



# Luson Surgery

## Patient Participation Group

Meeting Notes Wed 31<sup>st</sup> Aug 2016 – 6.00pm

**Attendees:**

Jenny Roncaglia, Glyn Meredith, Martin Ellacott

**Apologies:**

Michael Clarke

### **National GP Survey July 2016 results**

In general the results are very pleasing with the practice above the Somerset CCG average in 19 of 23 indicators, and above the national average in 22 of 23 indicators.

It was good to see that patient satisfaction with GP consultations had been maintained at its high level since past surveys. More pleasing is maintaining the improvement in patient satisfaction with their nurse appointments. We had seen an increase in all 6 indicators over each of the previous 3 surveys, and this level has been maintained.

We have improved our high score for telephone access, we see our patients within 15 minutes on more occasions than average, and a high percentage of patients were able to see their preferred GP, due to our personal list system. Our score for overall experience remains in the low nineties.

We have made significant improvements in the areas raised as in need of improvement in last year's review;

**Able to get an appointment to see or speak to someone the last time they tried**

This indicator improved from 82 last year to 97 in the current survey, significantly higher than both Somerset & National averages.

**Last appointment they got was convenient**

Again this indicator saw an improvement from 89 to 93 one point below Somerset average but just above National

**What the practice does best**

82% of respondents usually wait 15 minutes or less after their appointment time to be seen  
Local (CCG) average: 68% National average: 65%

79% of respondents with a preferred GP usually get to see or speak to that GP  
Local (CCG) average: 65% National average: 59%

89% of respondents find it easy to get through to this surgery by phone  
Local (CCG) average: 79% National average: 73%

## **What the practice could improve**

74% of respondents are satisfied with the surgery's opening hours

Local (CCG) average: 79% National average: 76%

96% of respondents had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 98% National average: 97%

93% of respondents say the last appointment they got was convenient

Local (CCG) average: 94% National average: 92%

## **Practice Response**

**Surgery's opening hours** - this indicator has improved, but remains below both CCG & National figure.

Analysis of the responses shows that 10% of patients responded that they were 'neither satisfied nor dissatisfied with the practice opening hours'. This figure is high compared with other practices, and counts against the practice score. Only 9% of patients indicated that they were dissatisfied with the opening hours, which is in line with other practices. Inevitably the lack of extended opening hours may be a factor. Whilst this is not being considered at present, the proposed national initiative may have an impact on this in future.

**Had confidence and trust in the last nurse they saw or spoke to** - this indicator fell very slightly during the period in question bringing us 2% below the Somerset Average and 1% below National Average.

This score remains high despite being highlighted. Our score remain in line with both Somerset and National Averages, and the small margin is not considered significant given our previous higher scores in this area.

**Last appointment they got was convenient** - again this indicator saw a 4% improvement over the year.

Whilst we cannot provide appointments to everyone at the time they would like, due to the level of demand for short term appointments, patients are able to book between 3 to 5 months ahead for routine appointments should they wish. We have always said that we will arrange either early or late appointments for patients who are unable to make normal surgery times in order to be as flexible as possible.

## **Practice Action Plan agreed by the GPs**

It was agreed that we would continue to publicise, both in the practice and on the website, the fact that patients should expect either an appointment or to be able to speak to someone, when they require an appointment on the day.

It was agreed we should also continue to publicise in the same way, that the possibility exists for appointments outside of our set surgery times, where a patient requires either an early or late appointment. As ever, this will need to be booked in advance in agreement with the GP or Nurse.

It was agreed that a set of the Survey results should be displayed on the hallway notice board.

## Somerset Together Presentation & Discussion

- We viewed a short presentation regarding the drivers for changes to the commissioning of health & Welfare Services in Somerset over the coming years
- The concept is a movement away from contracts which pay on the basis of 'units of patient activity' and assess success based upon the health and social care outcomes.
- This is intended to provide a more co-ordinated approach to the delivery of services, and for decisions to be taken at a local level.
- Services will be commissioned for the population of Somerset as a whole by a new Accountable Joint Venture (AJV) which will involve Acute Hospital Service, Community Services, Mental Health Services and GP Providers.
- The AJV will provide all these services as a single provider.
- In Somerset, Somerset Clinical Commissioning Group (GPs), Somerset County Council (Social Care) and NHS England (Hospital Care) have proposed coming together to form an AJV under the heading 'Somerset Together'.
- The summarised aims of Somerset Together are;
  - Delivery of care focussed on what matters to people, patients, carers and communities.
  - Health & Care Services to become properly integrated, underpinned by a common integrated electronic care record.
  - Making the movement of funding between different services easier as the needs of the population change.

## Local Developments

A number of other developments locally were discussed briefly;

**Virtual Ward** – this new proposal is to provide a doctor and support staff to manage patients in their own homes, to avoid unnecessary admissions to hospital, particularly during the winter crisis times. This will be funded jointly as a trail by Musgrove Hospital and Taunton Deane Federation of GPs.

**Complex Care Hub** – this possible development would provide same day access to a GP for patients of all surgeries, leaving GPs to deal with the needs of more complex patients with on-going needs. This would involve specific centres providing same day access for all practices, and is at an early stage of consideration.

**Extended opening** – Government's pledge of 7 day access to a GP. No further information at present, but likely to be provided on a Taunton Deane Federation wide basis.

**Wiveliscombe Surgery** – has been taken over by Somerset Partnership, on a temporary basis to continue provision of their services, following the resignation of a number of partners.

**Dr Crabtree** – will reduce her hours from 1<sup>st</sup> October to work 2 half days each week. Dr Awodiji will take on half of her patient list.

Date for next meeting was not agreed.

The meeting closed at 7.15

1<sup>st</sup> Sept 2016

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