

### **Practice response to the results of the GP Survey 2017**

We were saddened to see the latest results of the GP survey. As many of our patients are aware, the last twelve months have been challenging for the practice, due to staffing issues and the introduction of a new telephone system. The pressures our practice is under can be seen in GP practices across the UK, but we are working hard to resolve the concerns raised by the survey, and have already recruited:

- Four more GPs
- Pharmacy Staff to support improvements for the prescription process and patient access to advice on medication
- A Paramedic to conduct home visits for patients and to work alongside the duty doctors each day to provide improved appointment access
- Two more Nurse Practitioners
- 4 clinical personal assistants to work alongside the GPs to assist with the non clinical workload
- Five more receptionists/administrators

We have also provided extensive telephone handling and customer service training to our staff, and are now at full capacity with both clinical and administrative staff.

We would like to reassure our patients that significant improvements have been carried out, and while we recognise that there is still work to be done in certain areas, we were encouraged that the latest set of results for May, June and July from the Friends and Family Test – a short patient survey – had very positive comments about services at the practice, with 89% of people saying they would recommend us to their friends and family.

Chairman of our Patient Participation Group (PPG), Ian Gall, says:

“As a PPG we were disappointed to learn of patient survey results, however we recognise all the work the practice has already done to improve. The full complement of clinical and admin staff has increased the availability of appointments, and the telephone system is now working well, meaning patient access has greatly improved.

“We are confident that the results of the survey are being taken seriously by the practice, and we will continue to work with staff and patients to further improve services and patient experience.”

Ian Gall Chair  
Sturminster Newton & Marnhull PPG

Dr Duncan Ward  
GP Partner