



The patient survey 2018 The National GP Patient Survey has been designed to give patients the opportunity to feedback nationally and to their practice about their experiences when accessing primary care services. Ipsos MORI, an independent research agency administers the survey on behalf of NHS England. The survey is sent out to all registered patients, annually in January. We plan to use these results to identify areas for improvement, as well as reflect on aspects of the surgeries that went well and use these to allow for continual improvement, development and learning. The Omnia Practice welcomes the opportunity to review the findings of the patient survey to reflect where the patients at the practice consider the service can be improved. We will use the results of the patient survey to help inform the direction for improvements to the services we provide.

National Patient Survey

Question	Practice Result	CCG Result	National Result	Action of the practice	Who is Responsible	When will we do it By	Completed
51% find it easy to get through to this GP practice by phone	51%	60%	70%	The practice has 8 phone lines and has appropriate staffing in the reception and admin team, this survey was discussed in the reception team meeting on 15.03.2019. In order to smooth out the peak demand we will encourage the reception team to pass inquiries to other members of the Omnia team where appropriate. The Operations team will create a text campaign to patients to encourage them to use the patient online service to utilise these services and reduce the pressure on the phone system. The practice has a fully reportable phone management system along with a large display screen in reception that enables us to monitor the call volumes.	Stephen O'Halloran Janet Baxter Cavan Baxter	Meeting Discussion 01.03.2019 Text Campaign W/C 04.03.2019	
90% find the receptionists at this GP practice helpful	90%	87%	90%	As above the survey was discussed in the reception team meeting on 01.03.2019 and the clinical meeting of 28.02.2019 in order that we will continue to provide and improve the patient experience	Stephen O'Halloran Janet Baxter	Meeting Discussion 01.03.2019/28.02.2019	
64% are satisfied with the general practice appointment times available	64%	63%	66%	The Omnia Practice patients now have access to the Bordesely Green Access hub which means that patients of Omnia Practice can access appointments until 8pm weekdays and between 9-12 Saturday and Sunday. We believe that opening for these extended and weekend period	Stephen O'Halloran	Immediately	27.02.2019
40% usually get to see or speak to their preferred GP when they would like to	40%	45%	50%	The practice operates a triage system for routine appointments. The patient is asked if they have a preference of which GP they want to see or whether they are happy to see the next available GP. The patient is informed of the wait times for the GP they specify in order to make it clear. They are informed that by requesting next available GP they will be seen sooner. The receptionist will take brief details of what the problem is and pass a message via S1 through to the usual Doctor (request to see any GP) or the specific requested GP. By triaging first this enables the Doctor to allocate an appointment that is appropriate to their condition. The preferred GP may not be available and the patient would be told this and asked to select another GP. It is important that we all accept that moving forward the practice and the patients understand that we need to move to a less doctor centric workforce (due to GP shortage) At the Omnia Practice we will continue to move to a more diverse skill mix of staff and clinicians to ensure that we are able to continue to provide the care to our patients that we feel is necessary. The Omnia Sit and Wait on the day appointment service is an on the day service that is staffed by Duty Doctors, it is therefore not possible to have a doctor of choice in this service due to the nature of the clinic. We try to offer patients a choice of appointments over a range of days/times and this has been further extended by the recently opened Borsesley Green Access hub that operates from within the building, our patients have full access to this service. In order that patients are aware of how our services work we will publicise our systems and processes on our websites, screens and all appropriate methods. The practice continues to engage with new ways of working such as	Dr P Thebridge Stephen O'Halloran	 Immediately	 27.02.2019
59% were offered a choice of appointment when they last tried to make a general practice appointment	59%	58%	62%				
68% were satisfied with the type of appointment they were offered	68%	70%	74%				
93% took the appointment they were offered	93%	93%	94%				
60% describe their experience of making an appointment as good	60%	62%	69%	This will be discussed at the reception team meeting on 15.03.2019 and staff will be advised of all the services and options available to patients.	Janet Baxter	Immediately	01.03.2019

40% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	40%	65%	69%	The Omnia practice operates a sit and wait service for "on the day" appointments. In this system patients are triaged by a duty doctor and if necessary are called into the practice to see the GP. In this system the patients are not given a defined appointment (as indicated by the clinic name) and it is therefore necessary that sometimes patients are required to wait to see a GP (for example if there is an emergency in the clinicians room). The practice always trys to keep the patient wait to a minimum but on occasion it may be necessary. The practice will publicise how this clinic works so that patients and staff understand better how our processes work.	Cavan Baxter Steve Msefula	Mar-19	
83% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	83%	86%	87%	Depending on the type of clinic that is in operation (and the pressure) will determine the length of time that the clinician has available to see the patient. The practice seeks to ensure that the patients have an appropriate time to see the patients in a manner that is safe to both the patient and the GP. The practice will as above publicise how its appointment system operates.	Cavan Baxter Steve Msefula	Mar-19	
90% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	90%	88%	89%	The staff will be informed of this at the next clinical/reception meetings and discuss how we can continue to improve our services to our patients	Janet Baxter	Immediately	01.03.2019
85% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	85%	86%	87%	The points raised in this section were discussed in clinical meeting on 28.02.2019. We will continue to publicise how our services work and engage with our patients through all channels (including social media). We have some issues with language so it is important that where possible we always engage the services of BILCS (Translation) so that we are able to communicate effectively with our patients. We will all ensure that we fully use technical measures on our clinical systems to flag to clinicians any AIS (accessable information Service) matters that may be relevant and would make consultations more effective. We are aware that we have some issues especially related to lanuuage that we will try and improve when engaging with our patients. The reception team will continue to signpost our patients to organisations that may be able to help. The practice is about to start a pilot of a 3rd sector service under the umbrella organisation of TAWS (The Active Wellbeing Service) where we will be setting up a "Community Hub" within the Omnia building. The Partners have offerd the service space within the building and Grounds to offer patients a range of wellllbeing services. Clinicians and the reception team will be able to refer patients into the TAWS service. The TAWS team will then contact the patient and discuss their needs and signpost them to an appropriate service(s), the hope is that if this services is successfull we will be able to roll out a service across the whole of Birmingham. In addition to this we run a carers group to ensure that both careres and the person they care for are aware of what help is available. We have awareness days, recently doing one for Diabetes and planning to do one for cervical screening. We encourage outside organisations to come in to the Practice such as Marie Cure and Organ Donation. We have a big reception area and can always corden space off when required. Engagement with the patients is important to us.	Dr P Thebridge	Immediately	Ongoing Long Term project
89% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	89%	93%	93%		Stephen O'Halloran		
94% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	94%	95%	96%		Janet Baxter		
89% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	89%	86%	87%				
91% felt their needs were met during their last general practice appointment	91%	94%	95%				
69 % say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	69%	78%	79%				
79% describe their overall experience of this GP practice as good	79%	81%	84%		Stephen O'Halloran	Immediately	Ongoing