

# Mendip Vale Patient Satisfaction Survey - Action Update

March 2024

## 1. Dissatisfaction with eConsult

Action	Deadline	Update
To provide continuous patient feedback, on the criticisms and improvements to eConsult. Working with the PPG to explore options such as AccuRx and other providers.	January 2024	<p>We initially considered other systems before deciding to implement eConsult. AccuRx, use open text boxes which limits the use of the 'red flags' that the eConsult system provides. Although eConsult requires more information, the system is flexible, asking patients questions and starting the triage process, assessing whether the patient's symptoms are dangerous or not. This can help reduce the need for triaging clinician to go back and require further information from the patient.</p> <p>The PPG Chairs are currently comparing and discussing the benefits of these systems with other surgeries in the area.</p>
To regular provide Tea and Tech sessions to support patients with the use of new of technology and healthcare systems including eConsult and NHS Online giving patients digital confidence and access to online services.	January 2024	Tea and Tech sessions are back for 2024. If you are a North Somerset Patient, please contact the Practice to book onto a session. We are currently looking at options to provide the service for our Bristol and South Gloucestershire patients.
Explain the three ways of using eConsult (online, by phone and paper form) through communication channels, such as Newsletter and website. Helping our patients to understand how best to access services and how best to utilise urgent / routine care.	November 2023	The three ways of using eConsult has been promoted the November newsletter and updated on the Mendip Vale website. Although this action has been achieved it will be continuously communicated.
To provide an article in the patient newsletter about eConsult which answers patient questions on the system.	December 2023	<p>The following questions have been commented upon in December, January, and February newsletters including:</p> <ul style="list-style-type: none"><li>- Dissatisfaction with eConsult and explanation<ul style="list-style-type: none"><li>o Why can't eConsult be accessed seven days a week?</li><li>o Why can't the red flags not be placed earlier when completing an eConsult?</li><li>o Why does the eConsult form ask so many questions?</li></ul></li></ul> <p>These questions and responses have also been added to the Mendip Vale website and will be continuously updated when new questions arise.</p>

## 2. Slow response after eConsult submission

Action	Deadline	Update												
Continually review the eConsult process internally, streamline and ensure continuity with the process, to measure our performance so that contact with patients will be made within the 3 working day period.	End of January 2024	The process has been reviewed and adapted internally, supporting the triage team with a more streamlined approach to contact patients. Specifically, ensuring patients are contacted with their preferred method of contact and providing extra support within the team if they are struggling to achieve the three working day period. This can be due to staffing annual leave, sickness, bank holidays etc. This is an action which is constantly reviewed.												
Support our team with further training, utilising their performance tracking meetings to ensure the same process is being used throughout Mendip Vale.	End of December 2023	Care and Patient Co-Ordinators have completed a navigation course to improve patient experience. Within their quarterly individual meetings, listening back to calls, training and reflecting on how telephone conversations were managed with support to provide improved services if necessary.												
To keep patients up to date on the statistical data regarding the 3-day turnaround target using the website, providing our performance data in a useable format, recognising there will be times when system pressures cause delays, and demonstrate how all the team are committed to providing safe and effective care for our patients.	End of January 2024	Data is updated within the patient newsletter and PPG meeting minutes. We will provide this information each month. Data for from 26 <sup>th</sup> February until 3 <sup>rd</sup> March 2024 is as follows: <table border="1" data-bbox="805 967 1519 1411"> <tbody> <tr> <td>North Somerset</td> <td>1285 received</td> <td>1218 Contacted in 3 working days 94.79%</td> </tr> <tr> <td>Bristol (Monks &amp; Coniston)</td> <td>466 received</td> <td>463 Contacted in 3 working days 99.36%</td> </tr> <tr> <td>Southmead</td> <td>223 received</td> <td>223 Contacted in 3 working days 100%</td> </tr> <tr> <td>Sea Mills</td> <td>272 received</td> <td>272 Contacted in 3 working days 100%</td> </tr> </tbody> </table>	North Somerset	1285 received	1218 Contacted in 3 working days 94.79%	Bristol (Monks & Coniston)	466 received	463 Contacted in 3 working days 99.36%	Southmead	223 received	223 Contacted in 3 working days 100%	Sea Mills	272 received	272 Contacted in 3 working days 100%
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Preferred method of patient contacts to be asked on the eConsult form including email, mobile or landline number and text message.	Implementation already underway	The process has been reviewed and adapted internally, supporting the triage team with a more streamlined approach to contact patients.												
Ensure that patients preferred method of contact is used, as completed on the eConsult form, before referring to details on the patient record and to follow up with patients if contact details are incorrect to minimise the percentage of failed contacts with patients.	End of January 2024	The process has been reviewed and adapted internally, supporting the triage team with a more streamlined approach to contact patients.												

