

### **Latest News from Priory Patient Participation Group (PPG)**

The Patient Participation Group (PPG) is a group of Priory Surgery patients who volunteer to meet every three months with Practice staff to discuss patients' experiences of the Practice and how they might be improved. The Practice sees the PPG as providing valuable input supporting its efforts to offer the best service it can to its patients.

#### **GP Patient Survey**

The main topic discussed at the September PPG meeting was the results of the annual survey of GP patients carried out by NHS England.

The PPG compared the results for Priory Surgery with other Practices in Priory's Primary Care Network, Bristol, North Somerset and South Gloucestershire Integrated Care Board and England as a whole.

The survey showed that Priory's patients had a high level of satisfaction (equal to or above local and national averages) with the service they received from the Surgery's GPs. The area where Priory performed less well was satisfaction with access to appointments.

The Practice management team reported the measures that they had put in place to seek to improve this. The measures are:

- ✓ Increasing reception staffing between 8am and 9am (the busiest time).
- ✓ Adjusting the balance between routine and urgent appointments to provide more routine appointments.
- ✓ Increasing the number of appointments offered in response to online requests with the aim of reducing the pressure on the phone.
- ✓ Trialling having an allocated GP looking at online appointment requests and triaging these between urgent and routine appointments. The thinking behind this is that although a doctor is taken off the rota to see patients, whilst triaging the doctor will also be able to action some things that would otherwise end up on the list for a routine appointment. Early feedback indicates that the number of things the doctor can action whilst triaging online requests exceeds the number of appointments lost by taking them off the rota, so access is being improved.
- ✓ In accordance with recent BMA guidance some work sent to GPs by hospital consultants is being returned. An example of this is a patient seen by a cardiologist who sends a letter to the GP asking them to complete a referral for an ECG, when this could have been actioned by the cardiologist as the ECG is done by the same department.

### **Complaints and Compliments**

The Practice Management team reported that in the last three months nine complaints and three written compliments were received by the Surgery. The results from the Friends and Family survey asking if patients would recommend the Practice were:

June – 95%, July – 92%, August – 95%

### **Missed Appointments**

The Practice Management team reported that there are still a significant number of appointments where patients Did Not Attend (DNA). The number of missed appointments over the last three months was:

June – 117, July – 141, August – 114

The team stated that mitigating circumstances are always considered before letters are sent to patients who repeatedly did not attend appointments.

### **Reception office**

The Practice management team reported that works would be carried out to enlarge the reception office and make the front desk more accessible. A temporary hatch had been in place to ensure staff safety, but the confirmation of further funding had enabled this further work to be carried out.

### **Disabled patients access group**

The Practice management team reported that they have been working with Dr McGeown on setting up a group where patients with a disability can talk about their experiences of accessing the Surgery's services. It is planned that initially this would focus on patients with physical disabilities.