

# BUDLEIGH SALTERTON MEDICAL CENTRE

## FAMILY AND FRIENDS TEST 2019

### 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 each month the monthly results of the standard question are 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.

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## FAMILY AND FRIENDS TEST - 2019 RESULTS

The total number of completed Family and Friends Tests during 2019 was 593. Please find below an age group analysis:

Age Groups	Total	Percentage
16 to 25	5	1%
26 to 35	9	2%
36 to 45	20	3%
46 to 55	49	8%
56 to 65	97	17%
65+	398	69%
<b>Total</b>	<b>578</b>	<b>100%</b>

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

95% 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). Please see below an analysis of the comments:

Comment Type	Number	Percentage
<b>No Comment/No Changes/Positive</b>	<b>394</b>	<b>68%</b>
Reception	10	2%
Waiting Times	7	1%
Opening Times	7	1%
Appointments	84	14%
Pharmacy / Repeat Prescriptions	10	2%
GPs	1	0%
IT	9	2%
Miscellaneous	62	11%
<b>Total Number of Responses</b>	<b>584</b>	

**68% (in 2018 this was 79%)**

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

233 patients left no comment and 161 patients felt no changes were required and left positive comments, some of which as follows:

*"I think we are very lucky to have such a good team in our well-run practice."*

*"Excellent care, in fact, compared to the rest of the country, amazing!"*

*"Kind, caring and compassionate. We are lucky to have this special practice."*

*"Excellent medical centre. Professional, polite and friendly. Keep doing the same thing!"*

*"We are fortunate to have the care of our doctors, nurses and staff at Budleigh Health Centre. They are an exceptional and dedicated team. Thank you."*

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.

**2% (in 2018 this was 0.5%)**

**RECEPTION CHANGES / SUGGESTIONS**

8 patients suggested an area of improvements to our reception area which was:

YOU SAID: *"More confidentiality in reception"*

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.

**1% (in 2018 this was 0.5%)**

**OPENING TIMES CHANGES / SUGGESTIONS**

7 patients commented on our opening times which was:

YOU SAID: *"Open on Saturday mornings for working age people!"*  
*"More Saturday opening please"*  
*"Saturday opening"*  
*"Possibility for Saturday appointments"*  
*"Weekend appointments"*

WE DID: As from April 2019 the practice offers Extended Hours every Saturday, 8.30am – 12.30pm – previously the practice had offered this service for one Saturday per month

Additionally the practice is part of East Devon Health who are a group of practices now offering weekend appointments on a rota system – patients with acute (ie non-complex) needs may ask to book into any of these clinics across the region – Budleigh contributes to 8 weekends per year within this rota

**14% (in 2018 this was 12%)**

**APPOINTMENTS CHANGES / SUGGESTIONS**

84 patients suggested changes to our appointment system.

YOU SAID: *"Bookable online appointment system."*  
*"More online appointments"*  
*"The ability to book appointments online would be useful. Use of an app perhaps?"*

WE DID: The practice now has a greater number of appointments available for booking online either through System1 on a computer or by use of the System1 App or the NHS App

Online appointments include:

- GP routine appointments
- GP same day appointments
- Health Care Assistant blood/blood pressure appointments
- Health Care Assistant annual asthma review appointments
- Saturday extended hour GP appointments

YOU SAID: *"Make it easier to get an appointment with a GP. How? I wish I knew"*  
*"Being able to see our doctor of choice more easily"*  
*"Difficult to see a doctor"*

WE DID: In 2019 the practice increased the number of GP sessions available:  
As from 01/01/2019 Dr Golding joined the practice for 2 days per week  
As from 01/09/2019 Dr Bailey increased to 2 days per week

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	Wednesday, Friday
Dr Catherine Golding	Thursday, Friday

**2% (in 2018 this was 0.5%)**

**PHARMACY CHANGES / SUGGESTIONS**

10 patients make the comments regarding prescribing:

YOU SAID: *“Do prescriptions on phone”*  
*“Allow repeat prescriptions to be made over the phone”*

RESPONSE: For safety reasons we do not accept telephone requests for repeat prescriptions unless previously authorised by a doctor and only for those who, because of their illness or disability, are unable to send their request to the surgery

The methods to obtain your “repeat prescriptions” are:

- Online – via SystemOnline or eConsult
- At the pharmacy – you can hand in your repeat slip with the required medications ticked
- At reception – you can complete a medication request form available from the reception desk

**0.1% (in 2018 this was 2%)**

**CLINICIANS CHANGES / SUGGESTIONS**

**% (in 2018 this was also 0.5%)**

**IT CHANGES / SUGGESTIONS**

**11% (in 2018 this was 2%)**

**MISCELLANEOUS CHANGES / SUGGESTIONS**

YOU SAID: 01 - Find the long message on telephone irritating!  
01 - Stop having such a long message when you try to book an appointment - it seems to go on forever!  
02 - Voice response system says receptionist will ask questions about reasons for wanting to see doctor but I've never actually been asked. Not a problem but seems a pointless message?  
02 - Information re facilities available at the hub could be more prominent ie listings of "what's on" each day and medical facilities offered  
Well-being hub promoted by GPs  
02 - More communication of test results  
02 - Communication of test results  
Online access to blood test results would be good (  
I'm happy with the service as it is but feel an "MOT" for those over 70 would be useful every 2 years or so.  
Updates on medical matters in local paper for, say, flu infections, keeping warm in the winter, dementia for the elderly  
It would be useful to have photos and names of medics on one of the boards in reception.

There were 64 miscellaneous suggestions.