

GP NATIONAL SURVEY & COMPARISON 2020 [July 2020]		
Questions asked to Patients	Dr Kulshrestha's Practice, 134 Heath Street, Winson Green, Birmingham. B18 7AL	Dr Kulshrestha Family Practice 'Response & Action Plan'
% of patients who find it easy to get through to this surgery by phone	<p>96%</p> <p>Local (CCG) average: 58%</p> <p>National average: 65%</p>	We're very happy with this result delivering above both our averages. We are asking our patients to ring between 11.30am-12.30pm for their test results and other routine matters when it's generally quieter allowing patients with urgent matters to get through earlier in the day. We're also promoting 'Online Patient Access' where patients can make appointments, order & manage prescriptions & view their records. We've placed flyers with these messages in our waiting area to keep our patients informed.
% of patients who find the receptionists at this GP practice helpful	<p>100%</p> <p>Local (CCG) average: 86%</p> <p>National average: 89%</p>	We're very happy with this result delivering 100%. Our team is dedicated and committed in delivering excellent patient service and patient experience. To improve on this result we are adding 'patient feedback' to the staff meeting and practice meeting agenda's so we can address any negative feedback and take corrective action immediately. We have also added slides for our team so they understand how to deal with Conflict, Negativity and Blame within our workplace as this also helps to reduce and/or eliminate any negativity within the team.
% of patients who are satisfied with the general practice appointment times available	<p>78%</p> <p>Local (CCG) average: 59%</p> <p>National average: 63%</p>	We're very happy with this result delivering above both our averages. In order to maximise appointment times for patients, GPs work as many sessions as possible starting at 8.45am Monday to Friday thus patients are able to access their preferred GP but in some cases they may need to wait in order to do this. If patients require on the day urgent care, then the duty GP that day will always be available. The GPs also call back patients if needed for a telephone triage.
% of patients who usually get to see or speak to their preferred GP when they would like to	<p>81%</p> <p>Local (CCG) average: 41%</p> <p>National average: 45%</p>	We're very happy with this result delivering above both our averages. We always remind our patients to call back if an appointment is not immediately available with their preferred GP. We always ensure that patients are booked to see the doctor of their preferred choice alternatively the doctor will call them back the same day for a telephone assessment. We aim to continue to collect feedback around this using our new in-house patient survey to ensure we understand our patients and improve on this result.
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	<p>91%</p> <p>Local (CCG) average: 56%</p> <p>National average: 60%</p>	We're very happy with this result delivering above both our averages. We always ensure our patients find it convenient for them to see their preferred GP. We understand our patients work and have families so our staff ask the question of flexible appointments to ensure all our patients are able to make convenient appointments with their preferred GPs. This includes telephones consultations daily at the end of the morning GP sessions.
% of patients who were satisfied with the type of appointment they were offered	<p>96%</p> <p>Local (CCG) average: 68%</p> <p>National average: 73%</p>	We're very happy with this result delivering above both our averages. Our staff are trained to ask patients some simple questions about why they need to see a clinician. This would help the receptionist to make the right choice when booking the appointment. We have placed two different types of flyers for 'Why receptionist asks questions' at the reception area visible to all our patients. The receptionist can then book the patient in one of the following appointments: Pre-bookable, Same Day/Urgent, Telephone Consultation, Practice Nurse Appointment, HCA Appointment
% of patients who took the appointment they were offered	<p>98%</p> <p>Local (CCG) average: 92%</p> <p>National average: 93%</p>	We're very happy with this result delivering above both our averages. Our staff are trained to ask patients basic simple questions to find out why they need to see a clinician. This would help the receptionist to assess their condition and make the right choice when booking the appointment. We have placed two different types of flyers for 'Why receptionist asks questions' at the reception area visible to all our patients. The receptionist can then book the patient in one of the following appointments: Pre-bookable, Same Day/Urgent, Tel. Consultation, Practice Nurse or HCA Appointment.

