19. Staff in and out during the survey period will have impacted this. This is perhaps the most difficult indicator. 	
5	Offered choice of appointment	Position this time – 68% Local CCG average 62% National average 60% Previous Position -85%	A good showing in this indicator compared to local and national. However, reduced by 17%. Again this is due to Covid-19 and appointments being changed to remote consultation in the first instance	

6	Type of appointment offered	Position this time – 89% Local CCG average 75% National average 73% Previous Position – 81%	A good showing in this indicator. An increase of 8. More appointment types on offer – Video brought in. Also electronic online consults brought in after survey.	
7	Took appointment offered	Position this time – 98% Local CCG average 95% National average 93% Previous position – 99%	This shows good satisfaction.	
8	Describe their experience of making an appointment as good	Position this time – 82% Better than local CCG 66% and national average 65% Previous position – 79% New Target – 84%	An increase of 3% on last year - still significantly better than local and national averages Action: <ul style="list-style-type: none"> Ensure we maintain a polite caring service. 	
9	Wait LESS than 15 mins	Previous position – 81% Position this time – 77% better than local CCG 69% and National 70% New Target – 81%	4% reduction from previous position. We try our best to see patients on time where possible. Not been so easy this year with PPE worn. Action: <ul style="list-style-type: none"> Continue to try to do this – to maintain/improve satisfaction scores 	
10	Given enough time during appointment	Position this time – 89% Local CCG average 87% National average 86% Previous position – 93%	A reduction of 4% but still a good rating here	
11	GP good at listening	Previous position – 92% Position this time – 95% Local 89% national 88% Target – 96%	After a disappointing drop of 6% in 2016. We saw a great 9% increase in 2017 and a further increase in 2018. Slight reduction of 4% in 2019. An increase of 3% in 2020. Action: <ul style="list-style-type: none"> Still above national and local averages. Maintain listening and caring ethos. 	
12	GP treated with care and concern	Previous position – 93% Position this time – 93% Local CCG 88% national average 87% Target – 94%	Same showing on previous result Action: <ul style="list-style-type: none"> Continue good work 	

13	GP involving patients in decisions	<p>Previous position – 94% Position this time – 100% local 94% and national 93% Target – 100%</p>	<p>This is the only indicator we are under a local average in during 2019. Our target was to push this up to 96% and have all our scores above both national and local averages. We managed 100% in an indicator for the first time.</p> <p>Action:</p> <ul style="list-style-type: none"> • Strive to maintain this. 	
14	Confidence and Trust in healthcare professional they dealt with at last appt	<p>Previous position – 99% Position this time – 100% local average 96% national average 95% Target – 100%</p>	<p>Excellent result at 100%. This is only the second time we have achieved 100% in an indicator.</p> <p>Action:</p> <ul style="list-style-type: none"> • Keep up the good work. It would be fantastic to continue to get 100% in this indicator 	
15	Recognised and understood mental health needs	<p>Previous position – 92% Position this time – 94% Local CCG average - 88% National average - 85% Target - 95%</p>	<p>An improvement of 2%. A good result. We are pleased with this</p> <p>Action</p> <p>It is important to have the correct training across the clinical as well as the non clinical team. Mental capacity training is key here and we have encouraged all staff to undertake Mental capacity & DOLS training.</p>	
16	Respondents felt their needs were met during their last general practice appointment.	<p>Previous position – 98% Position this time – 99% local average 94% national average 95%</p>	<p>Poorest result in 2018 at 90%. The action we took has paid off here pushing us up 8% to 98% in 2019. In 2020 we have achieved 99%</p> <p>Action:</p> <p>Keep the educational notice (we did last year) about this which we have in the waiting room and on our website.</p>	
17	Say they had enough support from local services in the last 12months helping to manage their long-term condition	<p>Previous position – 89% Position this time – 81% Local average 79% national average 77% Target – 89%</p>	<p>A reduction of 8% from last year in 2019 we got 89% which was the same the year before. The resource centre and local services has been closed during covid which could account for this</p> <p>Action:</p> <ul style="list-style-type: none"> • Rebuild again this year as the situation allows. 	

18	Overall Good experience	<p>Previous position – 96%</p> <p>Position this time – 93% Local CCG average 82% national average 82%</p> <p>Target – 96%</p>	<p>A reduction of 3% from 2019 but an increase of 3% from 2018. Note local average slipped 3% as well.</p> <p>Action:</p> <ul style="list-style-type: none"> Continue to provide a safe, effective and high quality of care to all patients at all times. Try to push this up further if possible. 	
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The practices scores (2018) were higher in 14 indicators or equal to in 3 indicators and lower in 1 to the local GP CCG averages out of 18 indicators. The practice scores compared to the national GP averages were higher in 16 indicators or equal to in 1 indicator and lower in 1 out of 18 indicators.

This practices scores (2019) we actively strived to improve. We are higher in all 18 indicators compared to the national averages and higher than 17 and lower in 1 (by 1%) to the local averages. We want to be higher in all of these indicators next year.

The practice scores (2020) we tried really hard to improve. We are higher in all 18 indicators compared to the national and CCG averages. We said last year we wanted to be higher in all of these indicators this year. We have achieved this.