

Birchwood Medical Practice Local Patient Participation Report February 2019

Introduction to the Birchwood Medical Practice

The Birchwood Medical Practice is a five partner practice holding a Personal Medical Services (PMS) contract. The practice received a five year award called Quality Practice Award from the Royal College of General Practitioners in 2011. It is registered with the Care Quality Commission (CQC) under the Health and Social Care Act 2008 and has a rating of Good.

The Birchwood Medical Practice has been a training practice for newly qualified doctors for thirty years and at any time may have up to five trainee doctors, called GP registrars on placement with the practice. Four of the Partners are GP trainers and two of the Partners are specialised in a medical condition, one being gynaecology and one in dermatology.

There are also trainee nurse placements.

The Birchwood Medical Practice has an Open list for new patients to register with one of the five partners, two male and three are female.

The practice has responsibility of approx. 100 patients living in one of the five nursing or residential homes in the practice area, these are White Gables Care Home, Hartsholme House, Eccleshare Court, St Claire's Nursing Home and Stones Place Residential Home.

Practice Population as of 1st February 2019

Age	Male	Female	Total	% of total population
Under 12 months	120	103	223	2.3%
2 to 4 years	206	178	384	3.97%
5 to 16 years	739	667	1406	14.6%
17 to 26 years	571	642	1213	12.6%
27 to 36 years	714	768	1482	15.3%
37 to 46 years	570	611	1181	12.2%
47 to 56 years	662	648	1310	13.6%
57 to 66 years	530	585	1115	11.5%
67 to 76 years	439	443	882	9.12%
77 to 86 years	198	227	425	4.4%
87 to 97 years	63	113	176	1.82%
98 years +	2	15	17	0.18%
	<u>4788</u>	<u>4873</u>	<u>9661</u>	

Opening Times

The Birchwood Medical Practice core hours are 08:00am until 18:30pm Monday to Friday. It also offers appointments with a nurse and doctor outside these hours, by appointment only, on Thursday evening between 18:30pm – 20:00pm and on Wednesday morning between 07:00am – 08:00am.

Patients may contact the practice in various ways to order medication, contribute feedback or request contact either face to face or on the telephone during opening hours or 24hrs/7 days a week by answer phone, text message to a dedicated mobile number, by email, by fax, by post or

sending a message through the practice website. Patients also have the opportunity to register for the internet service which is available 24 hours a day/seven days a week to view, book and cancel appointments with a doctor or practice nurse or order their own prescriptions.

Patient Participation Groups

The Birchwood Medical Practice has had an active established patient participation group (PPG) since 2008. The patient group has a constitution and they meet on a quarterly basis within the medical practice. It is a member of the National Association of Patient Participation (NAPP).

The Birchwood Medical Practice is one of seven local medical practices that form Optimus Healthcare Lincoln Limited, being Birchwood Medical Practice, Boultham Park Medical Practice, Woodland Medical Practice, Newark Road Medical Practice, Richmond Medical Practice, Portland Street Medical Practice and University Medical Practice.

The Birchwood Medical Practice is keen to involve more registered patients in decisions and have encouraged patients to join a virtual group called the Patient Reference Group (PRG). These patients do not attend for meetings at the practice but are contacted by their preferred method, email or post, to take part in patient surveys or questions on practice development. There is an ongoing campaign to advertise this group and any registered patient can join either by completing a form at the practice or via the practice website.

The methods used by the practice to encourage patients to get involved in the groups includes:

- News streaming notices on the patient call system in the waiting room
- Leaflets in the waiting room
- Messages on patient prescriptions
- New patients are asked on their registration form when joining the practice
- Patient Participation Group members have spoken to patients in the waiting room and at fund raising events.
- Notice on the practice website with application form.
- At appropriate mail shots to patients the application form has been included.

Patient Satisfaction Scores and Feedback

Friends and Family Test and the National GP Survey were the main contributors for patient feedback and scoring.

