

GP PATIENT SURVEY



The GP Patient Survey is designed to give patients the opportunity to feed back about their experiences of their GP practice. The survey asks about your experiences of your local GP practice and other local NHS services, and includes questions about your general health. The survey includes questions about a range of issues, such as how easy or hard it is to make an appointment at your practice, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things.

Having reviewed the survey results which can be found at www.gp-patient.co.uk we find Appletree's statistics are atypical of the average results received across the country. There are areas of dissatisfaction and areas of achievement.

As a practice, we review what we are doing well, but more importantly, we analyse the results to see where we need to improve. We look at the reasons behind the dissatisfaction and whether we can implement changes to make improvements. In this newsletter we have focused on two main areas: Appointments and Telephone.

Your PPG needs you!

The Patient Participation Group is always looking for new members. We are particularly looking to recruit younger members and parents of young children, so that the PPG can fully represent the patient population.



We meet every quarter (Jan, Apr, Jul & Oct) on the last Wednesday of the month from 6.30- 8.00 pm at the Duffield Surgery. Any further involvement is up to each individual, so the task is not particularly onerous!

If you think you would like to play a part in this group that provides a vital link between the Practice and the patients, please pick up a leaflet at the surgery; see the PPG section under Patients on the website; or simply come along to the next meeting You will be very welcome!

George Newton—PPG Chair.

APPOINTMENTS



48% are satisfied with the general practice appointment times available

ICS result: 53% | National result: 55%



Contributing factors

- Difficult to recruit Doctors and Nurses.

In the UK we have too few health professionals and this is particularly true in General Practice. We have a workforce crisis with many GPs reaching retirement age over recent years and this is set to get worse over the next 5 years. Recruitment of medical students and GPs is not keeping pace with the number of doctors leaving the profession due to reaching retirement age or, more worryingly, burning out and leaving medicine in their prime due to the difficulties and stress of the job. We are short-staffed and this means we must work harder to meet patient demand for appointments.



- Very few locums to help support during sickness and absence.
- Increased absence due to burnout of staff and covid
- Hospital—longer waiting times means patients require more GP care.
- More appointments required for anxiety and mental health conditions.
- Rising Patient Demands and Expectations

We have seen rising demand for primary care with patients consulting on average 6 to 8 times per year. This reflects an ageing population and a less healthy population whom we can help live longer through advances in medicine and treatment, but the impact of this is a greater demand and need for GP appointments. It is important to note that, according to the British Medical Association, the average number of patients each GP is responsible for has increased by around 300 (16%) since 2015. There has also been a significant increase in mental health awareness and treatment, which, in turn, has impacted on the focus and work of the practice. At the same time, we also see a more risk adverse population who are keen to consult about a variety of minor ailments and much of the increased demand has been from younger adults.

What are Appletree doing to help?

- In April we were extremely lucky to recruit Dr Serena Hancox and have just extended her contract for a further year.
- We have advertised for an additional Salaried GP but, unfortunately, we have had no applicants due to the national shortage of GPs. However, we will keep trying.
- We have been fortunate to find a locum for 1.5 days per week from Sept–Nov 2022 which should have a positive impact on appointment availability.
- Extended hours - early morning and late evening appointments have been added to help those who cannot attend in core hours.
- Additional Pharmacists, Practice Nurse, Trainee Advanced Nurse Practitioner, Counsellor, Pharmacy Techs and Nurse Associates have all been employed to help support the GP team.
- We are constantly reviewing our appointment system so that we have the right mix of face to face and telephone appointments.



What can you do to help?

- Can you Self Help? — consider asking a pharmacist, nhs.uk or 111.
- Is your appointment urgent or would a routine appointment in a few weeks be sufficient?
- Order repeat prescriptions in plenty of time.
- Do you need to see a Doctor or could an Advanced Clinical Practitioner, First Contact Physiotherapist or Pharmacist help? Please be guided by our trained reception team.

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| Self Care Care for yourself at home | Pharmacy Local expert advice | NHS 111 Non-emergency help | GP Advice Out of hours: Call 111 | UTCs Urgent Treatment Centres | A&E or 999 For emergencies only |
| Minor cuts & grazes Minor bruises Minor sprains Coughs and colds | Minor illnesses Headaches Stomach upsets Bites & stings | Feeling unwell? Unsure? Anxious? Need help? | Persistent symptoms Chronic pain Long term conditions New prescriptions | Breaks & sprains X-rays Cuts & grazes Fever & rashes | Choking Chest pain Blacking out Serious blood loss |

TELEPHONE SYSTEM



49% find it easy to get through to this GP practice by phone

ICS result: 50% | National result: 53%



Contributing factors:

- Each call is taking longer due to the lack of appointments
- More enquiries regarding covid boosters / covid passports / nhs app etc.
- More demand due to longer hospital waiting lists, mental health issues etc
- Backlog of work due to sickness or waiting lists - creates additional work.
- Staff retiring has meant gaps in the workforce.
- Training of new staff is extensive and takes many weeks.
- Online bookable face to face appointments removed due to the need for triaging first.
- E-consult disabled due to the concerns regarding managing these safely.
- Sickness due to covid-19 and the need for NHS staff to isolate.



