



## **Service improvement and actions from survey**

### **June 2018**

The Practice has successfully carried out its survey in June 2018 as a measure to monitor the quality of its services. The survey consisted of 455 patients with a response rate of 78%.

The comparison with the previous survey has confirmed that the improvements made to service levels have remained in place. The overall score has slightly increased to 76% (74%: September 2017).

There has been improvement to overall access to services, this has been helped by working in partnership with the SmartCare Federation and being able to offer extra appointments/sessions at the Practice under extended access scheme. However, this may not be the case going forward as previously we could offer these extra appointments at the Practice on a rotational hub basis; whereas, the future appointments will only be available at the fixed federation hub in Sparkhill.

The overall consultation satisfaction has improved when compared to previous surveys as a result of continuous training & feedback. This is also due to Practice adapting a policy of using only salaried or regular long-term locums to ensure continuity of care. Recruitment of salaried GPs is a national crisis and most GPs are choosing to work as locums. The Practice continues to regularly advertise to try and recruit salaried GPs.

Re information services & self-care, the scores are higher than the national mean. The staff has been signposting patients to appropriate webpages such as NHS, Asthma UK, Diabetes UK, British Heart Foundation etc. And for our patients who are reluctant to go on-line (due to not being tech-savvy, having language barriers, less educated etc.) the Practice continues to hold educational & awareness events.

The Practice is receiving compliments about helpful staff, this is also reflected in the survey scores, now higher than the national mean. The Practice will continue with its customer services training for staff at regular intervals to ensure the continuation.

As per previous surveys, the comments re the Practice premises continue to be raised. The practice and the CCG accept that the building is safe but is not fit for purpose. This has been raised with the CCG on an on-going basis.

The practice will continue to monitor its service levels to ensure that the improvements made are embedded & sustained, by repeating the survey within a 12 month period (as approved by the PPG).