Birchwood Medical Practice

New Friends & Family Test April - November 2018

How likely are you to recommend our GP Surgery to friends and family if they needed similar care or treatment?

Extremely likely	220	75%
Likely	61	21%
Neither likely nor unlikely	5	2%
Unlikely	2	0.6%
Extremely unlikely	2	0.6%
Don't know	4	1.3%
Total	294	

Patients were asked why they scored as they did above, and the following comments were provided:

Friends and Family Comments - April to November 2018

- Extremely Likely Staff are friendly, helpful and professional
- Extremely Likely
- Extremely Likely Friendly staff and some great doctors
- Extremely Likely
- Extremely Likely Excellent doctors and Nurses
- Extremely Likely I have always had good medical care

- Extremely Likely The GPs have time for the patients and they have a daily period for Children ONLY appointments daily. They also have a Daily Section of appointment if needed at 7am everyday via internet booking.
- Extremely Likely Love the childrens clinic. Always had a good experience at the surgery.
- Extremely Likely
- Extremely Likely Helpful staff and GP's
- Extremely Likely Always efficient and friendly
- Extremely Likely The Birchwood Medical Practice staff are always pleasant, kind and helpful, and there are usually appointments readily available
- Extremely Likely The nurses are all very nice and have time to speak to you and I would recommend them to anyone
- Extremely Likely Brilliant doctors pleasant receptionists and nurses, I can always get an appointment. First Class service
- Extremely Likely Staff are always so friendly and very helpful
- Extremely Likely Never had a problem seeing a doctor
- Extremely Likely New to the Practice but I have found it to be efficient and helpful
- Extremely Likely Courteous staff - appointments as requested
- Extremely Likely Always found the Practice friendly, if very hard to see doctor when needed
- Extremely Likely This practice is very helpful and friendly
- Extremely Likely All doctors have been very good
- Extremely Likely The staff are friendly and courteous and the doctors are empathetic
- Extremely Likely Always had excellent care

Extremely Likely	Everyone is always friendly and helpful. We cannot fault the practice as we have excellent GP's especially in an emergency
Extremely Likely	Well organised Practice. Excellent team of doctors, nurses and support staff
Extremely Likely	I have always had extremely very good response and care from all doctors and nurses and would recommend anyone
Extremely Likely	Excellent care and treatment
Extremely Likely	Have taken very good care of me. Partners helping me through my health problems
Extremely Likely	Always had good results and the assistance helpful
Extremely Likely	Have always felt I have been treated with respect by doctors, nurses and admin staff.
Extremely Likely	Being able to book appointments in advance on-line and to have telephone consultations is very helpful
Extremely Likely	Quick, friendly efficient
Extremely Likely	Very helpful
Extremely Likely	Helpful and friendly service as usual
Extremely Likely	More than satisfactory for the past 30+ years
Extremely Likely	It is can help NHS work
Extremely Likely	I have had excellent treatment, swift diagnosis and always friendly staff.
Extremely Likely	Always pleased with treatment
Extremely Likely	Extremely Likely
Extremely Likely	Extremely Likely
Extremely Likely	Great Practice Satisfied
Extremely Likely	Because my husband and I have always been treated as quickly and correctly all the eight years we have been with your practice
Extremely Likely	They are a good Practice
Extremely Likely	Due to the high standard of care given to myself and my family
Extremely Likely	1st Class service and treatment
Extremely Likely	Fairly easy to have an appointment to see doctor. Staff very helpful and professional and friendly
Extremely Likely	Always received excellent service
Extremely Likely	Friendly and very good all round
Extremely Likely	Friendly and helpful staff
Extremely Likely	Wonderful service
Extremely Likely	As I have Parkinson's this practice has been very caring and professional in my treatments and always have time to explain everything, many thanks
Extremely Likely	Because everyone at this Practice always acts in a professional way, the doctors and nurses always have time to talk and explain problems and treatments
Extremely Likely	Because I have always had care
Extremely Likely	Locality and friendly staff
Extremely Likely	I find the staff helpful and friendly
Extremely Likely	Kind doctors
Extremely Likely	Extremely Likely
Extremely Likely	Very good service, always very helpful
Extremely Likely	Staff are always friendly and helpful
Extremely Likely	Ability to access services - standard of care
Extremely Likely	I have heard colleagues and friends make comments about their GP's and it indicates this practice is better than most out there. Particularly with reference to extended surgery hours or working people
Extremely Likely	Extremely Likely
Extremely Likely	Extremely Likely
Extremely Likely	Always helpful staff
Extremely Likely	Friendly and helpful staff. Easy access but need a bigger car park

