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Clifton House Engagement Group CHEG Extract

Reporting period 2013/2014

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INVESTOR IN PEOPLE

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a) GPAQ (GP Assessment Questionnaire) feedback

The GPAQ Patient Surveys were used by the Practice to ask patients how they felt about the standard of service they had received from the Practice, including levels of support received from GPs, nursing staff as well as Receptionists.

The GPAQ surveys were used as they are a tried and tested method, which would produce effective analytical feedback for the Practice to action with the group.

The Process

An external company was approached. GPs handed out patient surveys in-house after clinic consultations. The surveys were sent off for analysis and reporting. Copies of the feedback reports were circulated to all group members; this was discussed in detail at the group. The results were very positive, improvements had been made in all areas and scores were well above the national average in almost all instances. Discussion took place around expanding the source of patient feedback for the future in establishing a Blog, which might also appeal more to the younger 18-30 age group. It was felt that this option would make the feedback route far more accessible to all.

Questions compared from the survey are summarised as follows:

1	Q3. How good was the last GP you saw at listening to you?
2	Q4. How good was the last GP you saw at giving you enough time?
3	Q7. How good was the last GP you saw at Involving you in decisions about your care?
4	Q12. How helpful do you find the receptionists at your GP practice?
5	Q13. How easy is it to get through to someone at your GP practice on the phone?
6	Q14. How easy is it to speak to your doctor or nurse on the phone at your GP practice?
7	Q21. How do you rate - how quickly you get to see a particular doctor?
8	Q25. How do you rate - how long did you wait for your consultation to start?
9	Q31. How good was the last Nurse you saw at giving you enough time?
10	Q32. How good was the last Nurse you saw at listening to you?

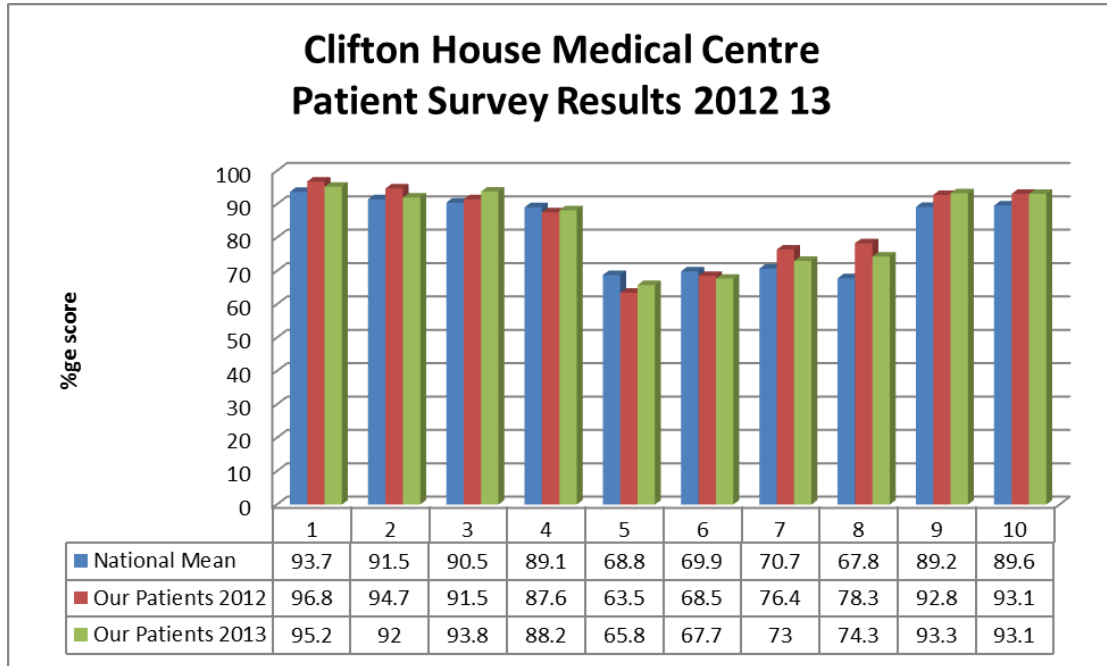
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The Practice is posting a summary of the feedback onto the Practice Website at www.cliftonhousemedicalcentre.co.uk

