

Action Taken following GP Patient Survey 2013/14

The latest results from the GP Patient Survey published from data collected July-Sept 2013 and Jan-Mar 2014 are now available.

<http://gppatient.co.uk/practices/Y03079?term=Bolton+Community+Practice+%28BL1+8TU%29>

The response rate was 29%. The survey highlights very pleasingly that:

- 94% of respondents had confidence and trust in the last GP they saw or spoke to
- 86% of respondents had confidence and trust in the last nurse they saw or spoke to
- 89% of respondents say the last GP they saw or spoke to was good at listening to them.

The survey highlighted that we could improve, and were significantly BELOW average, for ease of getting through on the phone, experience of making an appointment, getting an appointment to see or speak to someone.

Actions taken since March to address these issues include:

- Increased the uptake of online appointment booking to ease phone lines
- Successful recruitment of GP (Dr Dysart), Advanced Nurse Practitioner (Karen Robinson), Practice Nurse (Teresa Davidson), Physician Associate (Mohammed Hussain)
- Commenced increased minor illness clinics with increased non-medical prescribing clinical capacity – minor illness clinic now available at each site
- Full implementation of rapid access clinics 7 days a week (see attached presentation & positive feedback on NHS Choices website)
- Further training to our reception staff to ensure promotion of our on-line services/minor illness/telephone advice and rapid access clinics
- GP appointment system reviewed and now available to be booked 8 weeks in advance

We have additional plans to:

- Recruit a further receptionist to our central reception team
- Recruit a further GP – split between our Ladybridge and Astley Dale sites

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