

# BUDLEIGH SALTERTON MEDICAL CENTRE

## FAMILY AND FRIENDS TEST 2018

### INTRODUCTION

The NHS **Friends and Family Test** (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed. It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

It became a contractual requirement for GP practices from 1<sup>st</sup> December 2014 and there are a number of requirements. Practices must

- Provide an opportunity for people who use the practice to give anonymous feedback through the FFT, except where it would be inappropriate to do so
- Use the standard wording of the FFT question and the responses
- Include at least one follow up question which allows the opportunity to provide free text comment.
- Submit data, in the format required, to NHS England each month
- Publish results locally

### HOW YOUR SURGERY HAS GATHERED RESULTS

Budleigh Salterton Medical Centre have paper copies of the Family and Friends Test available from our main reception desk and a large blue Family and Friends Test post box for completed forms is also positioned on the main reception desk.

For children a separate test has been developed and this is accessible in the same ways.

The Family and Friends Test can also be completed on line via our website.

Every month the completed forms and website data is collected and passed to a nominated member of the Patient Participation Group to review and to analyse.

The feedback is discussed and reviewed at regular interviews throughout the year at a Practice Meeting and a Patient Participation Group Meeting.

### PRACTICE FRIENDS AND FAMILY FORM

The standard wording of the FFT question and the responses has been used. A follow up question allowing patients the opportunity to provide free text comment has been included *"if we could change one thing about your care or treatment to improve your experience what would it be?"*

### DATA SUBMISSION

As from the end of January 2015 the monthly results of the standard question are to be submitted to NHS England.

### RESULT PUBLICATION

The full results of Budleigh Salterton Medical Centre's Family and Friends Test will be analysed in detail on an annual basis (ie January to December inclusive). They will be discussed at a Practice Meeting and a Patient Participation Meeting. Any improvements / changes made throughout the preceding year as a result of the FFT and any possible future improvements / changes will be discussed at these meetings.

# BUDLEIGH SALTERTON MEDICAL CENTRE

## FAMILY AND FRIENDS TEST - 2018 RESULTS

The total number of completed Family and Friends Tests during 2018 was 334.

### WOULD YOU REFER BUDLEIGH SALTERTON MEDICAL CENTRE TO YOUR FAMILY AND FRIENDS?

98% of those patients advised they would be extremely likely / likely to recommend our practice to family and friends.

### COMMENTS

To the question "if we could change one thing about your care or treatment to improve your experience what would it be?" there were 272 separate comments received (some patients left more than one comment).

#### 79% (in 2017 this was 72%)

#### NO COMMENT / NO CHANGES REQUIRED and POSITIVE COMMENTS

150 patients left no comment and 79 patients felt no changes were required and left positive comments, some of which as follows:

*"Thank you so much, you do a wonderful job and look after us with all your professional expertise. Very thrilled to be a patient with you."*

*"Brill doctors. We are extremely lucky in Budleigh. No problems."*

*"None. Thank you for the excellent treatment I have received."*

*"It is always brilliant and I am so grateful to live in this town and be a patient of this practice."*

*"In my lifetime I have lived in a variety of areas and been registered with many GP practices - this one is by far the best, it is outstanding in so many ways."*

Thank you very much for the positive responses you have made and which have been shared with all our team at the surgery. It is very encouraging to receive.

#### 0.5% (in 2017 this was 1%)

#### RECEPTION CHANGES / SUGGESTIONS

1 patient suggested an area of improvements to our reception area which was:

YOU SAID: *"Reception area too public - asking for privacy is awkward - minor point"*

WE DO: As a practice we appreciate the waiting room is open plan and so makes it difficult for private conversations. If you know you need to visit the medical centre and need a private talk with a non-clinician, please do phone up in advance so that we will be able to make a room and a receptionist available for you to speak with in private.

#### 0.5% (in 2017 this was 1%)

#### OPENING TIMES CHANGES / SUGGESTIONS

1 patient commented on our opening times which was:

YOU SAID: *"Open at 8.00am please."*

WE DID: As from 1<sup>st</sup> November 2018 the surgery is now open from 8.00am to 6.30pm, Monday to Friday and does not close for lunch. The phone lines are open from 8.00am to 6.00pm.

WE DID: From 01/10/2018 the practice became part of 8.00am – 8.00pm opening in East Devon. This means that patients are able to phone up our practice and request an appointment from 8.00am to 8.30pm. This appointment may be at any of the 13 practices in East Devon and patients will need to advise the receptionist that they are happy for their medical records to

be seen by the clinician at the time of their appointment. These appointments are not available for complicated follow ups – it is for acute problems.

**12% (in 2017 this was 13%)  
APPOINTMENTS CHANGES / SUGGESTIONS**

40 patients suggested changes to our appointment system.

