

**THE  
QUARTER JACK SURGERY  
NEWSLETTER**

**July/August 2020**

**Statement on National GP patient survey 2020**

Results for a national GP patient survey 2020 have recently been published and appeared in the Bournemouth Echo on the 15.7.2020.

Results from the survey show that patients were happy with the service they received from the surgery compared to the local and national average but the overall satisfaction score has fallen when compared to the result in 2019.

We do feel there were limitations to the way the study was conducted. Our current practice list size is over 14 000 and the number of responses was 132 (representing less than 1% of the practice population). The study also purely looked at patient's experience rather than questions that reflected quality of care or outcomes.

However we are disappointed by the result and motivated to look at ways on how we can potentially improve the service. We will conduct a formal review but we thought it useful to share our preliminary thoughts and innovations we have recently put in place that

we hope will improve patient access to the correct advice and care.

The survey was conducted before the Covid pandemic (September 2019 to March 2020).

The survey is broken down into a series of sections. The Quarter Jack Surgery performed well (above the local and/or national average) on the ability of patients to see or speak to their preferred GP when they would like to, the health professional was good at treating them with care and concern, gave them enough time and addressed their needs during their last appointment.

The surgery scored less well on patients experience on making an appointment, appointment times offered and the type of appointment offered.

It would appear that patient's experience once they have access is good but there are some issues with that access.

In August 2019 the surgery changed its entire phone system. This was a major undertaking and there were a number of teething problems with the supplier, resulting in delays for some patients getting through to us, which may be represented in the survey scores. These have now been sorted and enable more effective call handling.

Covid-19 has had a major impact on healthcare but there have been some positives

from the situation which we hope to continue in the future.

Remote consultations including video consultations are proving to be effective and offer greater flexibility for patients.

eConsult which can be found on our website is an effective and efficient way of addressing your health needs. We can respond promptly to these requests and it bypasses the phone system which at times can be pressured due to demand on the service.

Electronic prescriptions which enable a prescription to be sent directly to a pharmacy of your choice.

Above all the doctors cherish the personal list system of care and this proved to be invaluable in the Covid 19 crisis. This enables continuity of care and we feel greatly contributes to quality of care delivered. It may mean that patients on occasions will have to wait longer to consult with their registered doctor but should a complaint be urgent there is sufficient capacity for the problem to be dealt with by other health professionals including our team of highly skilled advanced nurse practitioners.

Please be assured that we want to provide you with the best service possible and will continue to monitor and assess ways that we can improve where possible.

**Thank you for continuing to support our surgery.**

## Changes due to Covid-19

Over the last few months you are likely to have noticed a difference in the way things are being done in general practice as we manage coronavirus (Covid-19).

### We want to start off by saying thank you.

Thank you for adapting so quickly to these new ways of working – it has been the drastic, yet fundamental, change needed to ensure the safety of you and our staff.

To slow down the spread of coronavirus, we have worked to reduce the number of people coming into the practice by using online consultation systems like e-Consult (on our website), telephone appointments and video consultations.

Our top priority is, and has always been, to keep you and our staff safe while ensuring you get the care you need.

This is why we ask you to continue what you have been doing to access your GP service.

### Please do not visit the GP practice without an appointment.

Instead call the practice or go to our practice website. You can speak to a GP or nurse over the phone, email or have a video consultation. This will often mean to get to see the right person to help you, much quicker.

If a doctor or nurse does need to see you in person then you will be given an appointment to attend the practice.

Only coming in to the surgery with an appointment means:

- you will get seen promptly
- you are reducing your risk of catching/spreading coronavirus by avoiding a waiting room
- you are helping to keep staff healthy and safe
- The practice is able to maintain a clean environment and protect you from the virus

Please also remember that if you are offered an appointment you may see a doctor or nurse you are not familiar with.

We think it is important to keep people safe, reduce the spread of coronavirus and get the maximum benefit from the healthcare resources which will be available. Your records will still be accessible securely to you and to them, ensuring they are able to provide you with the best possible care.

A home visiting service, for patients who are unable to leave their home will be provided.

If you have any comments, questions or concerns, then please do get in touch with us to let us know how we can support you.

Thank you once again for your support and understanding as we all adapt to a new way of working.

## Electronic Prescribing (EPS)



We have upgraded to the next phase of the Electronic Prescription Service (EPS) which means that almost all our prescriptions will now be processed electronically. Electronic prescriptions help save the NHS money.

You will receive your prescriptions in the same way as you do now.

Read more about EPS on the NHS website <https://digital.nhs.uk/services/electronic-prescription-service>

If you have not chosen a pharmacy to dispense your prescriptions, we can add this to your medical record, this is known as a nomination. You can nominate any pharmacy – please let us have the postcode or DNS code if not a local pharmacy. Please remember, unless you change this, most prescriptions will be sent automatically to your nominated pharmacy.