



THE GILL MEDICAL CENTRE

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ACTION PLAN 2022/23

What you said	What we did/will do	By When																												
Complaints received 2021/22	<div data-bbox="405 663 1370 1234" style="border: 1px solid black; padding: 10px;"> <p style="text-align: center;">Analysis of Formal Complaints 2021/22</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td style="width: 60%;">Pt unhappy wearing a face...</td><td style="text-align: right;">1</td></tr> <tr><td>Misinformation on website</td><td style="text-align: right;">1</td></tr> <tr><td>Cannot get face to face appt</td><td style="text-align: right;">3</td></tr> <tr><td>Change of medications</td><td style="text-align: right;">1</td></tr> <tr><td>COVID exemption certificate</td><td style="text-align: right;">1</td></tr> <tr><td>Childhood flu vaccination</td><td style="text-align: right;">1</td></tr> <tr><td>Sick note for school</td><td style="text-align: right;">1</td></tr> <tr><td>Delay to be seen</td><td style="text-align: right;">2</td></tr> <tr><td>Not listened to by GP</td><td style="text-align: right;">1</td></tr> <tr><td>No choice of duty doctor</td><td style="text-align: right;">1</td></tr> <tr><td>Prescription issue</td><td style="text-align: right;">3</td></tr> <tr><td>Not explaining blood results</td><td style="text-align: right;">1</td></tr> <tr><td>Appointment mix-up</td><td style="text-align: right;">1</td></tr> <tr><td>Treatment from HCA</td><td style="text-align: right;">1</td></tr> </table> </div>	Pt unhappy wearing a face...	1	Misinformation on website	1	Cannot get face to face appt	3	Change of medications	1	COVID exemption certificate	1	Childhood flu vaccination	1	Sick note for school	1	Delay to be seen	2	Not listened to by GP	1	No choice of duty doctor	1	Prescription issue	3	Not explaining blood results	1	Appointment mix-up	1	Treatment from HCA	1	
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Patients want to be seen face to face following lockdown																														
Issues with prescriptions	<p>This is an analysis of all the formal complaints received in 2021/22. The purpose of analysing complaints is to identify trends in types of complaints so that we can learn and rectify any problems raised. All formal complaints are discussed in our weekly practice meeting so that a multi-disciplinary team can all have input as to how the complaint should be managed and responded to. All complaints are investigated to find the cause. Some actions we might take could include staff training, provide a change in policy or procedure or simply a genuine apology to the patient for our mistake. All complaints will receive a formal letter of response including the appeal process if not satisfied with our actions.</p> <p>We received 3 complaints in relation to patient's perception of not being able to get a face-to-face appointment. Following the first lockdown, The Gill took the controversial decision to reopen our doors before any other practice in Salford.</p>																													
Some patients don't want to wear face coverings																														

Our doctors were working in very different ways during lockdown and so we carried out a survey in 2021 to ask patients how they would prefer to be consulted going forwards. Whether this is by telephone, video or face to face. We gathered data from the first 100 responses. The unanimous decision was that patients wanted to be seen face to face and so we reopened the online option to book appointments face to face. This is what our doctors wanted too.

Patients who do wish to be seen on the day in the emergency duty clinic, will have to be telephoned in the first instance and the doctor will decide whether that patient needs to be seen or not and we reserve several appointments to facilitate this.

Sometimes though, patients have asked why they should have a telephone call when they want to be seen and this has caused dissatisfaction at times. Our doctors prefer to see patients face to face, we cannot however accommodate lots of patients in the waiting room at any one time as we did previously with the "walk-in" due to social distancing and this is the reason why we made the decision to move to an emergency telephone clinic.

We also received 3 complaints in relation to prescription issues. We receive hundreds of prescriptions requests every day and we have a dedicated team including a practice pharmacist who deal with these requests. Sometimes a patient may want a specific type of drug and the doctor could deny it. This causes complaints but is always in the best interest of the patient. If the problem is because of a mistake we have made, then we would discuss this in our weekly meeting and offer apology to the patient. We are in the process of upskilling some members of the prescription team so that they can assist the practice pharmacist in a more comprehensive way.

We have received quite a few informal complaints regarding the wearing of face masks in the surgery. Despite government guidance, the practice has carried out their own risk assessment and have found that it is essential to wear a face covering in the practice as this is a control measure to prevent harm. This is health and safety law and supersedes any government guidelines. We will not be changing our policy on this matter as we do not wish any harm to come to our patients or staff. Patients will be asked to wait outside if they cannot wear a face covering and the clinician with whom they have an appointment will be advised where the patient is and come to collect. A mask or shield or patient's own scarf will need to be worn whilst travelling through the building.

