Dr Mahadana
Riverside Centre for Health

What is it like to be a patient?

Practice summarised version of report produced by:
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The following report summary details information collated by Patient Access Simply Transformed from the practice system and from patients who agreed to participate in an access questionnaire.
GP consultations data capture
• 93% were face to face, just 4 were phone
• 50/50 split between new and follow up, lower than many
• 50/50 split between acute and chronic
  – Typically we see 60% acute
• Phone consults, ¼ resolved over the phone
• 100% seen as appropriate

Continuity seen as very important
• In 70% of consultations, continuity was seen as important, achieved in all but 2 cases.
• Higher than most

Reception data capture
• 60% are requests for GP, of which 8% are phone
• Remainder for nurse and admin, mainly repeat prescriptions and some for results
When and how do patients call?
- Within the day, calls heavily skewed to early morning but some through to lunchtime.
- A few, 4% asked to call back (many practices much more so!)
- 73% by phone
- 27% walk in
- 95% agreed OK

When do patients want the doctor?
- Vast majority of callers want to see the doctor on the same day. This is typical in all practices – but many limit availability on the day to 40% or less.
Wait to see GP is lower than most
• Average wait around 1 day compares with typ. 4-9 days
• Suggests good stable access
• Most likely day to be seen is today (45%), rest mostly next day.

Time of booking points to good access
• While morning is most popular, bookings throughout the day show that there is no restriction
• Many practices have huge 8am spike – not the case here

Conclusions
• Overall access at Riverside Mahadana is much better than at many others.
• Almost all patients are given the appointment they want, when they want, which is mostly same day or next day.
• Continuity is highly valued by GPs and patients, and is statistically high (expected in a small practice)
• Little use is made of phone consulting – this could give even faster service and reduce workload for the GPs, as many can be dealt with by phone.