

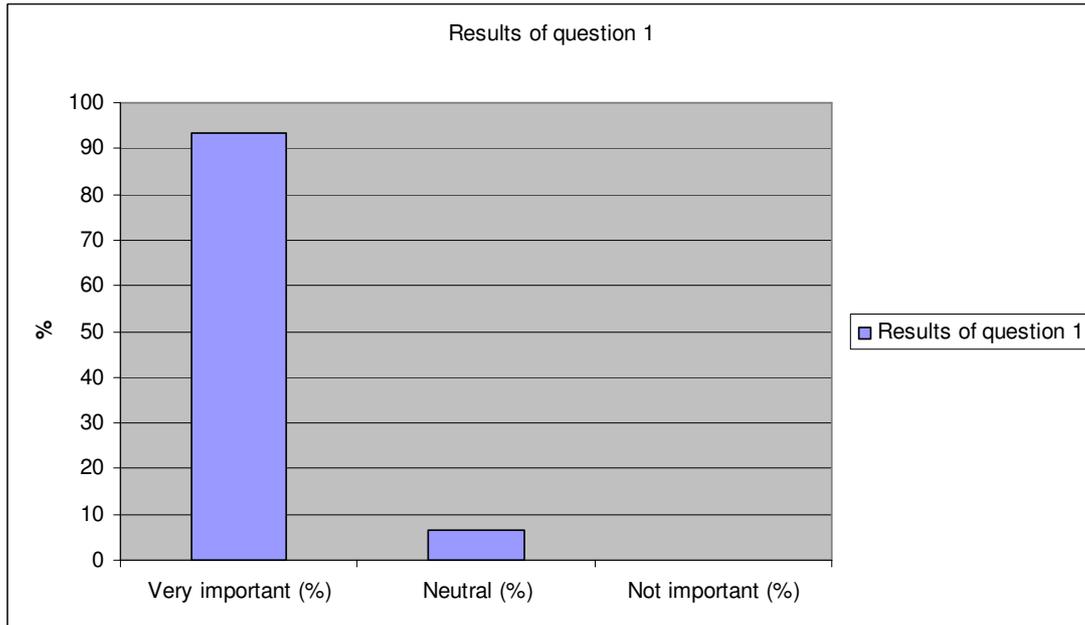
Results of Brook Green Medical Centre Survey: Patient Priorities 2013

These are our results from our most recent online patient survey, which looked at 3 important areas which you selected on our recent survey:
availability of appointments, continuity of care and the on call/ urgent clinic

Question 1.

We provide two on-call sessions per day for emergency appointments. How do you rate the value this special clinic?

Results



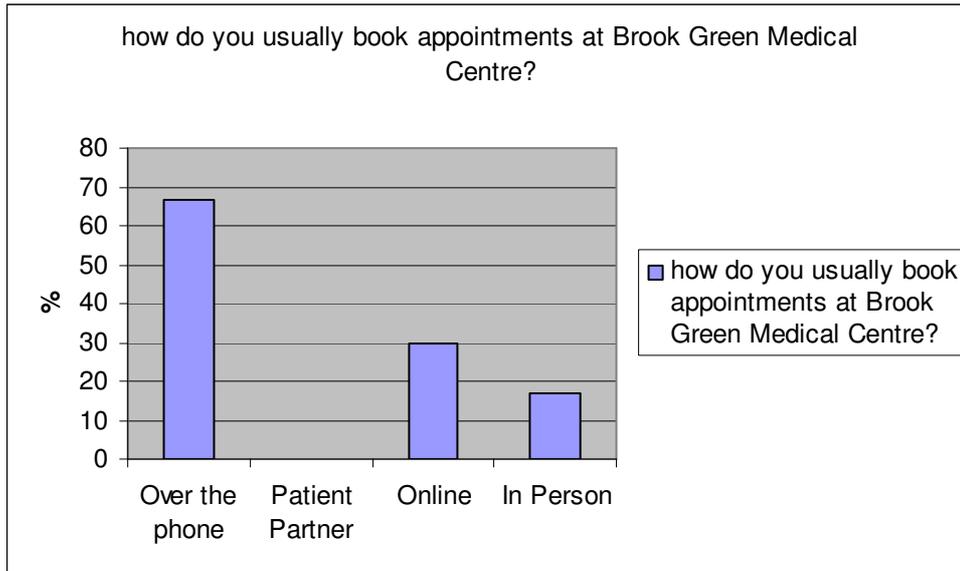
Very important (%)	Neutral (%)	Not important (%)
93.5	6.5	0

Comments about the results:

Nearly everyone says that this service is very important . 94% value the clinic highly. Your comments suggest that those of you who use it say it is excellent. Those who have not used it recognise that it is a valuable session.