2022/23




We also subscribed to a new website, namely Footfall. FootFall is designed to help patients navigate their way to find help in exactly the way they would if they walked into reception. The home page of FootFall is clearly laid out to help patients manage their health more easily and request advice from a health professional.

It means patients can get the help they need quicker and more conveniently. For our practice it should potentially reduce the pressure on the telephones, but we haven't really been able to analyse this since its inception as we went straight into lockdown so we haven't really had a "normal" benchmark in which to make comparisons, but we are hopeful it will help to manage our time more effectively and keep face to face appointments for those who really need it.

We are more than happy to receive patient feedback so that we can learn and improve. We have a suggestion box in our waiting room and would encourage any ideas or thoughts that will help us to deliver the best service.

We also receive lots of very complimentary feedback and we share this with the whole team 😊

Friends & Family Feedback 2021/22

	Well done	Not so well done	Don't know
			
April 21	98%	0%	2%
May 21	94%	2%	4%
June 21	98%	0%	2%
July 21	88%	4%	8%
August 21	82%	8%	10%
September 21	94%	4%	2%
October 21	92%	6%	2%
November 21	94%	2%	4%
December 21	90%	4%	6%
January 22	94%	4%	2%
February 22	98%	0%	2%
March 22	98%	0%	2%

This is our friends and family feedback results for the last 12 months. Predominantly we can provide our patients a very positive experience of the service delivered by the practice as demonstrated by the very encouraging results, but sometimes we don't quite hit the mark.

We discuss our monthly friends and feedback at the clinical meeting. The feedback is anonymous, and we therefore cannot respond to issues raised on a personal level, but we strongly believe it is important to be aware of patient opinion.

Some of the “not so well done” feedback we received where patients have been unhappy with the service include:

- ❖ I was prescribed medication by the consultant 6 months ago and have only just got my prescription.
- ❖ I had to wait at the door because I wasn't wearing a face mask
- ❖ Too long to wait to see the doctor
- ❖ Phone call was late
- ❖ It took me 3 weeks to get an appointment
- ❖ Still waiting for procedures to be sorted, going on for months
- ❖ Staff at the practice do their jobs and nothing more
- ❖ Insufficient parking
- ❖ Seen late for my appointment
- ❖ Because of COVID protocols, questions were stressful
- ❖ It takes weeks to get a telephone appointment
- ❖ I felt lectured to by the nurse

We also receive lots of “well done” feedback about the whole team, and this is a snapshot of comments:

- ❖ Doctor made me feel so comfortable
- ❖ Whoever you see is always pleasant and helpful
- ❖ It's never too much trouble when you ring to ask for advice
- ❖ The nurse was professional and friendly
- ❖ Very professional, felt safe
- ❖ Great service as always
- ❖ Efficient and professional staff throughout the practice
- ❖ Service is outstanding every time
- ❖ COVID safety was a priority, friendly staff, made to feel welcome
- ❖ The staff are helpful, treat you as individuals
- ❖ Good relationship with GP, helpful and approachable
- ❖ Very friendly staff, good service and communication

Results from the 2021 GP Survey

	The Gill	Local Average
Patients who get to see or speak to preferred GP	62%	43%
Patients who find it easy to get through on the phone	81%	72%
Patients who find the receptionists helpful	96%	89%
Patients who are satisfied with appointment times	73%	71%
Patients who were offered a choice of appointments	73%	70%
Patients who were satisfied with the appointment	84%	81%
Enough time given during appointment	96%	90%
Patients happy they were listened to	97%	91%
Patients who say they were treated with care	97%	91%
Patients who were involved with decisions about care	97%	92%
Patients had confidence in their healthcare professional	99%	96%
Patients who felt their needs were met	100%	95%
Overall good experience of the practice	89%	84%

We were extremely pleased with the results of the 2021 patient survey, published last year. As you can see, we have better results than the local average across all the above elements of service provision.

