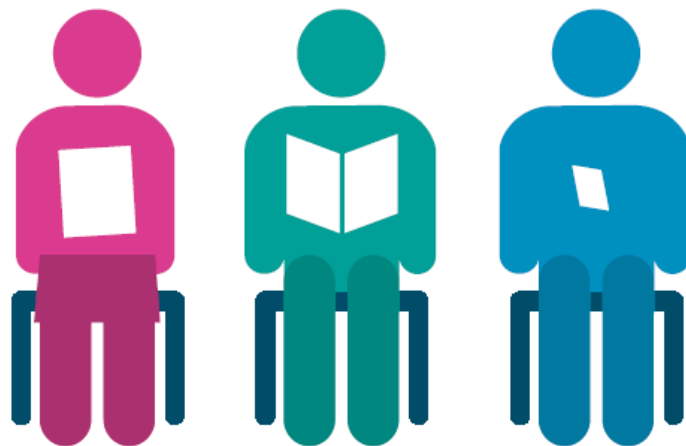


GP Digest

July 2018

Trends from 1 Oct 2017 - 30 June 2018



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Introduction

This report aims to update you on our plans to March 2019 and present the feedback we have received over the last 9-month period about local peoples' experiences of using their GP. It aims to highlight good practice and areas in need of improvement which is then fed back to North Tyneside Clinical Commissioning Group (CCG) Primary Care Quality Group and made available to the general public.

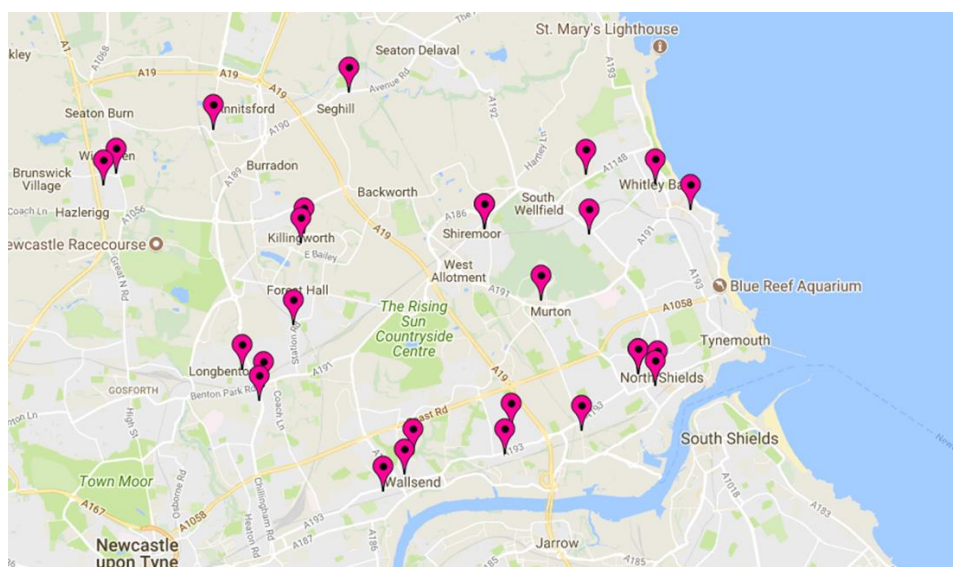
Our GP priorities for 2018/19

We have restructured and reviewed our ways of working following successfully retendering for the Healthwatch North Tyneside contract. Because we hear so much feedback about GP practices we will be focusing on:

1. Strengthening our relationships with GPs and Practice Managers
2. Working with the Patients Forum and Practice Participation Groups to share information and identify issues
3. Gather detailed feedback about patient's experiences of accessing GP services to identify and share good practice
4. Gain a better understand of individual practices and share what we hear from users more effectively

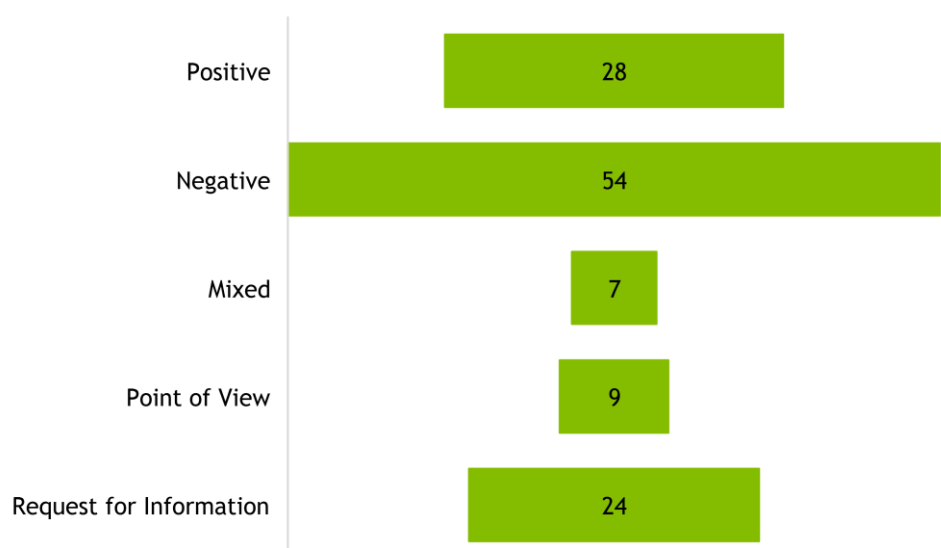
Feedback from service users and patients

