



WESTBURY GROUP PRACTICE

Summary of Findings and Action Plan from Westbury Group Practice 2018 Patient Survey

A patient survey was agreed with the Patient Participation Group and was conducted in the months of October and November 2018. Members of the PPG group helped deliver the survey by encouraging patients to complete the questionnaires in the waiting areas. A total of 846 responses were received, this was an increase from last year by 363 patients (75%), this is a big increase in comparison to previous years, we believe this is because the questionnaire could be completed and submitted electronically. The patients who completed the survey are broken down below:

Age	Total Questionnaires	%
Under 24	34	4.02%
25-34	87	10.2%
35-44	112	13.2%
45-54	163	19.2%
55-64	168	19.8%
65+	282	33.3%
Totals	846	100%

Location	Totals Questionnaires	%
Bratton	98	11.6%
White Horse Health Centre	748	88.4%
Total	846	100%

Our patients were asked to rate us in different areas by, Good, Average or Poor. The findings of the survey are detailed below.

Q1. How did you find the way the clinician dealt with your appointment?		
	Response %	Response Total
Good	76.83%	650
Average	18.44%	156
Poor	4.73%	40
Answered	100%	846



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Q2. How was the waiting time before your appointment?

	Response %	Response Total
Good	48.35%	409
Average	37.47%	317
Poor	14.18%	120
Answered	100%	846

Q3. How was the length of time given for your appointment?

	Response %	Response Total
Good	62.29%	527
Average	29.67%	251
Poor	8.04%	68
Answered	100%	846

Q4. How did the outcome of the appointment meet your expectation?

	Response %	Response Total
Good	76.83%	588
Average	23.52%	199
Poor	6.97%	59
Answered	100%	846

Q5. How was your treatment by the reception staff?

	Response %	Response Total
Good	75.77%	641
Average	18.91%	160
Poor	5.32%	45
Answered	100%	846



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Q6. How easy did you find it contacting the practice by phone?

	Response %	Response Total
Good	30.97%	262
Average	34.99%	296
Poor	34.04%	288
Answered	100%	846

Q7. How was the flexibility of getting an appointment?

	Response %	Response Total
Good	37.59%	318
Average	30.97%	262
Poor	31.44%	266
Answered	100%	846

Q8. How informed were you about the surgery opening times?

	Response %	Response Total
Good	66.78%	565
Average	25.18%	213
Poor	8.04%	68
Answered	100%	846

Q9. How did you find the opening hours?

	Response %	Response Total
Good	68.79%	582
Average	24.94%	211
Poor	6.26%	53
Answered	100%	846



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Q10. How effective were the results team at dealing with your request?

	Response %	Response Total
Good	41.37%	350
Average	13.59%	115
Poor	4.73%	40
N/A	40.31%	341
Answered	100%	846

Q11. How effective were the prescriptions team at the practice at dealing with your request?

	Response %	Response Total
Good	54.37%	460
Average	10.05%	85
Poor	4.02%	34
N/A	31.56%	267
Answered	100%	846

Q12. Overall how do you find the care at Westbury Group Practice?

	Response %	Response Total
Good	65.84%	557
Average	25.41%	215
Poor	8.75%	74
Answered	100%	846



The action plans we propose from the results of the survey and comments we received to improve the service are as follows:

How was the waiting time before your appointment?

We constantly monitor the appointments and if a clinician is running late. Sometimes it is inevitable there will be delays, especially if your appointment is with an on the day duty clinician. Reception will inform you if the clinician is running late, if you check in on a machine, it will inform you of how many people are waiting ahead of you. There are also notices on the screens in the waiting area, asking you to speak to the reception team if you have been waiting for longer than 20 minutes. The survey results are shared with the practice teams; we will discuss wait times so everyone is aware this needs to improve.

Our aim is to educate our patients, and ensure the message is clear regarding one ailment per appointment, if a patient needs longer, they will need to inform reception on booking so additional time is allocated. There needs to be some communication to patients regarding what is urgent on the day appointments, and that these appointments are only 5 minutes long to deal with that particular ailment. The clinicians will have more telephone triage within the appointment system to ensure appropriateness of bookings.

How easy did you find it contacting the practice by phone?

On average the reception team receives 912 calls a day, 4560 calls a week. At peak times the average wait time is 9 minutes and 23 seconds and off peak wait time is 3 minutes 32 seconds. There are different options that will direct you to the correct department; this should avoid you waiting in the queue unnecessarily. There is a cancellation line. You do not need to speak to a member of staff to cancel an appointment. There is also an option for you to be transferred to the Prescription Ordering Direct (POD) service. We are continually looking at the telephones and the number of calls received. Since the last survey we have installed screens to enable the reception team to be more aware of how many calls are in the queue. As an action from last year's survey we said we would recruit additional receptionists, this is now in place. Administration staff that does not work within the reception team can also log in and help when necessary. The reception supervisors sporadically listen to the recorded calls to see if there are any training issues, and advise the members of staff on how to deal with calls more effectively and efficiently. The intention is for a clinician to spend time with the reception team to work on a new triage system, which will enable the team to deal with specifics in a proactive capacity.

How was the flexibility of getting an appointment?

This has much improved since last year; we have more GPs and Advanced Nurse Practitioners which means greater availability. In November 2018, we started operating an 8-8 service Monday-Thursday. There are also appointments on Friday evenings 6.30-8pm and Saturday mornings 8-1pm, this is on a rota system with other practices in the area. All acutely unwell patients will be seen on the day if required. On occasions on the day appointments may be triaged by a clinician before being offered a face to face appointment. The appointments are always being monitored and on occasions where we cannot meet demand, we will add extra capacity by asking a locum GP to do some additional sessions.



Additional comments from patients

We had over 400 additional comments from our patients. Many were on the same points; here is a sample of these below:

Comment	Surgery Response
Online appointments not always available.	We continue to monitor and look at how this is structured. We have many clinicians who cover different topics, for example respiratory or diabetes. The online booking appointments have to be quite rigid to avoid incorrect bookings by patients; therefore some appointments are not always available to book online.
Late evenings and Saturday mornings.	<p>Improved Access has been in force since November 2018. We are open until 8am - 8pm Monday – Thursdays. Friday evenings until 8pm and Saturdays are on a rota basis with practices in the area, you could be offered an appointment on a Friday evening or Saturday morning; however this may be at 1 of the improved access hubs. The hubs are:</p> <ul style="list-style-type: none">• White Horse Health Centre• Trowbridge Health Centre• Giffords Surgery <p>You can book routine GP appointments, Practice Nurse appointments and Phlebotomy appointments.</p> <p>We also open the 1st and 3rd Saturday of every month for extended hours 8-10.30am at White Horse Health Centre.</p>
Continuity of doctor.	With 22300 patients it is not always easy to see the same GP. We will be trying a new system where GPs will be working within teams and our patients will see a GP within that team. This is a trial and the aim is to provide patients with more continuity.
Discussing why I need an appointment with reception.	Our reception team are trained to give a high level of triage, when you call in for an urgent appointment they will ask you for details, this helps them give the clinician an idea of what you are coming in for, the information also allows them to book you with the most appropriate clinician for the level of skill which is needed to treat your presenting medical issue.
Staff always helpful.	Great to hear.
Fantastic doctors and nurses.	Great to hear.
10 minutes is sometimes not long enough, but overall White Horse Surgery is superb.	Standard appointment times are 10 minutes with a GP, however if you have more than one issue please request a double appointment when booking and our reception team will arrange this for you. Glad you are happy overall.