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% of patients who describe their experience of making an appointment as good	<p align="center">89%</p> <p>Local (CCG) average: 59% National average: 65%</p>	We're very happy with this result delivering above both our averages. Our staff are trained to ask patients basic simple questions to find out why they need to see a clinician and this may sometimes offend some patients. To avoid this we have placed two different types of flyers for 'Why receptionist asks questions' at the reception area visible to all our patients. We do not want our patients to feel offended but to understand we care and want to ensure we book them in with the right clinician. Patients don't always need to see a GP when our nurse or HCA can do the assessment. We need to explain this more clearly to our patients and if they are still not happy then we can also offer to book a telephone assessment. We need to ensure our patients experience a good service all the time.
% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	<p align="center">64%</p> <p>Local (CCG) average: 67% National average: 70%</p>	We're disappointed with this result, just missing our local average by 3%. Notices to help patients understand the system of 'One problem per appointment' and usually 10 minutes slots are already displayed in the practice and the receptionists are also reminding patients of the 'one appointment, one problem' system at the time of booking. This allows the GPs to assess each patient in a timely manner offering patient centred care and hence reducing waiting times for the other patients who are waiting to be seen. This would also improve our patient satisfaction. We shall continue to educate all our patients about this system and endeavour to improve on this result. Our staff also continue to keep patients informed if any of the clinicians are running behind, offering an apology for any delay.
% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	<p align="center">95%</p> <p>Local (CCG) average: 84% National average: 86%</p>	We're very disappointed with this result, delivering below both our averages. The GPs take on board this feedback. GPs also feel strongly that they provide patient centred consultations all the time however taking on board this feedback there will always be room for improvements. All GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model .
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	<p align="center">93%</p> <p>Local (CCG) average: 87% National average: 88%</p>	We're very happy with this result delivering above both our averages. The GPs also feel strongly that they provide patient centred consultations to all their patients which includes listening and responding to patients needs. GP's believe tests results, prescribing medication and care plans are explained so the patients understands. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model .
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	<p align="center">95%</p> <p>Local (CCG) average: 85% National average: 87%</p>	We're very happy with this result delivering above both our averages. The GPs feel strongly that they provide patient centred consultations to all their patients which includes listening and responding to patients needs. GP's believe tests results, prescribing medication and care plans are thoroughly explained so the patients fully understands and asks questions if they need too. There is always room for improvement as the GPs are refreshing their knowledge of consultation technique using the Roger Neighbour Consultation Model .
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	<p align="center">99%</p> <p>Local (CCG) average: 91% National average: 93%</p>	We're very happy with this result delivering above both our averages. GPs will continue to provide patient centred consultations which includes involving patients about decisions about possible treatments the GP would suggests as best possible cause of action for the patient's wellbeing. In some cases consent maybe required thus the need for explanation and understanding. GPs continue to refresh their knowledge of consultation technique using the Roger Neighbour Consultation Model .

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% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	<p style="text-align: center; font-size: 24px; font-weight: bold;">99%</p> <p>Local (CCG) average: 95%</p> <p>National average: 95%</p>	We're very happy with this result delivering above both our averages. We will continue to maintain this performance and ensure ALL our patients feel their consultations are treated with <i>Confidence & Trust</i> . We have designed an in-house patient survey to capture feedback to help us understand what our patients are feeling and this feedback will then be shared and discussed with the team.
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	<p style="text-align: center; font-size: 24px; font-weight: bold;">89%</p> <p>Local (CCG) average: 83%</p> <p>National average: 85%</p>	We're very happy with this result delivering above both our averages. We have created a ' <i>Vulnerable Patients Risk Register</i> ' where patients with risks are identified and regularly monitored to ensure they are booked in for their consultations for GPs to assess them and their care plans. These patients also have a pop up to help staff identify they are our patients at risk. We shall also continue to identify patients with mental health problems and other risks and sign post them appropriately. We are currently displaying ' <i>10 Practical Ways to take care of your Mental Health</i> ' & <i>Depression Aid</i> cards at reception.
% of patients who felt their needs were met during their last general practice appointment	<p style="text-align: center; font-size: 24px; font-weight: bold;">99%</p> <p>Local (CCG) average: 93%</p> <p>National average: 94%</p>	We're happy with this result delivering on both our targets. Our clinicians have assured us that every patient generally leaves feeling satisfied with their visit and assessment. They also confirm patients do ask questions about their health needs, test results, medication, illnesses etc. and the GPs tend to respond without confusing the patients with ' <i>jargon</i> ' and ensures they understand the response they've given. We will continue to promote our FFT, our in-house patient survey and NHS Choices to capture and monitor feedback and share with the team to continue to improve on this result.
% of patients who say they have had enough support in the last 12 months to help manage their long-term condition(s)	<p style="text-align: center;">This practice doesn't have enough data for this question</p> <p>Local (CCG) average: 74%</p> <p>National average: 77%</p>	
% of patients who describe their overall experience of this GP practice as good	<p style="text-align: center; font-size: 24px; font-weight: bold;">94%</p> <p>Local (CCG) average: 79%</p> <p>National average: 82%</p>	We're very happy with this result delivering above both our averages. We will continue to improve on this result to ensure ALL our patients feel good about their experience when they visit the practice. We aim to continue to improve our patient journey, our services and their experience by driving our Friends and Family Tests and our in-house patient survey to maintain this performance.

