The Ringmead Medical Practice

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Listening to your feedback
NHS Choices, Complaints, GP patient survey, Healthwatch January 2016, PPG

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK.

Our Results in the GP patient survey (2016)

96% of respondents say the last nurse they saw or spoke to was good at listening to them, explaining tests and treatments and treating them with care and concern

90% of respondents say the last nurse they saw or spoke to was good at involving them in decision making

90% of respondents find the receptionists at this surgery helpful

90% of respondents say the last appointment they got was convenient

If you receive a questionnaire for this year’s survey – please do complete it by post or online.
Your feedback is important to us.

Please visit NHS choices for another way to provide feedback about the Practice.

For Birch Hill visit: https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=42735

For Great Hollands Medical Centre: https://www.nhs.uk/Services/GP/LeaveReview/DefaultView.aspx?id=43687

Since the move to EMIS, patients are invited electronically to provide feedback following their appointment via Friends and Family Test (FFT). These results are now collated every month, discussed and reflected on during practice meetings.
What you told us

69% of respondents find it easy to get through to this surgery by phone

46% of respondents usually get to see or speak to their preferred GP

82% of respondents were able to get an appointment to see or speak to someone the last time they tried

65% of respondents described their experience of making an appointment as good

44% of respondents usually wait 15 minutes or less after their appointment time to be seen

What we did

3 additional phone lines introduced
More people answering calls at peak times
No option to select site so rings across both
Bypass number given to other providers

We do not have personalised lists, however a new system has been introduced to ensure any follow ups can be booked with the same GP

Triage system in place
Planned question and answer session with GPs and staff

New telephone system in place
Fully operational prescribing advisor

Staff now inform GP if anyone is waiting more than 15 minutes
Appointment book reviewed – including timings of face to face to enable GP to keep on time
PPG and Healthwatch Feedback

- **Signage to the ‘Bike Park’ is confusing**
  
  On 29th September 2016 new external and internal signage have been installed. This includes an improved directional sign to the bike park and a "parking for Birch Hill use only"

- **The surgery was at the start of a refurbishment programme during our visit; Healthwatch Bracknell Forest seeks confirmation that this will involve an accessible reception desk and new décor and carpeting in the waiting area**
  
  There have been many improvements to our Birch Hill site which include two new clinic rooms, a much improved reception area utilising noise cancelling furnishings, new flooring in the nurses areas, reception, hand wash in the isolation room, appropriate re-siting of our baby change facility, new signage in blue and white for easier reading, and reallocation of room numbers so they are in a logical order. Within the new reception design there is the addition of a private room with access to the waiting area. This can be used by anyone wishing for the additional privacy at the reception. The redesign has also incorporated the prescription window so it is now visibly manned 9am-1pm without the need to ring the bell.

- **Concerns have been raised about continuity of care and triage since the new system was introduced in September 2015. Healthwatch Bracknell Forest recommends that now the system is embedded, further patient feedback is gathered**
  
  We have allowed follow up appointments to be made as patients leave the practice provided the GP has requested them. This is facilitated by a note from the GP to reception, or via the telephone. It is a national issue balancing the capacity of the doctors we do have and the needs and wants of our patients. We now have a local pharmacist working with us every day and one of our experienced Practice Nurses is now trained to run Minor Illness clinics alongside the GP mentor.

- **To run an awareness campaign for the website**
  
  With the move to EMIS Web (New Clinical system)- we are promoting the use of online access. Feedback from PPG ... ‘we could help by incorporating details of the out of hours and weekend services in our first newsletter’ *

- **To run awareness campaign for the Surgery Patient Group with high visibility in the waiting room**
  
  Our Patient Participation Group has recently regrouped and now has a new chair and deputy chairman in place. The group is very active, engaging and supportive of the practice and will now be helping with their own newsletter which will ensure the practice manager has support creating the Practice newsletter, promoting our local group and raising general awareness

Survey Results document reviewed in PPG meeting 2nd March 2017.
*NB at this meeting it was agreed the PPG would have a section in the Practice newsletter rather than their own newsletter.

GP Survey Action Plan agreed by PM & GP Partners