Extremely Likely	I have always found the surgery to be helpful and the doctors that I have been treated by have been very good.
Extremely Likely	Very friendly and someone always available for help
Extremely Likely	Always had very good service from this Practice
Extremely Likely	I have always found this Practice to be kind, helpful and ready to get tests done etc.
Extremely Likely	Efficient and Caring
Extremely Likely	Been with this Practice for 20 years no complaints. Kindness and Courtesy and Friendship 'long may it lasts'
Extremely Likely	Good attention and friendly people
Extremely Likely	Always get good attention at all times
Extremely Likely	Personal experience
Extremely Likely	Continued excellent care
Extremely Likely	Very very friendly - nothing too much trouble
Extremely Likely	Always had good support and advice
Extremely Likely	Excellent staff - helpful and caring
Extremely Likely	Love the staff and well cared for at all levels
Extremely Likely	Good doctors. Prompt appointments. (some problems with coordination of subsequent appointments)
Extremely Likely	I feel that the staff are very helpful ad pleasant
Extremely Likely	Doctors and staff are very professional and friendly. Best practice I have ever been with.
Extremely Likely	Thorough care taken
Extremely Likely	Thorough kind advice and care Willingness to discuss problems and care plan Always someone on the end of the phone
Extremely Likely	Good doctors, will listen and explain. Superb nurses. Difficulties for appointments, as any other practice, but if really needed a gap is found. I raise my glass (phials) to them.
Extremely Likely	We have been coming here for over 40 years and have always found them helpful and thorough!
Extremely Likely	Consistently good care and service, friendly courteous staff
Extremely Likely	Extremely efficient practice. Prompt and courteous treatment
Extremely Likely	Very polite receptionists, good friendly service and clean
Extremely Likely	Very good treatment and friendly receptionists
Extremely Likely	Friendly, efficient, up to date, listens to what you say, treats you with dignity
Extremely Likely	Very friendly, always ready to help, will ring if something is wrong to get you seen straight Away
Extremely Likely	Helpful and caring
Extremely Likely	I am new to the Practice, but what treatment I have received e.g. blood tests and jabs have been good.
Extremely Likely	Better than my last practice
Extremely Likely	We are always notified of tests we need. We are told of results by telephone. We can usually get an appointment on the day needed
Extremely Likely	I've been with this Doctors surgery for years and I've no complaints. Although, sometimes, you cannot get to see your own doctor (at times). Other doctors are great, they listen and do and friendly. Thank you
Extremely Likely	Very pleased with the doctors I have seen i.e. fast referral to hospital when necessary
Extremely Likely	Staff, that is all staff, are always helpful, polite, friendly and always very professional and Supportive
Extremely Likely	Always happy with the treatment I get
Extremely Likely	Excellent treatment
Extremely Likely	Very happy since moving to this surgery Friendly service
Extremely Likely	Always pleased with your service, help and advice when we need it

