

## GP Patient Survey Results

We have recently received the results of the annual national GP survey which compares GP practices locally and nationally. The results show extremely positive feedback from our patients and better than average results for Fireclay across all categories apart from one:

Survey Question	Fireclay	Local Average	National Average
Overall Good Experience	83%	75%	72%
Overall Experience when seeing a Healthcare Professional			
Giving Sufficient Time	91%	86%	83%
Good at Listening	90%	87%	85%
Showing Care & Concern	90%	86%	83%
Involved in Decisions	95%	92%	90%
Confidence in Clinician	97%	95%	93%
Needs met at appointment	97%	92%	91%
Continuity of Care	50%	40%	38%
Meeting Mental Health Needs	83%	83%	81%
Reception Services and Appointment Booking			
Positive Experience making an appointment	63%	58%	56%
Helpful Receptionists	89%	85%	82%
Satisfaction with Appointment offered	79%	74%	72%
Ease of getting through on phone	42%	50%	53%
Choice Of Appointment	65%	62%	59%

Please visit <https://www.gp-patient.co.uk/> for the full survey results

We are addressing our call answering as we had already highlighted this as an area for improvement (see section below for details on this).

## Call Answering

Following feedback from patients and our Patient Participation Group (PPG), we have made the following improvements to our phone system:

- New phone lines have been added so that you should not hear the engaged tone but instead will go straight through to a receptionist or join a queue
- If you are in the phone answering queue you will be notified of your queue number
- We have created a new reception hub with increased capacity for call answering

## COVID & Flu Vaccinations

If you fall into an eligible patient group, it is time for your flu and autumn booster covid vaccinations. This is what you need to know!

- The eligible groups for an autumn booster covid vaccination are those aged 50+, clinically at risk, care home and housebound patients
- For a majority of patients, we plan to administer flu & covid vaccinations during the same appointment
- If you are eligible you will receive an invite from us. If you are invited by text or email there will be a link to follow so you can book an appointment online. There is no need to contact us unless you are unable to open the link.
- Clinics will be held at St George Health Centre on Saturdays during October/November
- Housebound patients will be contacted individually by a Care Coordinator

## Phone Consultations – Helpful Hints

Many of us will be seeking advice from GPs and nurses via phone calls these days. For all sorts of reasons this is different from a face-to-face meeting. Here are a few helpful hints to help you get the best out of your telephone appointment:

- Prepare for the call by writing down everything you want to say. List all of your symptoms before the call so you don't forget anything.
- If you have visible signs e.g., a lump, mole or rash then send in a photo when you book the appointment with the receptionist. The receptionist will be able to send you a text message with a link to upload your photo.
- Make sure you're in a quiet and private place when you take the call and take notes on the advice you are given.
- Try not to talk about lots of issues, just concentrate on the most important issue for you.
- Be precise e.g. over the last 6 weeks I've had 7 episodes where....
- Try to avoid giving irrelevant information.
- Tell the GP/nurse what actions you've already taken e.g. I talked to the pharmacist 2 weeks ago and have taken paracetamol for 7 days but it has made no difference.
- Tell the GP/nurse what the impact is on your wellbeing/job etc e.g. I'm struggling to get upstairs without stopping halfway and getting my breath back.

## Paramedic & Minor Illness Nurse Appointments

We can now offer an increased number of appointments with our Minor Illness Nurses and Paramedic. These can often be an alternative to a GP appointment and they are able to prescribe medication including antibiotics. The receptionist will signpost you to these appointments if appropriate.

## Physiotherapist Appointments

For musculoskeletal pain e.g. back pain, shoulder pain, knee pain, please ask for an appointment with one of our Physiotherapists. Appointments are available at both Lodgeside Surgery and St George Health Centre.

## Online Appointment Booking

If you are signed up for the NHS APP or another online service you can now book GP appointments online. These are available to book from 8am every morning. This is a quicker and easier way to book your appointment. You can also book blood tests and cervical screening (smears) online.

## Annual Reviews

Remember that if you have a long-term condition requiring an annual review, this should be done in your birth month. You do not need to wait for an invite or reminder to book your appointment. Phone our reception team and they will be able to book the appointments you need.

Please visit our website at [www.fireclayhealth.nhs.uk](http://www.fireclayhealth.nhs.uk) for more details about anything in this newsletter or you can email [fireclayhealth@nhs.net](mailto:fireclayhealth@nhs.net) if you have questions

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