What are Appletree doing to help?

- Phone lines are extremely busy, but acting on patients' requests, the number of lines has been **increased**. This enables patients to access the telephone queue rather than receiving an engaged tone.
- An additional reception shift has been added to the reception rota.
- Recruitment drive for a business apprentice to help support Reception/ Admin.
- E-consult has been re-enabled (although the number of e-consults per day has been capped for safer management).





What are Appletree doing to help—cont'd?

- We are reviewing a new online booking facility for annual reviews e.g. Asthma, Diabetes etc, with the aim to reduce phone calls.
- Customer service training for the reception team on call management.

What can you do to help?

- Could your query be answered online? Our website is regularly updated. Go to www.appletreemedical.co.uk or www.nhs.uk for help and advice?
- We are unable to chase up the hospital on your behalf. If you are struggling because an appointment or procedure has been delayed or cancelled you should contact the Patient Advice and Liaison Service (PALS) at the hospital you have been referred to.
- Have you considered self-help, pharmacy, Derby or Ripley urgent treatment centres, 111 etc? The surgery should not necessarily always be your first port of call.
- Download the NHS App to enable online bookings, repeat prescriptions, change of address etc to help reduce calls.



HERE IS A SNIPPET OF WHAT WE ARE DOING WELL!



86% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

ICS result: 81% | National result: 81%



92% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 90% | National result: 90%

BELPER PRIMARY CARE NETWORK (PCN)

The Belper PCN is made up of four surgeries in the Belper area, namely:



Appletree Medical Practice—Duffield

Arthur Medical Centre—Horsley

Riversdale Surgery—Belper

Whitemoor Medical Centre—Belper

The Belper PCN is working closely with other healthcare staff and organisations to provide integrated services to the local population. We are currently planning the following:

Extended hours - it is recognised that some patients need appointments outside of core hours (8.00-6.30pm), so a limited number of appointments are available to book early morning or late evening. We are also currently working on a plan to offer a mix of different types of appointments as part of a Belper Primary Care Network project from October 2022.

Covid Booster in the Autumn - The PCN is again planning to deliver both Flu and Covid booster vaccinations at the Babington covid hub in the autumn.



Covid-19 is still very much a risk and the surgery is required to follow strict infection control guidelines.

Patients with symptoms of covid will be telephone triaged first and if a face to face appointment is necessary, then an appointment will be arranged.

You will be asked to wait outside of the building until your clinician is ready to see you. This is to protect our patients and staff.

LloydsPharmacy

Lloyds Pharmacy, like many businesses have been experiencing staff shortages. To help with the processing of your repeat prescriptions, please consider.....

- Your GP surgery takes up to 48 hrs to process your repeat prescriptions.
- Your Pharmacy also needs time to download and dispense your prescription—this can take up to 5 working days. They will happily text patients when their prescriptions are ready for collection.

If your prescription is urgent, e.g. antibiotics that you need to start straight away, then the pharmacy can fast track this prescription for you.

Lloyds Pharmacy operate a hub system in which many prescriptions are dispensed off site and returned to the store at a later date for collection.

If you have any issues with the supply of your prescription, please contact Lloyds directly on 01332 841175. Lloyds is an independent service and not affiliated to Appletree Medical Practice.

APPLETREE STAFF

ARRIVALS

Dr Serena Hancox - Salaried GP
Dr Samantha Cole - Registrar
Dr Igwemzi Achinewhu - Registrar
Dr Melissa Denman - Registrar
Thomas Gray - Pharmacist
Rachel Astle - ACP (trainee)
Nurse Charlotte Fowler - Practice Nurse
Charlotte Smith - Receptionist
Cheryl Bailey - Receptionist
Hayley Pratt—Receptionist
Jeanette Wilson—Secretary
Charlotte Bannister - Business Apprentice

DEPARTURES

Dr Haleema Sadia
Shauna Murfin - Receptionist
Marianne Whiting - Receptionist
Clare Lewis - Receptionist
Helen Severn - Secretary



Please treat our staff
with the same respect you
would expect to receive.



**NO EXCUSE
FOR ABUSE**

Our staff should be able to come to work without fear of violence, abuse, harassment or discrimination from patients or their relatives.

We have a **zero tolerance** policy for these behaviours and we have the right to remove patients from our practice list and notify the police.

Thank you for all your feedback. It enables us to review our systems to help improve the service we offer.

We very much hope that this information has been useful in raising or maintaining your awareness of the realities of the circumstances in which our Practice is operating.



SAFE SURGERIES