

# Heywood Family Practice

## Mori Patient Survey (2019) – Action Plan

No.	Description	Survey position	Comments/Actions	Completed
1	<b>Easy to get through on the phone</b>	<b>97%</b> positive score – Much better than local CCG average <b>68%</b> and national average <b>68%</b>  Last year – <b>95%</b>	We have been monitoring calls and plan is to move on to have statistics that monitor the number of calls hourly. Therefore we will be able to be more responsive at busier times.	<b>Yes</b>
2	<b>Receptionist helpful</b>	<b>99%</b> positive score – better than local 92% and national 89% average. <b>Previous position 95%</b> Target <b>99%</b>	Previous position 95%. All actions previously proposed carried out and are working. Lots of positive comments this year. We are very pleased with this. <b>Action:</b> <ul style="list-style-type: none"> <li>Continue to encourage first class service and care</li> </ul>	<b>Yes</b>
3	<b>Are satisfied with appointment times available</b>	<b>73%</b> positive – better than local 64% and national averages <b>65%</b> . <b>Previous position – 82%</b> Target – <b>75%</b>	We are now offering more times than ever including sessions on the 3 <sup>rd</sup> Sat of the month, early morning appointments and Late night. <b>Action:</b> <ul style="list-style-type: none"> <li>1/7/19 offer 3.25 more extended hours access per week</li> <li>Advertise IA sessions across the cluster practices on Sat's and until 8pm</li> </ul>	<b>Yes</b>
4	<b>Speak to preferred GP</b>	<b>55%</b> positive score – better than local 47% and national 48% average <b>Previous position – 59%</b> Position this time – <b>55%</b> New Target – <b>60%</b>	<b>Action:</b> <ul style="list-style-type: none"> <li>One GP doing 6 sessions and the rest doing 5 sessions a week . this makes it difficult. We will look at joining the" continuity of care project" this year. To see if we can improve this further.</li> </ul>	<b>Yes</b>
5	<b>Offered choice of appointment</b>	Position this time – <b>85%</b> Local CCG average <b>63%</b> National average <b>62%</b>	A good showing in this indicator	
6	<b>Type of appointment offered</b>	Position this time – <b>81%</b> Local CCG average <b>76%</b> National average <b>74%</b>	A good showing in this indicator	
7	<b>Took appointment offered</b>	Position this time – <b>99%</b> Local CCG average <b>94%</b> National average <b>94%</b>	This shows good satisfaction.	

8	<b>Describe their experience of making an appointment as good</b>	<p><b>Previous position – 84%</b>  Position this time – <b>79%</b> better than local CCG <b>69%</b> and national average <b>67%</b>  New Target – 80%</p>	<p>A reduction on last year but still significantly better than local and national averages  <b>Action:</b></p> <ul style="list-style-type: none"> <li>Ensure we maintain a polite caring service.</li> </ul>	<b>Yes</b>
9	<b>Wait LESS than 15 mins</b>	<p><b>Previous position – 74%</b>  <b>Previous target – 80%</b>  Position this time – <b>81%</b> better than local CCG <b>68%</b> and National <b>69%</b>  New Target – <b>83%</b></p>	<p>6% higher than previous position. we try our best to see patients on time where possible  <b>Action:</b></p> <ul style="list-style-type: none"> <li>Continue to try to do this – to maintain/improve satisfaction scores</li> </ul>	<b>Yes</b>
10	<b>Given enough time during appointment</b>	<p>Position this time – <b>93%</b>  Local CCG average <b>88%</b> National average <b>87%</b>  Target – <b>95%</b></p>	<p>A good rating here</p>	
11	<b>GP good at listening</b>	<p><b>Previous position – 96%</b>  <b>Previous target – 94%</b>  Position this time – <b>92%</b>  Local 91% national <b>89%</b>  <b>Target – 95%</b></p>	<p>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  <b>Action:</b></p> <ul style="list-style-type: none"> <li>Still above national and local averages. Maintain listening and caring ethos.</li> </ul>	<b>Yes</b>
12	<b>GP treated with care and concern</b>	<p><b>Previous position – 93%</b>  <b>Previous target – 93%</b>  Position this time – <b>93%</b> Local CCG <b>89%</b> national average <b>87%</b>  Target – <b>93%</b></p>	<p>Same showing on previous result  <b>Action:</b></p> <ul style="list-style-type: none"> <li>Continue good work</li> </ul>	<b>Yes</b>
13	<b>GP involving patients in decisions</b>	<p><b>Previous position – 94%</b>  <b>Previous target – 89%</b>  Position this time – <b>94%</b> local <b>95%</b> and national <b>93%</b>  Target – <b>96%</b></p>	<p>Increase in 2018(6%) on previous result. This year the same score as last year. This is the only indicator we are under a local average in. It would be good to push this up to 96% and have all our scores above both national and local averages  <b>Action:</b></p> <ul style="list-style-type: none"> <li>Discuss this frequently with GPs and other clinical staff to see if we can nudge this up a little</li> </ul>	<b>Yes</b>

14	<b>Confidence and Trust in healthcare professional they dealt with at last appt</b>	<p><b>Previous position – 96%</b>  Position this time – <b>99%</b> local average <b>97%</b> national average <b>95%</b>  Target – <b>100%</b></p>	<p>Excellent result at 99%</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Keep up the good work. It would be fantastic to get 100% in this indicator</li> </ul>	Yes
15	<b>Recognised and understood mental health needs</b>	<p>Position this time – <b>92%</b>  Local CCG average - <b>88%</b> National average - <b>86%</b>  No previous target  Target - <b>94%</b></p>	<p>A good result. We are pleased with this</p> <p><b>Action</b></p> <p>It is important to have the correct training across the clinical team. Mental capacity training is key here.</p>	Yes
16	<b>Respondents felt their needs were met during their last general practice appointment.</b>	<p><b>Previous position – 90%</b>  Position this time – <b>98%</b> local average <b>95%</b> national average <b>94%</b></p>	<p>Poorest result in 2018 at 90%. The action we took has paid off here pushing us up 8% to 98%</p> <p><b>Action:</b></p> <p>Keep the educational notice (we did last year) about this which we have in the waiting room and on our website.</p>	Yes
17	<b>Say they had enough support in the last 12months helping to manage their long-term condition</b>	<p><b>Previous position – 89%</b>  Position this time – <b>89%</b> Local average <b>79%</b> national average <b>78%</b>  Target – <b>92%</b></p>	<p>A good result</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Continue to meet as a team to discuss patient’s needs and ensure that they are met as far as possible.</li> </ul>	Yes
18	<b>Overall Good experience</b>	<p><b>Previous position – 90%</b>  <b>Previous target – 95%</b>  Position this time – <b>96%</b> Local CCG average <b>85%</b> national average <b>83%</b>  Target – <b>97%</b></p>	<p>Increase of 6% this year.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>Continue to provide a safe, effective and high quality of care to all patients at all times. Try to push this up further still.</li> </ul>	Yes

The practices scores last year(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 year (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.