Extremely Likely	Always well looked after
Extremely Likely	
Extremely Likely	
Extremely Likely	
Extremely Likely	Always get appointments. All staff very helpful and pleasant. Doctors are quite good too!
Extremely Likely	I have always managed to get an appointment and been treated with help and respect
Extremely Likely	Excellent surgery from Reception, Appointments and Doctors
Extremely Likely	Ist Class Medical Practice
Extremely Likely	Close to house. Helpful and friendly receptionists. Lots of highly qualified doctors and nurses
Extremely Likely	Long experience - since 1983! Always satisfactory
Extremely Likely	Have always had good attention since registering in 1983
Extremely Likely	I am registered here
Extremely Likely	Ease of access
Extremely Likely	Long and happy experience
Extremely Likely	Always friendly, and pleasant
Extremely Likely	Best GP Practice ever! From reception, nurses, managers, you all are the kindest, caring and most wonderful people. Thank you all.
Extremely Likely	Never had any problems
Extremely Likely	Have been with you for 35 years with no complaints. Thank you very much for your diligent care +2
Extremely Likely	Very good
Extremely Likely	Whatever your need to see a doctor you will get seen that day or the day after, doctors are always good when examining you.
Extremely Likely	Always First Class treatment by all staff - very kind
Extremely Likely	Polite and professional service
Extremely Likely	Receptionists are very polite and helpful. Not very often I am unable to get an appointment
Extremely Likely	Very good all round
Extremely Likely	10 years of First Class Service Very friendly receptionists
Extremely Likely	Very helpful, at times compassionate
Extremely Likely	I find the staff helpful, friendly and the nurses and doctors, alike will cheerfully address any random questions I have
Extremely Likely	Because in my opinion they try very hard to accommodate people. That's all they can do!!
Extremely Likely	Good service
Extremely Likely	Always very helpful
Extremely Likely	Very good service
Extremely Likely	Good service and can usually get an appointment
Extremely Likely	Never had any problems with the practice
Extremely Likely	Excellent treatment by doctors and nurses
Extremely Likely	Friendly, understanding, knowledgeable and compassionate staff from receptionists through to doctors and nurses
Extremely Likely	Always very good and friendly service
Extremely Likely	Have always been satisfied and appreciative with my treatment here. Local, polite, friendly and flexible. (I only had one insensitive issue not dealt with appropriately but complaint was
Extremely Likely	Extremely good service, never any problems seeing the doctors or nurses
Extremely Likely	
Extremely Likely	Whenever I rang always seen. Staff very pleasant and helpful. Always felt very confident with this Surgery
Extremely Likely	
Extremely Likely	Strong possibility of appointment availability

Extremely Likely Very helpful

Extremely Likely Usually quick and efficient. Not so quick today (flu clinic)

Extremely Likely Outstanding service. Good practice

Extremely Likely Well organised

Extremely Likely Normally get an appointment quite soon and always been a friendly Practice

Extremely Likely Pleasant staff and treatment very good

Extremely Likely Good treatment when you can get an appointment

Extremely Likely Fast, efficient service. Helpful staff

Extremely Likely

Extremely Likely The doctors and nurses are excellent

Extremely Likely

Extremely Likely Staff helpful

Extremely Likely Staff are very compassionate, understanding and friendly

Extremely Likely You have dealt with me now for eight years and I am happy

Extremely Likely The practice has always been very good and very kind to me in all my treatments. Thank you so much

Extremely Likely I can not speak too highly of this practice. I have always had wonderful care

Extremely Likely Very professional

Extremely Likely Polite and knowledgeable staff High standards and IT interaction

Extremely Likely Doctors and staff are very professional and friendly. Best practice I have ever been with.

Extremely Likely Thorough care taken

Extremely Likely Thorough kind advice and care Willingness to discuss problems and care plan Always someone on the end of the phone

Extremely Likely Good doctors, will listen and explain. Superb nurses. Difficulties for appointments, as any other practice, but if really needed a gap is found. I raise my glass (phials) to them.

Extremely Likely We have been coming here for over 40 years and have always found them helpful and thorough!

