

# Mendip Vale Patient Satisfaction Survey

Working in collaboration with the North Somerset Patient Participation Group (PPG), during the 26th of June until the 1st of August 2023, we conducted a patient survey called Tell Us What You Think. The specifically designed survey was used to collect patient feedback across Mendip Vale in Bristol, South Gloucestershire, and North Somerset to understand how we can improve our service and how you, our patients, perceive our surgery and staff.

Out of 80,000 registered patients, 1031 surveys were completed, which equates to 1.3% of the patient population. 85% of the survey responders were from North Somerset and the remaining 15% were South Gloucestershire and Bristol patients.

- Largest population (30.07%) to answer the survey were those aged 65-74 years old.
- The largest patient group (27.35%) were from St Georges Surgery, in Worle.
- Most of the patient group (84.72%) visited the practice 1-8 times in the last year to see a clinician. The average number of times a patient will visit their Surgery for a routine appointment is 8 a year. This includes GP, Advanced Practitioner, Physiotherapist, Nurse, Mental Health Nurse, and Health Care Assistant.

## Areas to Improve

### 1. Dissatisfaction with eConsult

The notable comments and themes raised by patients include the dissatisfaction with the eConsult service, more specifically:

- The system being too difficult to use and not user friendly.
- The eConsult form too long or asks inappropriate questions.
- Why the form can't be accessed and used all week?

#### Mendip Vale's Actions:

- To provide continuous patient feedback, on the criticisms and improvements to eConsult. The PPG have offered to help improve the system and discuss patient experiences with eConsult directly. We will explore options such as AccuRx and other providers, working with our PPG on the differences. **Deadline: January 2024**
- To regular provide Tea and Tech sessions to support patients with the use of new of technology and healthcare systems including eConsult and NHS Online giving patients digital confidence and access to online services. We currently host the sessions once a month, in groups of 10. If you wish to attend a session please complete the form on the website to send your expression of interest: [New Tea and Tech Sessions – Mendip Vale Medical Group](#). We will announce Tea and Tech Sessions for 2024 in the monthly patient newsletter in January. **Deadline: January 2024**
- Explain the three ways of using eConsult (online, by phone and paper form) through communication channels, such as Newsletter and website. Helping our patients to understand how best to access services and how best to utilise urgent / routine care. **Deadline: November 2023**
- To provide an article in the patient newsletter about eConsult which answers patient questions on the system, such as why eConsult asks what some might consider to be inappropriate questions, why is the form so long and why can't it be accessed all week? We will explain how the system red flags conditions to assist in the triaging and to help reduce potential harmful outcomes or delays. The system also attempts to signpost patients to the most appropriate resource such as self-help and community pharmacy. This will ensure that's patients are cared for in the most safe and effective way, whilst trying to support the practice with the finite number of resources available. How during out of hours i.e., after 18:30 or at weekends other commissioned providers should be the first port of call. This is also to try and ensure there is no delayed access for acute or urgent needs. **Deadline: December 2023**

## 2. Slow response after eConsult submission

- Contacting patients outside the 3 working day turnaround time.
- Contacting patients using their incorrect details or incorrect contact method
- Unsynchronized eConsult process across Mendip Vale

### Mendip Vale's Actions:

- Continually review the eConsult process internally, streamline and ensure continuity with the process, to measure our performance so that contact with patients will be made within the 3 working day period. **Deadline: End of January 2024**
- Support our team with further training, utilising their performance tracking meetings to ensure the same process is being used throughout Mendip Vale. **Deadline: End of December 2023**
- To keep patients up to date on the statistical data regarding the 3-day turnaround target using the website, providing our performance data in a useable format, recognising there will be times when system pressures cause delays, and demonstrate how all the team are committed to providing safe and effective care for our patients. **Deadline: End of January 2024**
- Preferred method of contact to be asked on the eConsult form including email, mobile or landline number and text message. **Implementation underway**
- Ensure that patients preferred method of contact is used, as completed on the eConsult form, before referring to details on the patient record and to follow up with patients if contact details are incorrect to minimise the percentage of failed contacts with patients **Deadline: End of January 2024**

## 3. Improve Communication

It was evident in the survey results that there needs to be an improvement in communication to patients including:

- The distinction between urgent, emergency, and routine appointments.
- More clarity on the repeat prescription request
- Feedback regarding patient facing staff.
- Telephone system

### Mendip Vale's Actions:

- To use communication channels such as the patient newsletter and the website to clarify the distinction between appointment types and to fully explain processes such as repeat prescription requests. Additionally, present factual feedback on call waiting times and number of calls per week. **Deadline: Monthly**
- To improve better interactions with patients, we will continue to provide comprehensive staff training to enhance communication skills and provide more supportive materials regarding policies and process. Showing how and why our processes are in place, and to support our patients in accessing the care they need. **Implementation underway**
- We will be implementing a new telephone system to help resolve the problems raised in the patient satisfaction survey, including a shorter introductory message. This will have a call back feature so patients don't have to wait, should they choose, but can be called back by the practice. The digital-based system also has additional line capacity to eliminate the busy tone. **Deadline: December 2023**

#### 4. Increasing size of Mendip Vale Medical Group

Concerns were expressed within the survey feedback regarding the practice growth, with many comments concentrating around the feeling that the practice has become too big and impersonal. Additional comments included:

- Not knowing the Clinicians on various sites
- The potential need to travel further for some appointments.

##### Mendip Vale's Actions:

- We will communicate the benefits of working at scale to our patients, explaining their Partner led services at their local surgery remains the same and many have been doing the same role for over a decade, but the back office functions such as call handling, medical record and secretarial work is done as a 'hub', sharing resources and being better equipped during sickness / annual leave to manage the increasing demands on services. Providing updates on the new services such as Clinical Pharmacist, First Contact Physiotherapy Mental Health Practitioners and Social Prescribing Service that are working in larger teams when operating at scale, giving better peer support, recruitment, and retention opportunities. With the ability to deliver this during all core hours i.e., 5 days a week rather than the limitations smaller practices find when they can only fund a day of these services when working in isolation. **Deadline: February 2023**
- List and continually update community travel links for patients who cannot use conventional public transport or would find it difficult to access their healthcare services. **Deadline: March 2024.**
- Display the GP and Surgery Manager details from each site on our new website and within the surgery. **Deadline: December 2024**

#### Summary

To summarise there are notable actions which Mendip Vale need to take to improve service for patients of which was also outlined in the NHS GP Patient Survey ([GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)) conducted in February 2023. Both Mendip Vale and the NHS Survey showed that the view of healthcare is good to very good standard and the clinical areas of the practice is outstanding. However, both surveys showed that significant improvement needs to be made within the administration sector of the practice, including access and communication.

These actions outlined will be continuously monitored and implemented, with specific focus on our current efforts for the rest of 2023 and the beginning of 2024. We will be conducting this survey at intervals to monitor our progress. In the meantime, if you have any questions or feedback, please contact your surgery via the practice email [bnssg.mendipval.scanners@nhs.net](mailto:bnssg.mendipval.scanners@nhs.net)

#### Thank you.

Thank you to all the patients who took the time to complete the survey and for supporting the practice. Your feedback is very important, and every comment is valued and has been considered.