

Sixpenny Handley and Chalke Valley Practice

Annual Report to Patient Participation Group 2019

We thought that you may be interested in the results of the annual patient survey, which is undertaken by NHS England. This asks a random sample of patients set questions about their practice. We also collect feed-back via Friends & Family – cards that patients complete as they visit the practice, or can fill in on line via our website.

<http://fft.mysurgeryintranet.co.uk/surveys/4321/take-our-survey>

Complaints are another important source of feedback, and we know what you value from the “thank you” we receive. All of these things are taken into account, discussed at team and management meetings and inform our planning decisions.

Thank you to everyone who has given Friends and Family feedback either by completing a form at reception or by completing on-line. We value your opinions as they enable us to know what we are doing well and how we can improve and in which areas.

2018 annual survey told us that:-

Results	Results	Average for our area	National average
242 surveys were sent out, 129 people completed and returned them.			
88% find it easy to get through by telephone	88%	73%	68%
96% find the receptionists at this surgery helpful (In fact 63% found them to be very helpful)	96%	92%	89%
77% are satisfied with the general practice appointment times available	77%	68%	65%
62% usually get to see or speak to their preferred GP	62%	54%	48%
81% were offered a choice of appointment when they last tried to make a general practice appointment	81%	65%	62%
82% swere satisfied with the type of appointment they were offered	82%	79%	74%
98% took the appointment they were offered	98%	96%	94%
80% describe the experience of making an appointments as good	80%	72%	67%
78% usually wait 15 minutes or less after their appointment time to be seen	78%	73%	69%
95% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	95%	90%	87%
96% say the last healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	96%	91%	89%
94% say the last healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	94%	90%	87%
98% were involves as much as they wanted to be in defcisions about their care and treatment during the last general practice appointment	98%	96%	93%

100% had confidence and trust in the healthcare professional they saw during their last general practice appointment	100%	97%	95%
100% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	100%	90%	86%
98% felt their needs were met during their last general practice appointment	99%	96%	94%
84% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions	84%	84%	78%
94% describe their overall experience of this GP Practice as good	94%	86%	83%

I think you will agree that this is very satisfactory. However, this does not mean that we can rest on our laurels, we are constantly seeking to improve the service we offer to our patients. We are still listening and still looking to improve the quality of care. This is our 2019/20 action plan. We would be grateful for your comments before we implement it.

2019 / 20 Action Plan

On-line access for patients	To increase the number of patients with on-line access which enables them to make / cancel appointments, view their record and test results and order prescriptions, this has increased from 7% of patients with online access in 2017 to 24 % in 2019 and we are working to increase this to 40%.
Medical Secretary	To have a medical secretary to support doctors and deal with referrals and complex queries.
Carers Group	Continue to develop the Carers group to offer support to carers. As the gold award has been achieved in 2019 we aim to to attain the Platinum award for 2020.

Opening Hours

	Sixpenny Handley Surgery 01725 552500			Broadchalke Surgery 01722 780282	
	A.M.	P.M.	Evening	A.M.	P.M
Monday	8 – 1	2 – 6.15	6.30 – 9.00*	8 – 1	Closed but you can ring Sixpenny Handley
Tuesday	8 – 1	Closed but you can ring Broadchalke		8 – 1	2 – 6.15
Wednesday	8 – 1	2 – 6.15		Closed but you can contact Sixpenny Handley	
Thursday	8 – 1	2 – 6.15		8 – 1	2 – 5.30
Friday	8 – 1	2 – 6.15		8 – 1	2 - 6
	*Excluding bank holidays <ul style="list-style-type: none"> • Triage Telephone consultations are available • When the practice is closed ring 111 for urgent help. • Alternatively, if the situation is not life-threatening, you may visit Salisbury Walk In Clinic, in Avon Approach, Salisbury. This is next to the Central Car Park. It is open from 8 a.m. – 8 p.m. at weekends and bank holidays 				