Extremely Likely Consistently good care and service, friendly courteous staff

Extremely Likely Extremely efficient practice. Prompt and courteous treatment

Extremely Likely Very polite receptionists, good friendly service and clean

Extremely Likely Very good treatment and friendly receptionists

Extremely Likely Always has been useful and efficient for my family

Extremely Likely All staff are so friendly and helpful Doctors do their very best. Had two emergency appointments - one hospital (was sent) and the other not too bad

Extremely Likely The very best staff in the region

Extremely Likely Efficient and thorough

Extremely Likely We have been registered with this practice since 1995. This is an excellent practice with friendly courteous staff - thank you all!

Extremely Likely Always very good care when needed

Extremely Likely Friendly efficient service

Extremely Likely Always had excellent treatment

Extremely Likely They are quite fast at seeing patients, it is clean and tidy. They offer support, if needed. But they do need some more seating!

Extremely Likely Friendly helpful staff - appointments fairly easy to acquire - hours of surgery appropriate for my working hours which is full time - thank you all!

Extremely Likely Excellent practice. Staff very efficient and understanding. I have always received a first-class service.

Extremely Likely Always had good service over the years

Extremely Likely

Extremely Likely Very supportive doctor. Friendly, helpful receptionist usually efficient service.

Extremely Likely	Friendly and helpful
Extremely Likely	Have always been very satisfied with the practice and helpful staff
Extremely Likely	Always friendly
Extremely Likely	Good doctors, nurses and staff
Extremely Likely	I have always had excellent treatment over the past thirty years as a patient at this practice
Extremely Likely	I have always received a very high level of care. The staff are always very friendly and helpful
Extremely Likely	I have always received a high level of care. The staff are always very friendly and helpful
Extremely Likely	Fantastic service from everyone. Seen today by Nurse Sue, receptionist and Dr Mark.
Extremely Likely	We have belonged to this surgery since our move to Lincoln 35 years ago and have always you
Extremely Likely	Always had good care here and the staff are very nice
Extremely Likely	Compassionate, professional, efficient staff. Good booking system on-line.
Extremely Likely	Computer appointment booking, friendly receptionists (in the main). Efficient doctors
Extremely Likely	Polite and helpful staff. Good doctors and nurses
Extremely Likely	No complaints with service
Extremely Likely	Friendly and efficient
Extremely Likely	Because you are great!
Extremely Likely	My experience has been very satisfied with both treatment and attention
Extremely Likely	Always very happy to help you when you need it. Feel confident with the doctors I see
Extremely Likely	Very good
Extremely Likely	Always friendly and helpful
Extremely Likely	Nearly always have available appointments
Extremely Likely	I have always found the doctors and staff to be very professional and caring
Extremely Likely	Friendly place
Extremely Likely	Always helpful. Friendly staff. They keep me informed when treatment is required
Extremely Likely	Always a positive experience
Extremely Likely	11 Years with the Surgery and very happy. A caring medical centre from all the medical team.
Extremely Likely	Just a great medical team of GP's and nursing staff
Extremely Likely	Care and attention
Extremely Likely	Always very satisfied with treatment received at this practice. If I had any criticism it would be the length time required to wait to see a particular doctor.
Extremely Likely	Great doctors and staff always helpful and polite
Extremely Likely	Practice always helpful and no problems
Extremely Likely	Easy to get appointment
Extremely Likely	Good service
Extremely Likely	Good service. Friendly staff and doctors
Extremely Likely	I have received excellent treatment at this GP practice since I moved to Lincoln in 2010. I would definitely recommend this practice and in fact have done.
Extremely Likely	
Extremely Likely	Pleasant staff, attentive doctors offering the best care
Extremely Likely	Normally efficient and friendly experience
Extremely Likely	very friendly staff. Lots of experience, can talk to them very easily
Extremely Likely	
Extremely Unlikely	Never any appointments available even online