Overall the patient feedback was very good and discussed in detail at the following Patient group meeting – minutes available on request.

b) Practice Website

The Practice website keeps patients abreast of both Practice and topical developments. This year we have made significant changes to its appearance and functionality. It is much improved. The Business Manager maintains the Noticeboard information and the on-line Repeat Prescription ordering service has been well received. A counter has been added to monitor the uptake of the site, complimented by random mini surveys to be conducted in-house to check patient understanding on each of the areas the Practice is developing and to what extent the patients are finding them useful, ie. a bench marking. The website now has an area to allow patients to keep in contact with local activities and group events happening in the locality. There are links to the Care Quality Commission, where patients can leave feedback about the Practice and links to topics such as Care.data and other current matters of interest.

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c) Telephone access

The Practice will continue to review the number of calls coming in to the Practice between 8am and 9am and look at an option for the on-line booking of appointments from 1st April 2014. The ramifications of booking too far in advance were discussed, with the downside of more patients who do not attend their appointments. Access to telephone appointments with a GP was also to be further publicised to patients.

d) Suggestions and complaints

These were discussed. The following matters had been raised in the past 3 months and were being attended to:

- Self Booking In system
- Obtain generic email address for Website responses by patients.

Quotes have been obtained for above areas and funding has been approved for a Self Booking system for the Practice, which is now located in the patient downstairs waiting area.

A generic Practice email address has been set up ready for submission to the Practice Website designers; however this is now being revised, due to the changes in the I.T. infrastructure in relation to the CCGs taking over from the PCTs. This matter should be resolved shortly.

A. Action Plan

Action	How	By whom	By when
Obtain Patient Self Booking Screen for Practice	External funding sought from NHS Hull	JS	installed
Establish Practice Blog site	Contact web designers	JS	ongoing
Bench marking service uptake	Mini surveys	Develop by CHEG	30/06/14
Promote GP telephone consultations	Posters, Website, Newsletter	JS	ongoing
Improve access to appointments	Audit & review with teams	JS	ongoing
Improve telephone access	Audit & review with teams	JS	ongoing
Suggestions/Patient requests	Investigate costings/feasibility	DS	review ongoing

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You said...
We Did!

You
said...

How can the Practice make it quicker to book-in for appointments???

We
Did!

The Practice sought funding from NHS Hull for a Patient Self Check-In Screen. This new service which accommodates the self check-in process is "touch screen" and offers a choice of different languages by selecting the appropriate country flag. The Reception desk staff is always available to provide advice and support if required and will assist the patient to use this very straightforward service.

You
said...

Can the Practice look at other ways to get feedback from patients???

We
Did!

The Practice is currently reviewing ways to gather feedback from patients, which includes consideration being given to setting up a Practice Blog. We are also looking at developing mini surveys on specific topics, to gather feedback to allow us to use this information to develop and improve our services. This is expected to be completed by August 2014.

We weren't aware that you could request telephone consultations...

You
said...

We
Did!

The Practice is continuing to promote telephone consultations through posters, noticeboard and Practice website. We will review the uptake of this service at the end August 2014 to review how effective our marketing has been!

You
said...

Can the Practice improve access to appointments???

We
Did!

The Practice will be offering on-line booking of appointments from 1st April 2014, which will give even greater flexibility for appointments. There will also be an option to cancel appointments' as well.

You
said...

Can the Practice improve telephone access???

We
Did!

The Practice has revisited how it manages the calls for repeat medication, in order to better provide a more accessible service to patients. Additional staff has been trained to answer the calls and to be able to deal with prescription queries. The phones have been re-routed to ensure patients with prescription queries get access to a staff member throughout Practice opening hours. The Practice is looking at how better to handle the same with appointment queries. We will review this at the end of August 2014.

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B) **Conclusion**

The Practice aims to give all patients the best possible care whilst constantly striving to improve standards. We will continue to develop the strengths of the CHEG in the interest of both patients and the Practice to ensure that the Practice continues to meet the demands of its key client group – the patients!