We received feedback from 122 people about GPs from 1 October 2017 - 30 June 2018, about a range of issues and GP services from across the borough:



We received feedback about 25 GP practices, 24 of which were commissioned through North Tyneside CCG. There were 29 GP surgeries open in the North Tyneside area during this period. However, the announcement of the closure of Earsdon Park Surgery significantly impacted the type and amount of feedback we received. Of the surgeries that people told us about, we received an average of 3 instances of feedback per practice with instances ranging between 1-27 about a particular practice. A proportion of the feedback we received also related to general GP enquires or feedback whereby details of the practice were not disclosed.

Summary of feedback



The sentiment of the feedback we received over this period significantly shifted from the previous period (whereby the majority of people talked to us about positive experiences of using their GP). As we have received less feedback overall, the amount of negative feedback has only slightly increased (from 50 to 54 instances). However, the frequency of positive feedback has significantly decreased (from 64 to 28 instances).

Feedback was primarily received through our engagement activity and via telephone calls to our office during this period:



Key themes from service users and patients

1. Availability of appointments

36 instances of feedback we received were in relation to accessing and availability of appointments.

Positive feedback

One third of this feedback was about positive experiences of accessing appointments at their GP Practice. Most of the positive feedback related to people finding it 'easy' to arrange an appointment in a timely manner.

"Can always get an appointment the same day"

Areas for improvement

However, two thirds of the feedback received about availability of appointments was negative. The most common issue people's feedback related to continued to be waiting times for appointments.

"Usually have to wait about 2 weeks"

People continue to tell us about the early morning booking system for appointments and difficulties in using this or waiting long periods to get through during the designated time.

"Trying to book an appointment with any Doctor and unable to book in advance, always advised to ring back the next morning. It is not an emergency so will not waste GP time"

2. Changes to GP Practices

30 instances of feedback during this period linked to changes to GP surgery provision. This was largely in relation to the closure of Earsdon Park Surgery and Bridge Medical closing their lists to new patients. HWNT relayed the feedback we received to North Tyneside CCG, assisted patients to register at new surgeries and referred patients to the vulnerable patients list.

A number of the concerns related to people wanting to know why the closure was happening and how this was relayed to patients.

“Caller had seen about GP practice closure in local paper. She is a patient and has not received a letter”

People also expressed concerns about the implications of Earsdon Park closing meaning that they would now have to travel further to visit their local GP practice.

“Caller wants to register her concern about the surgery closure. She has complex health care needs which require her to attend the surgery regularly. The surgeries that have been suggested to her require further travel and one does not have parking”

3. Staff attitude

28 instances of feedback we received were about people’s experiences of engaging with staff at their GP practice.

Positive experiences

Similarly, to the last period the majority (20) of people’s feedback related to positive experiences of interacting with staff members at their GP.

“The doctors are very friendly and are prepared to listen to what your concerns are. The nursing staff are exactly the same, very friendly and chatty”

Positive feedback was characterised by the staff being ‘lovely’, ‘helpful’ and listening to the patient.

Areas for improvement

8 People’s feedback was in relation to negative experiences of interacting with staff. 4 people discussed the approach of their GP, whereas 3 people continued to raise concerns about the attitude of receptionist staff.

“GP will not let you talk about lots of problems and cuts you short”

“Attitude at reception uncomfortable, they ask a lot of questions, want to know everything”

As evidenced in the previous period, the importance of receptionist staff having an appropriate attitude is vital. Issues around receptionist staff and confidentiality continue to be noted which may suggest there is a need for training of receptionist staff in relation to data protection or ways patients can communicate personal information in a less public environment.

4. Quality of service

22 instances of feedback related directly to the quality of service people received from their GP practice.

Positive experiences

Two thirds of the feedback we received about quality of service was positive. People were generally happy with the quality they received from their GP practice, including the professionalism and timely manner in which treatment was received.

“Wonderful doctors, they listen to you and caller says they have the best practice nurse, she looks after you. They refer you to a specialist if they think you need to. If you are poorly they ring you up to see if you are ok”

Areas for improvement

One third of the feedback was about people’s poor experiences of the quality of service received at their GP practice. There were no key recurring themes and issues raised varied from experiences of not receiving test results or not being referred to services in a timely manner.