Question 2.

How do you usually book appointments at Brook Green Medical Centre?



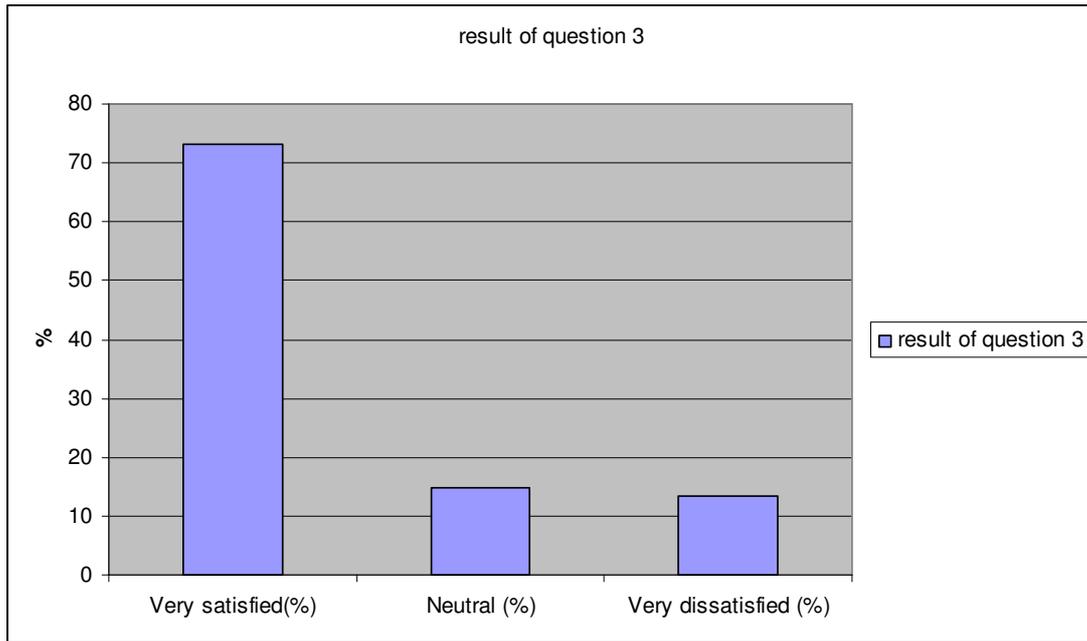
Over the phone	66.7
Patient Partner	0
Online	29.5
In Person	16.7

Comments about the results:

Most responders book appointments over the telephone via a receptionist. Online bookings are increasing with some of you choosing to make an appointment in person. Your comments suggest that on occasion, you are unable to get through on the phone in a reasonable time.

Question 3.

We provide 1/4 of doctor time for on-call and 3/4 of doctor time booked appointments. How satisfied are you with the number of booked appointments available?



Very satisfied(%)	Neutral (%)	Very dissatisfied (%)
73.3	14.7	13.3

Comments on the results

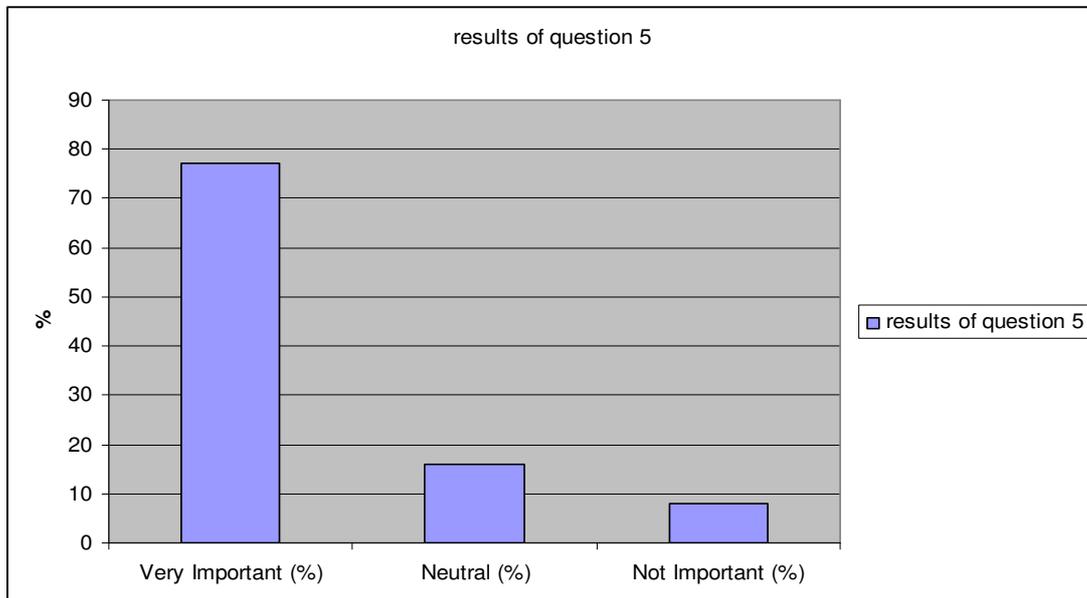
Most of you say that you are satisfied with the balance between our on-call clinic and the number of booked appointments. Your comments suggest that one issue you have is with the length of time to wait to make an appointment with a particular doctor. Of those who are dissatisfied, you would prefer to see more booked appointments available.