Results from the 2022 GP Survey

	The Gill	Local Average
Patients who get to see or speak to preferred GP	53%	38%
Patients who find it easy to get through on the phone	64%	53%
Patients who find the receptionists helpful	93%	82%
Patients who are satisfied with appointment times	54%	55%
Patients who were offered a choice of appointments	85%	59%
Patients who were satisfied with the appointment	67%	71%
Enough time given during appointment	92%	84%
Patients happy they were listened to	97%	85%
Patients who say they were treated with care	98%	84%
Patients who were involved with decisions about care	98%	90%
Patients had confidence in their healthcare professional	100%	93%
Patients who felt their needs were met	99%	90%
Overall good experience of the practice	88%	72%

We are pleased with the results of the patient survey again this year. We have achieved results higher than the local average in most of the domains. There is a deterioration across the survey in some cases but we feel that there has been a shift in patient satisfaction post COVID, many patients still under the perception that we locked our doors. We get asked numerous times outside the practice “are you seeing patients yet?” This is a massive concern to us and we have heard of practices who are still not seeing patients face to face and this is having an impact.

<p>Expansion</p>	<p>As part of our expansion plans, when we applied to open a branch surgery and extend our practice boundary, we employed 3 salaried GP's. The last GP to join us in March 2021. As a result of this, we have had to rent some space in Walkden Gateway as we have outgrown the Gill building. This is in its infancy just now. We have held numerous clinics so far and we haven't received any formal complaints or comments about this yet. It has been a learning curve, and we have had a couple of occasions where patients did not know where they were meant to be. We are working on getting this to run as effectively and efficiently as we can, but we do expect some more minor hiccups along the way as with all new processes until it settles down.</p>																
<p>Patients wanted more appointments as waiting times were too long</p>	<p>We have now successfully recruited 4 additional GP's, 2 of whom have commenced employment and 2 yet to join us in November this year.</p> <p>We have also overhauled our appointment system, to be implemented in October whereby we will increase the number of routine appointments per clinic and all doctors will each have a number of emergency appointments on their clinic rather than having 1 x duty doctor. We believe this will reduce the current stress on the duty doctor as some days can be extraordinarily busy.</p> <p>The results from 2018 where only 64% of our patients had a good experience of making an appointment compared to 77% in 2021 showed us that we are were on the right path to making further improvements. The results this year have shown a decline at 67% (although still better than local and national average) and this is a result of our continued expansion success, hence the additional recruitment drive. We plan to further this again in 2023.</p> <div data-bbox="402 1265 1369 1825"> <table border="1"> <caption>Describe your experience of making an appointment</caption> <thead> <tr> <th>Year</th> <th>Good (%)</th> <th>Poor (%)</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>64</td> <td>16</td> </tr> <tr> <td>2019</td> <td>67</td> <td>13</td> </tr> <tr> <td>2020</td> <td>67</td> <td>13</td> </tr> <tr> <td>2021</td> <td>77</td> <td>8</td> </tr> </tbody> </table> </div>	Year	Good (%)	Poor (%)	2018	64	16	2019	67	13	2020	67	13	2021	77	8	
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<p>Patient participation group</p>	<p>We have a patient participation group and prior to the pandemic, we used to meet every other month. This was a forum to share and discuss any changes or practice news that is current. We use this forum to gain patient views and opinions. Sadly, due to the pandemic, we have been unable to meet for some time and we are very keen to get the meetings started again.</p>	
<p>New PCN led group to be established</p>	<p>Members of the existing patient participation group received our action plan for 2021/22 and were invited to feedback any thoughts or comments.</p> <p>We have commenced discussions with our Primary Care network (PCN) to review whether hosting a Walkden and Little Hulton wide group would be useful to the patient population. Our first meeting has been scheduled for the 5th October 2022.</p> <p>If any patient would like to join our group, you are very welcome. Our aim is to create a fully representative group of our patient population. Please ask the receptionist to take your details and advise us how you would prefer us to contact you.</p>	
<p>Answering the telephone promptly</p>	<p>Following the lockdowns where patient demand dropped, this has since been on the increase, and we are now taking significantly more telephone calls than before. We know that there has been a delay in our answering the telephone and this is a result of increasing demand and the fact that we need to recruit more staff due to our increasing patient population.</p>	
<p>We had quite a lot of informal feedback from patients to say that they had waited too long for their call to be answered</p>	<p>We currently have an advert on NHS Jobs and INDEED to recruit 2 further reception staff. We are hopeful that with the addition of more staff we will be in a better position to answer the telephone much more promptly, especially during our busiest times. Our reception lead is reviewing the number of calls we receive and how long it takes to answer, and we fully appreciate that current response times need to be improved quickly.</p> <p>We have implemented a protocol whereby the members of staff on telephone duty send out a screen message to all staff when the waiting times for the phone to be answered reach 10 minutes. This means that all available staff will log onto the phone system and take calls until the queue reduces.</p> <p>We have also started to use callback functionality, so a patient can request a callback without losing their place in the que. We had this previously but have since decreased the length of time the patient has to wait before they get the option.</p>	