

GP NATIONAL SURVEY 2019 [August 2019]

Questions asked to Patients	Dr Kulshrestha, 134 Heath Street, Winson Green, Birmingham. B18 7AL				Dr Kulshrestha's Family Practice 'Response & Action Plan'
% of patients who find it easy to get through to this surgery by phone	93%				We are proud of this result achieving above both local and national averages. We are requesting our patients to ring between 10.00 AM-11.00 AM for their test results and other routine matters, when it is generally quieter allowing patients with urgent matters to get through. We have placed a notice in the waiting area highlighting this and we are also promoting online access for appointment booking.
	Local (CCG) average: 58%				
	National average: 68%				
% of patients who find the receptionists at this GP practice helpful	98%				We are proud of this result achieving above both local and national averages. We intend to continue to promote to offer good helpful reception service to all our patients. We will be investing in additional training on customer satisfaction and managing conflict for all receptionists and new starters.
	Local (CCG) average: 86%				
	National average: 89%				
% of patients who are satisfied with the general practice appointment times available	89%				We are proud of this result achieving above both local and national averages. In order to maximise choice for patients, GPs work as many sessions as possible. Patients are thus able to access their preferred GP but in some cases they may need to wait in order to do this. If they are requiring on the day urgent care, then the duty GP that day will always be available.
	Local (CCG) average: 61%				
	National average: 65%				
% of patients who usually get to see or speak to their preferred GP when they would like to	87%				We are proud of this result achieving above the local average. We do ask patients to call back if a GP or appointments are not immediately available with their named GP or preferred. We ensure all patients who call the practice are booked in to see the doctor of their choice alternatively the doctor will call them back the same day for a telephone assessment.
	Local (CCG) average: 42%				
	National average: 48%				
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	98%				We are proud of this result achieving above both local and national averages. We always ensure our patients find it convenient for them to see their preferred GP. We understand our patients work and have families so our staff ask the question of flexible appointments to ensure all our patients are able to make convenient appointments with the GPs. This includes telephones consultations daily at the end of the morning GP sessions.
	Local (CCG) average: 57%				
	National average: 62%				
% of patients who were satisfied with the type of appointment they were offered	93%				We are proud of this result achieving above both local and national averages. Our staff are trained to ask some simple and basic questions to all our patients. This would help the receptionist to make the right decision when making the appointment. The flyer for why receptionist asks questions is also visible in the waiting area. The receptionist can then book the patient in one of the following appointments: Pre-bookable, Same Day/Urgent, Telephone Consultation, Practice Nurse Appointment.
	Local (CCG) average: 59%				
	National average: 74%				
% of patients who took the appointment they were offered	95%				We are proud of this result achieving above both local and national averages. Our staff are trained to ask some simple and basic questions to all our patients. This would help the receptionist to make the right decision when making the appointment. The flyer for why receptionist asks questions is also visible in the waiting area. The receptionist can then book the patient in one of the following appointments: Pre-bookable, Same Day/Urgent, Telephone Consultation, Practice Nurse Appointment. The patient would always be happy with their appointment.
	Local (CCG) average: 92%				
	National average: 94%				
% of patients who describe their experience of making an appointment as good	94%				We are proud of this result achieving above both local and national averages. Our staff are trained to ask some simple and basic questions to all our patients. This would help the receptionist to make the right decision when making the appointment. The flyer for why receptionists ask questions is also visible in the waiting area. The receptionist can then book the patient in one of the following appointments: Pre-bookable, Same Day/Urgent, Telephone Consultation, Practice Nurse Appointment. The patient experience is also a positive one as the receptionists have evidenced they care about our patients.
	Local (CCG) average: 61%				
	National average: 67%				

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% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	57%				We are above the local averages but disappointed with this result not achieving above the national averages. Notices to help patients understand the system of one problem per appointment and usually 15 minutes slots are already displayed in the practice and the receptionists are also reminding patients of the 'one appointment, one problem' system at the time of booking. This allows the GPs to assess each patient in a timely manner hence reducing waiting times for the other patients and increase patient satisfaction. We shall aim to improve on this result. Better quality of Service is delivered by sorting out their problems. We are above the local averages.
	Local (CCG) average: 56%				
	National average: 69%				
% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	85%				We are proud of this result achieving above the local averages. The GP Partners take on board this positive feedback. GPs feel that they do provide patient centred consultations and there will always be room for improvement. All GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model to go above or equal to national average.
	Local (CCG) average: 84%				
	National average: 87%				
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	86%				We are disappointed with this result not achieving above the local or the national averages. The GP Partners take on board this positive feedback. GPs feel that they do provide patient centred consultations and there will always be room for improvement. All GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model. Pressures on prescribing according to the Pan Birmingham formulary may have effected the result this year compared to previous years.
	Local (CCG) average: 87%				
	National average: 89%				
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	81%				We are disappointed with this result not achieving above the local or the national averages. GPs feel that they do provide patient centred consultations which includes empathy towards all our patients. We want all our patients to understand that coming to see our GPs makes them feel that we care and are concerned about their health & wellbeing. GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model. Pressures on prescribing according to Pan Birmingham formulary may have effected the result.
	Local (CCG) average: 85%				
	National average: 87%				
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	92%				We are proud of this result achieving above local averages. The GP Partners take on board this positive feedback. GPs feel that they do provide patient centred consultations which includes involving patients about decisions about possible treatments the GP would suggest as best possible course of action for the patient's wellbeing. In some cases consent maybe required thus the need for explanation and understanding. GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model.
	Local (CCG) average: 92%				
	National average: 93%				
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	96%				We are happy with this result which is in line with the National averages. We will continue to improve on these results to ensure ALL our patients feel their consultations are treated with confidence and trust. We have designed an in-house patient survey to capture feedback and to improve on this result.
	Local (CCG) average: 94%				
	National average: 96%				
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	86%				This is an improvement from the previous year. We will continue to identify patients with mental health problems and sign post them appropriately.
	Local (CCG) average: 84%				
	National average: 86%				

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% of patients who felt their needs were met during their last general practice appointment	97%				We acknowledge that the practice has achieved above the local and the national average. We will continue to deliver on patient satisfaction. We want all our patients to feel their needs are met at every visit with the clinicians.
	Local (CCG) average: 93%				
	National average: 94%				
% of patients who say they have had enough support in the last 12 months to help manage their long-term condition(s)	This practice doesn't have enough data for this question				We try to recall all patients with long term conditions and carry out an annual review and shared care management plan. All asthmatics and COPD patients are given self management plans. Care is tailored according to individual needs . Not many patients on Long Term conditions.
	Local (CCG) average: 78%				
	National average: 79%				
% of patients who describe their overall experience of this GP practice as good	87%				Although we achieved above the local average, we will continue to improve on these results to ensure ALL our patients feel good about their experience when they visit our practice. We shall also continue to use FFT results and our in house surveys to understand patient experience at the practice to improve on this performance.
	Local (CCG) average: 80%				
	National average: 83%				