Question 4.

Your comments have been read, and will be available, in summary, on our webpage.

Question 5

How important is it to see the same doctor each time you visit?



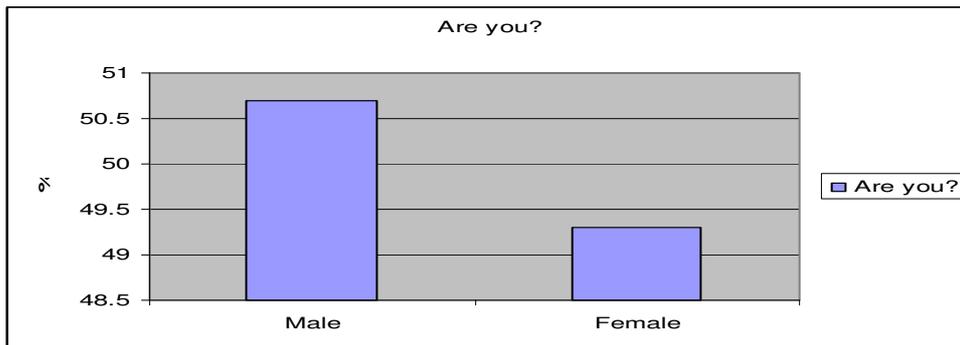
Very Important (%)	Neutral (%)	Not Important (%)
77.3	16	8

Comments about the results

The results indicate that you feel it is very important that you see the same doctor each time you visit. This is of course much to be desired, particularly in the treatment of long term conditions. Your comments highlight the fact that, depending on the nature of the visit, as long as the end result is achieved, seeing the same doctor each time is not always important.

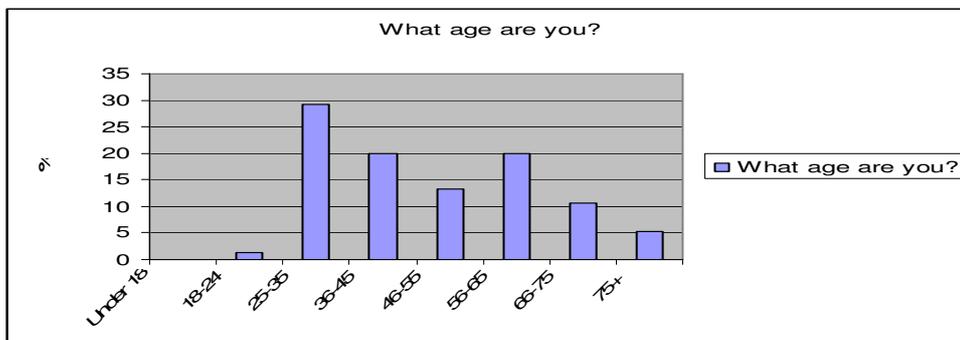
Question 6

Are you?



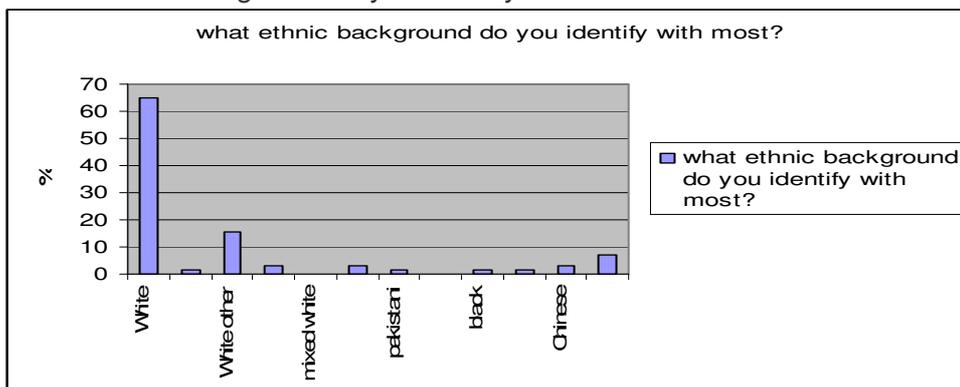
Question 7

What age are you?



