

Healthwatch Surrey Impact Report: 'My GP journey' (August 2017)



Responses to 'My GP journey' were received from a mix of Surrey based GP practices, Clinical Commissioning Groups (CCGs) and NHS England:

34 out of 42 practices (81%) responded that, as a result of 'My GP journey', they were either making minor changes or incorporating feedback into their existing practice.

40 out of 43 practices (93%) said they would consider how appointments for patients with long term conditions are handled to promote continuity of care for on-going needs.

28 out of 42 practices (67%) responded that they would consider inviting patients with long term conditions to attend staff training sessions to talk about living with their condition.

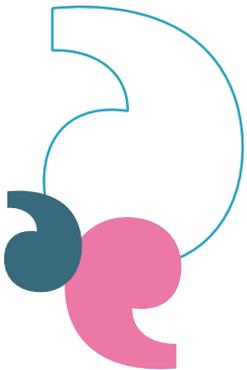
37 of 41 practice managers (90%) who responded rated 'My GP journey' as 'Very helpful' or 'Helpful'.

A number of GP practices are now **assessing the need for additional staff training** on long term health conditions.

35 of 42 practices (83%) are considering how **patients with specific conditions** can be matched with a GP's special interests where possible.

A majority of practices said they would consider the recommendation to **test automated door phasing systems** to improve access for patients with mobility issues and sensory impairment; where this recommendation was not adopted, practice managers highlighted building constraints, including rented premises, as a barrier.

In light of issues highlighted in 'My GP journey' a practice in North West Surrey is considering extending their use of the existing MJog texting service, which allows patients to receive text messages, for **more flexible communication**.



"The feedback contained in ['My GP journey'] from seldom heard groups definitely has given us food for thought. We will use the feedback and comments to inform our current programme of work." -
Commissioner

"GP practices will be encouraged to promote online booking systems through practice visits, practice manager forums, and practice newsletters." -
Commissioner



"It was useful to see all the points highlighted in one report to think how an action plan can be drawn up to improve."

Moat House Surgery, Merstham

"We will consider inviting in patients to talk to staff in meetings to enable them to get a greater understanding of their conditions and how they affect access to our services."

Warlingham Green Medical Practice & Chaldon Road Surgery

"We will work with local CCGs to ensure that [My GP journey] findings are shared with all local GP practices, so that they can take this feedback into account in the provision of care for their patients."

NHS England

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Whilst we acknowledge the time pressure faced by practice managers, it is regrettable that only 34% of those contacted complied with their obligation to respond to this report; we are now considering ways in which we can promote greater engagement by GP practices with future Healthwatch insight, including supporting and promoting PPG activity.