YOU SAID: *“More guarantee to see your own doctor”*  
*“More GPs so you can see the GP of your choice”*  
*“Being able to see your own doctor”*  
*“Easier to make non urgent appointments say for a week’s time”*  
*“More pre-bookable appointments”*  
*Would prefer to make appointments in advance, not only same day appointments)*

WE DID: As from 01/12/2017 the 4 part time partners increased their weekly sessions. As from 01/11/2018 a new salaried GP has joined the practiced for 1 day a week. As from 01/01/2019 a new salaried GP has joined the practice for 2 days per week.

The new GP time-table is as follows:

Dr Richard Mejzner	Wednesday, Thursday, Friday
Dr Tania Davis	Monday, Tuesday, Wednesday
Dr Karen Heaney	Monday Wednesday, Thursday
Dr Ben Hallmark	Monday, Tuesday, Wednesday, Friday
Dr Brian Taylor	Monday, Tuesday, Thursday
Dr Helen Parkes	Monday, Tuesday, Wednesday (am), Friday
Dr Joseph Bailey	Tuesday
Dr Catherine Golding	Thursday, Friday

WE DID: Each GP has a morning clinic of 15 appointments and an afternoon clinic of 12 appointments. Of these, 3 are pre-bookable and 6 are reserved for follow ups up to 6 weeks in advance.

The GP is also able to book into their own clinic for follow ups.

The practice will pre-book from these appointments when requested to do so by other health care services (ie hospitals; mental health teams; 111; Devon Doctors).

The remaining appointments are then not released until the day.

Please ask at reception for a copy of our “Booking Appointments Leaflet” which we hope will explain how the practice arranges its appointments. This is also available on the website.

**0.5% (in 2017 this was 1%)  
PHARMACY CHANGES / SUGGESTIONS**

2 patients make the comments regarding prescribing:

YOU SAID: *“Local pharmacy could be improved.”*  
*“Your prescribing leaves much to be desired.”*

WE DO: All patients are encouraged to nominate a pharmacy so that prescriptions can be sent electronically. For patients this means they do not have to collect from the surgery but can go direct to the pharmacy. For the surgery it means that we can trace where in the system the prescription is (ie at the surgery, waiting for signature or at the pharmacy).

WE DID: In November 2018 we adopted a new electronic prescribing system whereby patient only need to request medication once every 6 months. The practice will automatically generate the 6 prescriptions on your behalf which will arrive at your nominated pharmacy at monthly intervals. This can only be done for patients who take the same medication every month.

**2% (in 2017 this was 6%)  
CLINICIANS CHANGES / SUGGESTIONS**

9 patients made suggestions to the way our clinicians work:

YOU SAID: *"More GPs required so you can see the GP of your choice"*  
*"6 week wait for travel nurse"*  
*"It would be helpful to have a meeting with my GP ... to review my prescriptions"*

WE DID: As from 01/12/2017 the 4 part time partners increased their weekly sessions. As from 01/11/2018 a new salaried GP has joined the practice for 1 day a week. As from 01/01/2019 a new salaried GP has joined the practice for 2 days per week.

WE DID: In January 2019 we introduced a Monday afternoon travel clinic. This provides 4 initial telephone appointments – prior to which the nurse will review the holiday destination, the vaccinations you have already had and the vaccinations you will need. There are also 4 follow up consultations and this is for administering of vaccinations.

If there is no space in our dedicated clinic or your holiday is less than 6 weeks away, you will be referred to the Exeter Travel Clinic.

**0.5% (in 2017 this was also 1%)  
IT CHANGES / SUGGESTIONS**

7 patients have suggested IT improvements regarding the ability to book appointments on line; being able to view their results on line and being able to contact the surgery out of hours.

YOU SAID: *"Sort the screen in the foyer"*  
*"Access to results online"*  
*"Online consulting"*

WE ADVISE: Our receptionists have noticed that when patients advise the check in screen is not working it is normally due to the way it is being used. When using the screen please use the padded part of your finger and do not tap with a nail.

WE ADVISE: Access to your results is available online. Please sign up for use to SystemOnline. Once you are signed up you may request access to your "detailed coded record" – this will then give you access to your results.

WE DID: From May 2018 we have offered eConsult which is an online portal where you can check your symptoms, receive on the spot medical advice, or consult online with your own GP. Our GPs will review your eConsult and you will hear back from the medical centre by 6.30pm the following day.

**2% (in 2017 this was 5%)  
MISCELLANEOUS CHANGES / SUGGESTIONS**

There were 11 miscellaneous suggestions.

YOU SAID: *"Provide a well woman clinic"*  
*"Cycle rack to park bicycle"*  
*"Drink of water"*  
*"Letting patients know when results come back as normal"*

WE DO: Annual well person health checks are always available with our nursing team. These are currently being promoted for those over 45. The appointments are for 20 minutes so our nursing team able to do 3 per hour.

WE DID: The Patient Participation Group and the Budleigh Health Centre Charity provided funding for a cycle rack to the front of the surgery.

WE DID: There is now a water cooler in reception for patient use. However, we would ask that you do not allow your children to hold the tap down or play with this for health and safety reasons. If they require a drink can parents please do this for your child.