### 3. Improve Communication

Action	Deadline	Update
<p>To use communication channels to clarify the distinction between appointment types and to fully explain processes such as repeat prescription requests. Additionally, present factual feedback on call waiting times and number of calls per week.</p>	<p>Monthly</p>	<p>This has been communicated within a patient newsletter and is reiterated on the Mendip Vale website. This will be continuously communicated across different channels.</p>
<p>To improve better interactions with patients, we will continue to provide comprehensive staff training to enhance communication skills and provide more supportive materials regarding policies and process. Showing how and why our processes are in place, and to support our patients in accessing the care they need.</p>	<p>Implementation underway</p>	<p>Care and Patient Co-Ordinators have completed a navigation course to improve patient experience. Within their quarterly one-to-one meetings, listening back to calls, training and reflecting on how telephone conversations were managed with support to provide improved services if necessary.</p>
<p>Implementing a new telephone system to help resolve the problems raised in the patient satisfaction survey, including a shorter introductory message. This will have a call back feature so patients don't have to wait, should they choose, but can be called back by the practice. The digital-based system also has additional line capacity to eliminate the busy tone.</p>	<p>November 2023</p>	<p>The installation of the digital phone system has eliminated the problem in obtaining a clear line, and the introductory message has been shortened. The system now has the option for a call-back feature, meaning patients will have the option to not be left on hold.</p> <p>We have now launched our new telephone system which enables patients to choose a call back option. Instead of waiting on hold to be served, you have the option to request to be called back.</p> <p>The call-back feature is an automated system that allows the practice to set a parameter number of callers for the queue. Once that limit has been reached, they will then be offered the call-back option.</p> <p>Patients will be offered to dial '1' for the call-back option, this will hold their position in the queue as if they were still on the phone.</p> <p>The system will then ring the patient back when they have reached number one in the queue. This means that rather staying on hold, you can carry on your day or rest if you're feeling unwell.</p> <p>Please note that if you have a private/ withheld number the system is unable to call patients back.</p> <p>Our phone lines are now open from 8am until 6:30pm, Monday to Friday.</p>

## 4. Increasing size of Mendip Vale Medical Group

Action	Deadline	Update
<p>We will communicate the benefits of working at scale to our patients, explaining their Partner led services at their local surgery remains the same and many have been doing the same role for over a decade, but the back office functions such as call handling, medical record and secretarial work is done as a 'hub', sharing resources and being better equipped during sickness / annual leave to manage the increasing demands on services. Providing updates on the new services such as Clinical Pharmacist, First Contact Physiotherapy Mental Health Practitioners and Social Prescribing Service that are working in larger teams when operating at scale, giving better peer support, recruitment, and retention opportunities. With the ability to deliver this during all core hours i.e., 5 days a week rather than the limitations smaller practices find when they can only fund a day of these services when working in isolation.</p>	<p>February 2023</p>	<p>This action is not yet complete and will be revied at the next Patient Participation Group (PPG)</p>
<p>List and continually update community travel links for patients who cannot use conventional public transport or would find it difficult to access their healthcare services.</p>	<p>March 2024.</p>	<p>This action is not yet complete and will be revied at the next Patient Participation Group (PPG)</p>
<p>Display the GP and Surgery Manager details from each site on our new website and within the surgery.</p>	<p>December 2024</p>	<p>Despite the benefits of allowing patients to see which clinicians work at each surgery, there is the matter of maintaining these displays online (and within the surgery) and whether staff feel comfortable having their image on the website. GP Partners and Surgery Managers all have their pictures on the website. Mendip Vale have discussed with the PPG to display photos of the clinical team within Surgery waiting rooms.</p>