Question 8

Which ethnic background to you identify with most?



Your Comments

Would be helpful if it is easier to get appointments?

There are several ways to get appointment such as on the phone and online. We will have more GPs soon which will increase the number of booked appointments available.

Very satisfied. Members of staff are friendly and welcoming.

Thank you.

Why can't on-call appointments start before 9am to help those in full-time work?

We do hold 2 bookable sessions per week on Wednesday and Thursday mornings from 7am. We are also open until 8pm on weekdays and on Saturday mornings..

No-one will ever be completely happy unless they get to see the doctor they want to straight away every time! Given that, I think you're doing a great job balancing everyone's needs.

Thank you. We do try very hard to get the balance right where possible.

I think that the BGMC is very organised and patient orientated.

Thank you.

It is good then you do what you do can for the people who are coming in your clinic.

Thanks,

Thank you.

Assuming the "urgent appointment" facility is not being abused, availability should reflect the ratio between average demand for them and that for non-urgent appointments.

We do think that the balance is a good one at this current moment in time but are always reviewing this.

The only problem, I find is requesting a medical report, it takes so long. I hope that it will take less time in future.

We have a process in place for requesting medical reports and we try to complete this as efficiently as we can.

Ratio is good I think for unbooked and emergency to booked appointments. It is always important when someone takes the time and trouble to phone the surgery to be able to offer something in the patient's time frame. Eg for physical health conditions if person is not able to move through pain, or has a worsening of the condition, and likewise with mental health conditions which fluctuate and when you are experiencing severe mental health difficulties with eg extreme anxiety, it is important to be able to seek reassurance, to speak to a GP and to feel listened to and that someone will help you to cope and move on or deal with the crisis.

I agree. Our clinical staff do conduct home visits if necessary and doctors do all they can to reassure and manage the problems appropriately.

Do principal doctors work full time at practice? They don't seem to be around full time, which they should do.

By definition, our partners are not full time salaried doctors, but all our partners have a number of surgeries alongside their other responsibilities.

In some instances it would be useful to be able to speak to a particular doctor on the telephone in order to avoid making an unnecessary appointment.

It is difficult to interrupt a doctor in surgery, but we do always take messages for doctors to call back if necessary.

It's nice that you ask about these things but when you appoint good people (as you do) and set a good example from the top (as you do) you end up with an excellent team of people whose hearts are in the right place who are likely to get it right for the patient whatever the system.

Thank you.

The surgery attended by my wife in Shepherds Bush seems to give her appointments (she goes far more than me) next day latest. I think they are released on the day so you have to be very quick to get one.

We are pleased that your wife is seen so soon. Please consider that appointments are often booked fast due to the various ways in which this can be done. Also, different surgeries have different appointment structures and availabilities.

Action plan 2013

Appointment availability

You said:

You would like to see more booked appointments available generally. Most of you use the telephones to make appointments but sometimes find the surgery busy or not able to answer your call in a given time frame.

What we intend to do:

We will be employing 3 new GPs to replace staff who are leaving over the next three months. We shall take the opportunity to increase the number of GP sessions available by about three per week. This will increase the number of booked appointments available to you.

Regarding the telephone system, we do not drop any calls, but recognise that at busy times of day the time spent waiting to be answered can seem interminable. Over the past year we have been looking at this and have changed our staff rota to reflect this. We are recruiting two extra members of staff and rearranging the telephonist duty rotas to give maximum coverage at the busiest times. We are also looking into getting more functionality from our telephone system. We will be installing a queuing message system which should tell you your position in the queue.

Continuity of care

You said:

Continuity of care is highly valued, particularly if you have long term conditions which require on-going visits to us.

What we intend to do:

We are constantly reviewing this process to make it as effective as possible. With more GPs available we should be able to reduce the overall waiting time to see a particular doctor. (See the additional doctor sessions mentioned in Appointment Availability above).

On call/Urgent care

You said:

You value our on-call system very highly indeed. You say to keep the service going as it is an essential service.

What we intend to do:

We have recently changed the way we direct you to this clinic by offering you the the choice of coming in or asking for a call from the on-call doctor. This has allowed the on call doctor to manage the session more effectively.

We are always reviewing the effectiveness of our on-call clinic and do look for ways to improve. Please understand that is not a booked service and there will be unavoidable waiting time involved.