

Rosalind Pearce
Executive Director
Healthwatch Oxfordshire

Sent via email
Rosalind.pearce@healthwatchoxfordshire.co.uk

Chief Executive's Office
Trust Head Quarters
Warneford Hospital
Warneford Lane
Headington
Oxford
OX3 7JX

Tel: 01865 902769
www.oxfordhealth.nhs.uk

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Dear Rosalind,

People's experiences of accessing GP services

Thank you for your letter dated 29th June 2017 and for sharing the Healthwatch report on People's experiences of using GP Services in Oxfordshire 2017, which includes feedback about GP services provided out of normal working hours. Oxford Health is responsible for the provision of the GP out of hour's service and Minor Injury Units (MIU) and so we are responding to the feedback and recommendations applicable to those services. This report follows the previous Healthwatch report on Minor Injury Units in June 2016 and the recent CQC inspection of the GP out of hour services in November 2016. We value this independent feedback, alongside the information we collect routinely, as an important part in our approach to continuously improve the care we deliver.

I was very pleased to hear that a high proportion of people involved in this review were positive and praised the staff and quality of services. Listening to people's needs and feedback so we can work in partnership is so important to everything we do. Our commitment to listening and working with patients and their families is reflected in the Trusts overall strategic plan 2016-2018 with the top priority to make care a joint endeavor with patients, families and carers so that they are at the centre of everything we do.

The patient/ family feedback we have received for the MIUs, rapid access unit, emergency multi-disciplinary units and GP out of hours service from January to June 2017 based on 1,107 responses shows 97% of patients said they would recommend the service and on average people gave the services a star rating of 4.89 out of 5. On information patients gave an average star rating of 4.85, feeling involved in their care delivered 4.91 and staff were rated at 4.93 out of 5. The word cloud below shows the most common words used in the 1,107 open text responses. Overall 64 patients mentioned a wait/ waiting out of the 1,107 responses and 56 patients commented how quick they had been seen.



We support the recommended areas for improvement and feel they reflect the areas we have identified for further work. It is helpful to have a joined up direction across the system which will add value and support to the work we have already started. I have responded to each of the recommendations below sharing the work we have started and plan to do.

Waiting times

This is the most challenging area to manage and forecast demand against capacity across the six bases in Oxfordshire. Some people require more support than others, especially where patients arrive and are more unwell than expected we will prioritise those patients. The senior clinical team and Head of Service monitor and respond to the waiting times on a daily basis. The indicators monitored follow the national quality requirements (NQR) including length of time for a face to face assessment both urgent and non-urgent whether at a base or in a person’s home. The service reports performance against these indicators to our Trust Board, NHS England and the CCG on a monthly basis.

We aim for no one to wait unnecessarily for care however with unplanned high demand at different times we sometimes do have waiting times which staff work hard to keep low and we aim to keep patients informed. The service retrospectively reviews all cases where patients are waiting a prolonging period of time to review their care and to identify any learning.

The recruitment and retention of clinical staff is crucial to addressing timely access to the service. The service has had difficulties with employing sufficient GPs (this is reflected nationally) however following successive recruitment drives a number of advanced emergency practitioners and GPs have recently been recruited. A number of improvement work streams have also been started to improve timely access these include; a review of the management of walk-in appointments, the better capture of information to review productively and the introduction of greater advanced emergency practitioner shift working.

Better communication

This feedback is very useful and we continue to routinely offer all patients the opportunity to give their views locally about how they are communicated with. Currently people are asked to return to the reception desk if they deteriorate or are in pain; however we are keen to be more proactive and utilise the views of patients to inform our quality improvement work. Many of our waiting rooms are used by a number

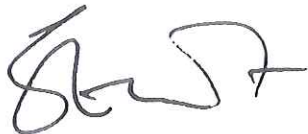
of different services and we are looking to see how we can improve information given to those waiting with updated signage as well as ensuring areas are more child friendly using murals and access to televisions were possible. In the next six months we are looking to introduce volunteers to support and provide more information to patients in waiting areas.

Following patient feedback received previously we now advertise the x-ray service opening times and promote the MIU and Out of Hours service e.g. through tweeting, our website, NHS Choices website etc...

We recognise the waiting area environment in some of the units could still be improved which would make people more comfortable during their wait. Work has been completed to ensure water is available in all areas, and TV screens with local information in bases have been introduced. In one of the larger bases at Witney with the help of WI volunteers the magazines and children's books are replaced and replenished regularly.

I hope you can see we are committed to ensuring people receive the treatment they need and a positive experience from our services. We recognise there needs to be a continual focus to listen and improve the services we provide. Thank you again for the opportunity to respond to this report.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Stuart Bell', written in a cursive style.

Stuart Bell CBE
Chief Executive

Cc Sula Wiltshire

