

# Lyndhurst Surgery

## Patient Survey

### January 2016

Number of respondents: 296

Action plan for priority areas and implementation following annual PPG meeting held on 23<sup>rd</sup> March 2016

Priority area 1
<p><b>Description of priority area:</b></p> <p><b>Improving our Phlebotomy service at Lyndhurst Surgery</b></p>
<p><b>What actions were taken to address the priority?</b></p> <p>Lyndhurst Surgery is now part of a 'Lot' to provide phlebotomy services on behalf of New Forest Healthcare Ltd. As a result, we are pleased to be able to offer an additional number of blood test appointments with our Practice Nurses during their afternoon clinics, as well as continuing with our three dedicated phlebotomy clinics on a Monday, Wednesday and Thursday morning.</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>Patients will benefit from an increased number of appointments available across a wider part of the day. Patients from neighbouring practices (within our 'lot') may also attend our practice for their blood test and vice versa, should this prove to be more convenient to the patient, or if we unable to offer an appointment within the timeframe requested.</p>

Appointments are also available at Lymington Hospital from 7.30 pm week days with appointments available on Saturdays also.

We publicise our phlebotomy service (including the option to attend a neighbouring practice or Lymington Hospital) on our website and patient information screen. The GPs and nurses will also make patients aware of their options for arranging a blood test, during consultations.

## Priority area 2

### Description of priority area:

#### **Improve awareness and use of 'The Practice' at Lymington Hospital**

Lyndhurst Surgery is part of a vanguard, enabling the provision of primary care services, 8 am – 8 pm, 7 days a week. Along with the other 6 practices in the vanguard, 'The Practice' based at Lymington Hospital is viewed as our 'branch surgery' and therefore our Receptionists and Triage Nurse have direct access to the appointment book. It is clear from our survey that over half of our respondents had not heard of The Practice and the availability of additional appointments.

### What actions were taken to address the priority?

1. We have included the option to contact The Practice directly, via our telephone message.
2. Receptionists routinely offer appointments to patients as an alternative option, should all our 'book on the day' appointments be taken.
3. The Practice is widely advertised on our notice board, patient information screen, via leaflets and our website to promote this service.

### **Result of actions and impact on patients and carers (including how publicised):**

As a result of the actions taken and with increasing patient awareness, we receive less negative feedback regarding the lack of availability of appointments, as patients are able to attend a GP appointment in a timely manner, at a time that is more convenient for them, during the evening or at weekends, when Lyndhurst Surgery is usually closed (with the exception of extended hours – one evening weekly). As improved promotion of The Practice continues, we hope to see greater uptake of appointments, as the service continues to flourish.

### Priority area 3

#### **Description of priority area:**

##### **Improving uptake of the Friends and Family Feedback Test**

The FFT provides a valuable source of feedback, which is publicised both on our website and patient information screen – with a transparent “you said we did” approach to negative comments. 80% of those surveyed had not completed a FFT, either by paper or online.

#### **What actions were taken to address the priority?**

The FFT is promoted via posters, the patient information screen, and our website and face to face during consultations. Key times such as Flu clinics will be used to promote the FFT, with slips left on chairs on arrival and made available as patients leave via the reception desk.

FFT is currently collected via paper slips or online, so further work could to be undertaken to see whether alternative methods of collecting data would improve uptake, i.e., via text messaging, a tablet positioned in the waiting area, or feedback taken over the

telephone.

We are fully aware of the seldom heard groups (e.g., nursing home residents, housebound patients, those with learning disabilities, adolescents and the very young). GPs provide feedback slips when out on home visits and during weekly care-home ward rounds. Our Care Navigator also receives feedback during her interactions with our most frail and elderly patients and their carers. Further work needs to be done to reach these patient cohorts.

**Result of actions and impact on patients and carers (including how publicised):**

A steady uptake is reported each month (on average, 12.5 responses over the last six months) and publicised via the website and patient information screen. Information is also shared at our annual PPG meeting and regular bi-monthly FOLS meetings.

We have good links with our community team, including our lead for school nursing, health visitor and our care home managers, so further work can be undertaken to promote the FFT by providing slips for the MDT to distribute.

Update: September 2016

1. The Practice Manager and Care Navigator attend a monthly Carer's clinic held locally, where the FFT will be promoted.
2. The practice is also in discussion with WHCCG to become a Learning Disability Friendly practice – the result of which will undoubtedly promote better communication with our LD patients and enable the feedback process.

Report signed off by PPG: Mr Dave Wilson, Chair

How has the practice engaged with the PPG:

- meetings
- via email
- website
- information displayed in waiting room
- prescription notes

The Practice and the PPG/FOLS committee provide mutually beneficial support and assistance. We will continue to work closely together in order to collect and review feedback, so that Lyndhurst Surgery can take appropriate action, wherever possible, to improve services and deliver the highest quality care to the community it serves.

This report will be placed on the Practice website, with paper copies available in the waiting room and circulated to the PPG/FOLS committee

#### Respondents:

Male: 41%

Female: 54%

5% no response

White British: 93%

Irish: 1%

6% no response