Extremely Unlikely	Can't get an appointment and have a chronic illness, ring at 8am and all the appointments have gone by the time I get through
Likely	
Likely	A lot of time cannot get in with regular doctors
Likely	I have a good service and good rapport with all the staff. It is a friendly practice which runs efficiently and meets my needs as I have a rare genetic condition Ehlers-Danlos syndrome and my GP is extremely important to me
Likely	Treatments have always been dealt with with sympathy and at times that fitted around my work commitments
Likely	Helpful, sensitive
Likely	
Likely	The on-line system which this practice uses makes a lot of things easier
Likely	Satisfied with treatment
Likely	Nearly always been pleased with consultations and treatment provided by practitioners at this GP Practice
Likely	
Likely	
Likely	On line facilities
Likely	
Likely	Most times, not always, able to get appointment when needed
Likely	My normal doctor Dr Williams is excellent. I also like booking appointments and prescriptions online
Likely	Never had cause for complaint
Likely	Never had cause for complaint
Likely	
Likely	Personally receive excellent service from doctors in this Practice
Likely	Difficulty in getting appointments
Likely	Nice location, good doctors, suffers like most GP's for quick availability
Likely	We have never had any problems here, always can get an appointment
Likely	Difficulty getting an appointment with our GP. Same day booking system no good for immobile elderly
Likely	Good
Likely	Good care from GP. Extremely good care from nurses. Helpful receptionists
Likely	Helpful friendly staff. Normally no problem getting an appointment.
Likely	Always had good treatment. Doctors very approachable. Sometimes not very good at getting an appointment
Likely	
Likely	Always find this practice helpful and friendly
Likely	Always good and friendly service
Likely	Been very satisfied with service
Likely	
Likely	Staff and doctors are very caring and helpful
Likely	The service they have to offer, friendly staff and high standard of service
Likely	Friendly receptionists. Feels the doctors have time for you and treat you like a human Being
Likely	Dr Gough - very good doctor
Likely	I have been with this practice for a long time and find it a very good and friendly practice and very helpful!

Likely	Friendly staff. Doctors listen to your needs, but difficult to see a doctor of choice
Likely	Difficult to find appointments
Likely	Always helpful
Likely	Efficient, professional and friendly service
Likely	Always very helpful
Likely	
Likely	
Likely	Always get an appointment
Likely	
Likely	Good
Likely	Very efficient and helpful
Likely	I have always received good attention from this practice
Likely	I have always had good treatment at this clinic
Likely	Everyone is accommodating and helpful
Likely	Based on my experience as a marginal diabetic over quite a long time
Likely	The majority of occasions I have had contact with the practice has been a very good experience. In addition, I have always found both the nursing and reception staff very helpful.
Likely	I've received good care. Very disappointed at booking appointments, especially if you need to see a specific GP.
Likely	The practice is generally efficient and provides good services. I particularly like Dr Armstrong, she is thorough and friendly
Likely	
Likely	Staff and doctors very helpful and understanding
Likely	I've always had good service and advice/treatment when I've needed it
Likely	Sometimes very good care. Sometimes not so I guess not consistent
Likely	This is a good practice with helpful and friendly staff
Likely	Have been well treated. However difficult to get appointments
Likely	Good practice and helpful staff
Likely	Happy with the service we receive
Neither Likely nor Unlikely	Just because I can't very often get to see the doctor I want and pre booking appointment is difficult as again its not often I can get one as it is ring on the day but then there are none left.
Neither Likely nor Unlikely	Difficult to get advanced appointments with own GP - can't do 'same day' when working. Same day appointments impractical for elderly people who rely on others for transport
Neither Likely nor Unlikely	Drs and Staff are great, but I cannot get appointments when I need them
Neither Likely nor Unlikely	Some disappointments over last 18 years
Neither Likely nor Unlikely	Never get an appointment when I want one
Unlikely	Cannot get to see my own doctor, different one every time even for the same problem
Unlikely	Sometimes good. Sometimes not good resulting in hospital treatment at a later date than need have been twice.
	I am unsure as to whether I would recommend this practice. There have been times where I have been impressed, and others not so. I think it mainly depends on the GP I see; one is always extremely friendly and my preference to see. He understands and listens, which is most important. Others I have seen, have not been too kind about my situation. Waiting for appointments is also a problem ?am I an emergency, no. But, do I want to wait 4 weeks for an apt? Also no. So what do you do? There is no option. The reception staff are mostly friendly, but some are blank faced and do not seem impressed you are next in queue!
Don't Know	Overall, if I was seeing a specific GP, I would be happy.

