

**GREENBANK SURGERY**  
**ANNUAL REPORT/  
PATIENT SURVEY UPDATE  
2014/2015**

The Patient Forum continued to meet every quarter during the last year. The number of patients wishing to join the group increased, although the numbers attending the actual meetings again remained static. Two practice managers and a GP attended at all meetings.

A new “chair” was voted for during 2014. Our new chair has been instrumental in taking the meetings forward.

During this past year, the surgery has seen a lot of change. Two of our partners have left us recently to pursue other career paths. Dr Roy left us at the end of December and Dr Davies left us to concentrate on his new appointment within Warrington Clinical Commissioning Group. One of our temporary salaried doctors, continued with her plans to go to Hong Kong for a year. This left us with a big challenge, as surgeries throughout the country are struggling to find GPs; we needed to replace three!

We applied to NHS England to close our “patient list” to enable us to make changes and implement them without too much disruption to our existing patients.

However, we were very lucky and have been able to attract and recruit new doctors and other clinicians. Therefore, we will be taking on new patients again from the beginning of April 2015.

Within the last year, we have invested in a Nurse Practitioner, who runs the daily “open surgery” each morning. After this surgery has finished it is time to telephone patients back and offer triage and consultations. This service operates throughout the day, so that patients who feel they need a consultation on the day can have one.

This has been immensely popular with our patients and it has left the GPs free to offer more routine appointments. The partners are looking into the possibility of recruiting another Nurse Practitioner to extend this service further and to offer a “minor ailments clinic”.

As well as recruiting two GPs, we have recently employed a Health Care Assistant, who not only assists the nursing team on a daily basis, leaving them free to see more complex cases, but offers housebound patients “dementia” and “over 75” review appointments. Again, this is a popular service.

Concerns around telephone access and difficulties in making routine appointments have again been raised at all meetings during the past year. Another issue was regarding making a nurse appointment. Discussions around these subjects have taken place at each Forum meeting and the surgery has been monitoring and auditing the telephone and appointment system throughout. Plans are afoot to upgrade the telephone system, but we are currently tied in a contract and it will be very expensive to come out of it early and to obtain a new system.

These comments are comparable to previous years. We feel we have made massive progress with our appointment system each year and do constantly monitor demand and capacity. However, as each year passes new changes are required to meet increasing demand.

Instead of conducting a patient survey, this year we have collated patient feedback from a variety of sources, including patient complaints and compliments, suggestion box feedback, Friends & Family Test, Patient Forum Group comments and general comments both verbally and in writing. We are pleased to report the vast majority of responses to our Friends and Family Test have said they would be “extremely likely” to recommend the surgery to others.

The results of the information collected were fed back to our "Patient Participation Group" (PPG) at our meeting in March 2015. After discussion, it was noted that the PPG agreed with the data produced and the action plan to address problem areas.

**Action Plan:**

Patient Feedback:	Surgery Action:	Result:
<p>Frustration with not being able to pre book a routine appointment with a GP.</p>	<p>Our new Nurse Practitioner runs the daily “open surgery” and consults with patients all day long. We are looking to extend this service further.</p> <p>We are currently in the process of having a further consultation room built so we can continue to train doctors who wish to become GPs. This allows us to offer even more doctor appointments.</p> <p>We offer a dedicated, GP led “over 75” clinic with a longer appointment time.</p> <p>We will continue to offer late night appointments for another year.</p>	<p>We now offer on average a further 100 routine GP appointments per week.</p> <p>Our extended opening hours have given people who have difficulty getting here during the day, the opportunity to see their GP in the evening.</p>
<p>Frustration with not being able to book with an appointment with a nurse.</p>	<p>Our new Health Care Assistant (HCA) has given us the opportunity to offer more routine nurse appointments, such as blood pressure checks, ECGs and ear syringing etc.</p> <p>Our HCA offer home visits for certain reviews, for housebound patients.</p>	<p>More appointments have become available for our nurses who deal with chronic diseases and more complex cases.</p>

Patient Feedback:	Surgery Action:	Result:
<p>Frustrations with automated telephone system when trying to speak with a receptionist. Calls go "in a loop" and after a while patients are returned to the beginning of the message. This causes further frustration and means patients can be waiting a long time for their call to be answered as the system does not queue the calls.</p>	<p>After speaking with our suppliers, it has been established our telephone system is not completely compatible with our automated system. Minor alterations have been made, but not enough to stop the problem. We have applied to NHS England for funding to allow us to purchase a new telephone system, but this has been declined. Over this past year, we have had quite a few telecommunications companies in to quote for a new system. Although so far, this has been deemed unaffordable, we will continue to make this one of our priorities going forward.</p> <p>We have opened up more appointments on line and via Patients Partner.</p> <p>We have recently employed an "apprentice receptionist" to help answer the telephone at peak times.</p>	<p>The Partners are currently looking at other telephone systems.</p> <p>More appointments have been made available to book on-line and via Patient Partner, which means less pressure on the telephone during busy periods.</p> <p>Our new receptionist will help to ensure calls are answered more quickly and dealt with more efficiently.</p>

The results of the patient feedback and the action plans have been displayed on the Patient Forum notice board in the surgery and have been added to the surgery website.

The evidence of change and improvement will hopefully be apparent to our patients during the next twelve months.

If you would like to join our Patient Forum Group, please speak to the receptionist - all patients are welcome to join.

Please note:

Our surgery opening times are:

Monday to Friday	8.00 am - 6.30 pm
Wednesday - Extended Hours	6.30 pm - 8.00 pm (For pre-booked appointments only)

We do offer 8.00 am appointment times

Our “open surgery” operates every day 8.00 – 10.00 am – come along and sit and wait to be seen – no appointment necessary.

Our routine doctor appointments are 12 minutes each.

Our telephone lines and doors are open from 8.00 am - 6.30pm (except during extended hours)  
We DO NOT close our doors or telephone lines at lunchtime.

Our Wednesday evenings offer both GP and nurse appointments and can be booked up to fourteen days in advance.