

# Grange Road Surgery

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## **Patient Group - Update on key priority areas February 15**

### **GP survey – January 15**

Our overall satisfaction rating was 94% and we were delighted that our 'people' ratings averaged at over 95% and that confidence and trust in our nurses reached the exceptional 100%. We are especially pleased that our receptionists are seen as 10% more helpful than 6 months ago at 95% and it is now 8% easier to get through on the phone. However we know we can do better with answering the phones and people are still waiting too long to be seen in the surgery. See below for the detailed responses to the survey.

### **The Friends and Family Test**

We introduced the test in December and it asks two simple questions: 'Would you recommend the surgery to your friends and family?' and 'What was the reason for your answer?' We have only had 29 responses so far – 27 using cards in the surgery and 2 online via the website.

- 26 were extremely likely or likely to recommend
- 1 was neither likely or unlikely
- 2 were unlikely or extremely unlikely to recommend

The negative comments were from people who could not get an appointment when they wanted it. The positive comments spoke of the kind, caring and helpful service they had received. It was a fantastic boost to our staff to know that their efforts are appreciated.

### **EPS2**

We will be launching the Electronic Prescription Service on 23<sup>rd</sup> March. This is where your prescription will be sent electronically directly to the pharmacy you nominate. If you know which pharmacy you would like to use you can make your 'Nomination' now, just ask at reception or in the pharmacy.

### **Access to your Summary Care Record**

You can now see your summary care record via Patient Access which is available online or as a mobile phone or tablet app. This will show your medications, allergies and adverse reactions. Patient Access also allows you to book routine appointments and order repeat prescriptions at a time and place convenient to you without having to wait to get through on the phone.

### **Carers Surgery**

These have started. An appointment with Sarah Wilkins from the Carers Centre provides the opportunity for people to talk about their caring role and can provide

- Information on services available to carers
- Support for you to access the help you need
- Offer practical support like counselling, Carers breaks and holidays, and benefits advice.

Sarah runs a surgery once a month, if you would like to book an appointment to see her please call reception.

**Care plans**

Over 180 patients now have a care plan. If you have one, please help us keep it up to date by letting us know if anything changes.

**Patient Champion**

We are advertising for this post this week. The advert and job description are attached to this newsletter. Please draw this to the attention of anyone who may be interested in applying.

**Out of hours appointments**

We have refreshed our notices, especially drawing attention of working people with long term conditions to this service.

**Bid for new premises**

The local population is growing and we are struggling to meet demand. This is because our consulting rooms are full, all day, every day meaning we cannot offer the appointments or service that we would like to. This is reflected in the feedback we receive via both surveys and complaints.

Therefore Grange Road and The Lennard Surgeries are applying for funds to build a new surgery under a £1bn government primary care premises scheme that forms part of the national 'Five Year Forward View' NHS plan.

This plan is ambitious and exciting and aims to deliver integrated health, social care and voluntary sector services from a single site. We think that this approach is the right one and could make a big difference to the health and wellbeing of local people.

We hope to hear in April whether our outline bid has been successful.

If we are successful, before any firm plans are drawn up, we will be asking what our patients would like to see in their GP Surgery. We will run surveys, recruit patient advisors and arrange public events as plans develop so that people can stay fully informed and give feedback every step of the way.

**GP PATIENT SURVEY  
JAN 2015**

**MAKING AN APPOINTMENT**

- 67% find it easy to get through to this surgery by phone (+8%)
- 95% find the receptionists at this surgery helpful (+10%)
- 73% with a preferred GP usually get to see or speak to that GP
- 89% were able to get an appointment to see or speak to someone the last time they tried
- 95% say the last appointment they got was convenient
- 77% describe their experience of making an appointment as good

**WAIT TO BE SEEN**

- 65% usually wait 15 minutes or less after their appointment time to be seen
- 64% feel they don't normally have to wait too long to be seen

**GP APPOINTMENT**

- 94% say the last GP they saw or spoke to was good at giving them enough time
- 94% say the last GP they saw or spoke to was good at listening to them
- 94% say the last GP they saw or spoke to was good at explaining tests and treatments
- 90% say the last GP they saw or spoke to was good at involving them in decisions about their care
- 95% say the last GP they saw or spoke to was good at treating them with care and concern
- 97% had confidence and trust in the last GP they saw or spoke to

**NURSE APPOINTMENT**

- 98% say the last nurse they saw or spoke to was good at giving them enough time
- 94% say the last nurse they saw or spoke to was good at listening to them
- 96% say the last nurse they saw or spoke to was good at explaining tests and treatments
- 92% say the last nurse they saw or spoke to was good at involving them in decisions about their care
- 98% say the last nurse they saw or spoke to was good at treating them with care and concern
- 100% had confidence and trust in the last nurse they saw or spoke to

**OVERALL SATISFACTION**

- 76% are satisfied with the surgery's opening hours
- 94% describe their overall experience of this surgery as good
- 84% would recommend this surgery to someone new to the area