Don't Know

Don't Know

Don't Know

Too recent!

GP Practice National Survey July 2018

261 surveys sent out . 106 sent back
41%

Equal or above CCG average	Birchwood	Average CCG	Average National	BMP 2017
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	96%	94%	93%	89%
% of patients who felt their needs were met during their last general practice appointment	95%	95%	95%	
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	94%	94%	93%	97%
% of patients who say their healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	93%	88%	87%	93%
% of patients who find the receptionists at this practice helpful	90%	89%	90%	98%
% of patients who say their healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	89%	88%	89%	91%
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	88%	88%	87%	92%
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	87%	89%	87%	
% of patients who waited 15 minutes or less after their appointment time to be seen at their last general practice appointment	84%	73%	69%	80%
		Average	Average	BMP

Below CCG average and National Average	Birchwood	CCG	National	2017
% of patients who took the appointment they were offered	87%	93%	94%	
% of patients who describe their Overall Experience of this GP practice as good	80%	83%	84%	92%
% of patients who say they have had enough support in the last 12 months to help manage their long term condition (s)	69%	79%	79%	
% of patients who were satisfied with the type of appointment they were offered	68%	75%	74%	
% of patients who find it easy to get through to this GP practice by phone	61%	70%	70%	72%
% of patients who are satisfied with the general practice appointment times available	57%	65%	66%	77%
% of patients who describe their experience of making an appointment as good	56%	68%	69%	72%
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	46%	56%	62%	
% of patients who usually get to see or speak to their preferred GP when they would like to	44%	50%	50%	57%

Birchwood Medical Practice Improvement Plans

What we said we would do

Achieve the Carers Quality Award
Improve our identification of Carers
Advertise and encourage enrolment for SMS text reminders
Advertise and encourage enrolment for on-line services
Monitor and reduce missed appointments
Monitor and encourage enrolment for Electronic Prescription Service
Maintain up to date information on the call system
Maintain up to date information on the website
Continue to support the Patient Participation Group.
Increase Clinical Pharmacists for the use of Optimus practices
Use of Social Prescriber in the medical practice
Increase signposting options and involve receptionists with signpost training
Improve Confidentiality in waiting room

What we did

Carers Quality Award achieved

Advertising for text messages and on-line services is in the waiting room, on registration, in newsletters, on the website and opportunistically.

Text messages have increased and now 19% of patients have signed up for this.
Online services have increased and now 26.7% of patients have signed up for this.

We have maintained the patient call system and information board with relevant and appropriate up to date practice news and health advice.

Signpost training for staff and use of Lincoln Connect website for signposting

We are providing up to date information on the practice website and improved website for use on smartphones.

Reception office improvements to block out sound and block from view receptionists

Continuous engagement of patient participation group who act on behalf of the patient population, including quarterly meetings, quarterly newsletters and contribution towards practice development.

Three Priority Areas for improvement for 2019

Do a three month pilot for E-Consultations – called E-Consult. April to July 2019.

Following NHS England guidance on ten specific health campaigns this year. Improving use of Jayex health promotion screen.

Exploring ideas about how to enhance confidentiality at the reception desk. – ?music to block out conversations.

The Birchwood Medical Practice patient participation group would be updated on the action plan and achievements at their quarterly meetings.