



Quarter 1 – April to June 2022 Trend Analysis Report findings

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What is in our 2 reports: The reports are based on the experiences of 400 people

- GP Patient Experience
- Health, Care and Community Services Experience
 - GP Services
 - Dentists
 - Northwick Park Hospital
 - Care Pathways:
 - Transport
 - Reception
 - Diagnosis / Testing
 - Clinical Treatment
 - Clinical Nursing
 - Discharge
 - Follow on
 - Community



Q1 2022 compared with Q4 2021 (Quarterly Analysis):

- Overall satisfaction down by 3%.
- People feeling slightly less involved and supported (down 3%) and notably more complaints about access (down 5%). What that tells us is demand on the system is high, and staff don't have the time to engage fully with patients.
- Quality/Staff Attitude satisfaction remains unchanged, and is high at 84%. So staff continue to work hard, through the increasing pressures.
- Northwick Park - Maternity remains largely unchanged, but complaints about A&E keep coming. The 8 hour plus waits are becoming more common now.
- GPs - a slight 1% decline in satisfaction. The report shows the poorest performing GP Surgeries':
 - Pinn Medical Centre - they also run the GP Access Centre - which is probably why we hear more concerns
 - Mollison Way Surgery - they sit bordering 3 boroughs - which makes referrals more challenging
 - Honeypot Medical Centre - access main issue - they are working on their telephone systems and how they can improve
 - Roxbourne Medical Centre - retiring GP has impacted on staffing.
- To sum up Q1, it appears to have been a busy patch. We need to look at Q2 closely and hope things get back into positive territory.



Q1 2022 compared with Q1 2021 (Annual Analysis):

- Despite the quarterly dip, satisfaction compared with last year is up by some 8%.
- Satisfaction on involvement and support is up by 5%, so staff finding more time, satisfaction on access up by a significant 11% - this is evidence that things have been getting better. The caveat to that, just a third of patients are complimenting access and two thirds are complaining. So much more to do.
- Quality/Staff Attitude satisfaction is up by 5%, so we can say morale has improved.
- Northwick Park - satisfaction down by 2%. I think we've seen the gradual increasing of demand over the year.
- GPs - satisfaction up by 4%, that tells us that things have bottomed-out and are gradually improving.



Health Forum held 14 September 2022

- Most recent sound check from residents
- Attended by approximately 100 people who wanted to hear from the PCN's and voice their questions / concerns.
- How they responded to 3 questions measuring sentiment:
 - 25% of those attending were confident that they could get an appointment in a reasonable time frame when they needed one
 - 30% were confident that they could get a face to face appointment if needed
 - 12% were confident that they could get through to speak to someone on the telephone when they needed to

This is just a snapshot from those who attended

Healthwatch Trend Analysis Report Q1 – NHS NWL Access Priorities

NHS NWL - Access

- The Q1 Healthwatch Report mentions trends observed in patient experience within GP Practice services; notably telephone access, appointment booking and communications (especially with reception staff).
- It is worth noting that according to the National GP Survey 2022; in Harrow:
 - An average of 75% of patients still prefer to phone to book their appointment rather than use alternatives such as automation, online or through an app.
 - An average of 77% of patients find the receptionists at their GP Practice to be helpful.
 - An average of 68.6% of patients were satisfied with the appointments they were offered.
- NHS NWL are currently developing a 'NWL standards access' framework, which will encourage Practices to offer approximately 60% of appointments to be F2F, currently in Harrow Practices are on average delivering 59% of all appointments as F2F contacts.
- In Harrow, various forums and mechanisms exist to review/act on such patient feedback (along with other sources of information/intelligence); these include the Primary Care Executive, Access and Covid Recovery Work-stream Meetings (Partnership based).
- The Harrow Borough Team regularly collaborates with teams at NHS NWL to implement the following initiatives and training programmes to improve overall Patient Experience within Primary Care:

Training for Practices (Non-clinical)

- Practices have been offered ongoing Customer Service training that they can take advantage of; mainly customer service and handling difficult conversations.
- Previous recent training topics have been:
 - Managing Pressure at work
 - Dealing with Difficult Patients
 - Emotional wellbeing/Strategic planning Influential Leadership

IT Solutions to improve access

Cloud Based Telephony Service

Cloud telephony is Internet-based voice and data solution where telecommunications applications, switching and storage are securely accessed over the internet. The aim is that all Practices in Harrow will have a cloud based telephony system by the end of the year

- Benefits of Cloud Telephony for patients:
 - Provision of unlimited lines supporting outgoing practice calls
 - “Queue busting” for patients to receive a call back to book an appointment rather than staying in a call queue
 - Integration of telephony with patient record systems
 - Call reporting to pinpoint call trends and help monitor usage

PATCHs

PATCHs is a new online consultation service that offers a secure and confidential way for patients to contact their GP. This new service can save the hassle of travelling in or waiting for a GP appointment. It **will not** replace face to face appointments, it is simply an addition to them so that patients have flexibility in accessing timely care.’ This has now gone live for Practices in Harrow.

- By registering, patients will have access a range of services, including:
 - booking virtual appointments
 - accessing health advice
 - medication information
- Patients can use the service for themselves, or on the behalf of somebody they care for.