



Dear Patient Participation Group Member

The practice has seen changes and expansion in our workforce over the last year:

- The Practice Pharmacy Team now includes two Clinical Pharmacists and one Pharmacy technician, who are focusing on safety in medication prescribing, providing medication reviews, and have been the main force behind improvements to blood pressure monitoring systems in the practice.
- The practice now has two MSK specialists, who are available four days a week in practice to assist patients who have pain, joint and back conditions. They can recommend investigations and provide fit for work (sick notes) certificates where clinically appropriate.
- Our Care Home Practitioner has now been joined by a team of care co-ordinators, who will liaise and facilitate Care and Nursing Home patient care.
- We have also been joined by two Mental Health Practitioners to assist with patients' emotional health and wellbeing. They are available two days a week.
- Our new GP Assistance has recently started. She will work over two practices and will be assisting in patient clinical care including flu vaccinations. This is very much a new role.

The practices are developing the Reception Team into Clinical Navigators. Our Reception Supervisor is a trained Clinical Navigator champion and has been supporting the Reception Team. The Clinical Navigators role is to signpost patients to the most appropriate service for their presenting medical conditions. For example, a patient contacting the practice for assistance with back pain, will be invited to receive a consultation with one of our MSK specialists.

Earlier this year the practice became involved in a practice initiative call the Accelerate Programme – One of the projects was called the “common approach”. The practice wished to enhance, how we communicate with patients electronically via patients mobile phones. The practice has a communication software, which we are now expanding the use of this, in the following ways:

- To send common messages – such as Blood Pressure check reminders, invitations for patient annual reviews and blood tests.
- The practice sends patient reminders to take part in bowel, breast, and cervical screening programmes.
- We have also started direct patient communication with self-health information for patients who require self-help or patient self-referral.

## GP Patient Survey 2023

The results of this year's GP Patient Survey based upon a 33 % completion rate:

Practice Results		National	Integrated Care System
Good overall experience of this GP Practice:	75%	71%	72%
Good overall experience of making an appointment:	57%	54%	55%
Easy to get through to the GP Practice by phone:	48%	50%	51%
Helpfulness of receptionists at this GP Practice:	82%	82%	83%
Satisfied with the General Practice appointments:	47%	53%	54%
Offered a choice of appointment when last tried to make a General Practice appointment:	58%	59%	61%
Satisfied with the appointment offered:	74%	72%	73%
The Healthcare professional was good at giving the patient Enough time	79%	84%	84%
The healthcare professional was good at listening To the patient:	81%	85%	86%
The healthcare professional was good at treating the Patient with care and concern:	76%	84%	84%
The patient was involved as much as they wanted to be in Decisions about their care and treatment:	89%	90%	91%
The patient had confidence and trust in the healthcare Professional they saw or spoke to	92%	93%	93%
The patients needs were met:	92%	91%	92%

As a result of the above results, the practice has implemented the following Action Plan:

Action Agreed	Implementation
To increase the 10-minute face to face GP consultation appointment to 15 minutes.	This has been successfully implemented and a combination of 15-minute face to face and 10-minute telephone consultations are now being offered.
To improved patient access to the practice.	Increasing the use of online patient consultations requests.
Autumn/Winter Patient Practice survey	To ask for patient feedback on improvements in the GP consultations and online consultations

Please feel free to contact me with any comments or feedback – Thank you.

Kind regards

Lisa Ellison  
Practice Manager