

Freedom of Information Request	FOI 22-267-01	20 th July 2022
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- Q1) **We refer to the excess number of requests over the slots available in addition to which one needs to take into account the number of calls which never make it to reception because patients just give up waiting [the system does not provide any information to identify the place of a call in the queue]. Without this information it would be difficult to assess the demand for Patient Services or provide a response**

The practice was able to provide us with an example of the demand on GP appointments in response to your previous question relating to evidence of the excess number of appointment requests. To provide a further response in reference to the number of calls, the practice has provided below a report of their telephony system over an example period of one week before the closure of the branch site and one week following:

	Branch site		Main site		Both sites
	No of calls in	No of calls abandoned (dropped calls unanswered)	No. of calls in	No. of calls (dropped calls unanswered)	Percentage abandoned calls
20/06/2022 to 26/06/2022	266	24	938	82	8.8%
04/07/2022 to 10/07/2022	N/A	N/A	1418	97	6.8%

The above provides an overview of the incoming calls received by the practice and demonstrates the demand for patient services.

Patient Access to GP practices is high on the Health Board's agenda and all practices are monitored against national standards and practices will need to evidence a review of population and access needs.

Further information can be found via the following link:
<https://gov.wales/guidance-general-medical-services-gms-contract-access-commitment-2022-2023>

- Q2) **The response in Q6. tells us that an improved level of service is anticipated following review implementation and recruitment of additional staff however the outcome has yet to be determined. You have further told us that as a part of the Welsh Gov. Access to Standards there is to be a patient experience survey which will be used to provide a Report to the Health Board however you have not told us:**

a. Who is to provide the information structure for the compilation of the Survey

b. How patients will be selected or requested to contribute to the patient experience survey

- a. The survey is a national project, a template questionnaire has been made available for practices to use. The framework for Assuring Service User Experience was first issued in 2013. The Framework was updated in 2015 in light of the revised Health Care Standards. In 2017, the patient reported outcomes measures (PROMs), patient reported experience measures (PREMs) and effectiveness programme (PPEP), in partnership with NHS Wales, delivered four focus groups with members of the public to validate questions. This process led to the removal of seven core questions, the addition of one question and an amendment of wording of one question. A final set of validated core service user experience questions were recommended. These validated core questions are to be used in all NHS Wales organisations to obtain real time feedback. NHS organisations are expected to report annually on how they are gathering service user experience and using it to improve services through the patient experience measure in the NHS Wales Delivery framework.
- b. Practices are required to complete 25 questionnaires per 1000 registered patients from a range of practice population, captured through a range of methods. Panteg Health Centre will send the questionnaire via a range of electronic and paper formats to all patients who had an appointment between 4th July 2022 and 7th July 2022.

Practices are encouraged to discuss at collaborative level to ensure that all practices within the collaborative have comparative data to discuss and use towards their reflective report. The aim of the National Patient Survey is for practices to have a clear understanding of patients' needs and demand. Practices will utilise the results of the survey to demonstrate how practices can move forward with implementing and communicating change effectively.

Further information regarding the National patient experience survey can be found via the following link: <https://nwssp.nhs.wales/a-wp/governance-e-manual/engaging-with-others/patient-experience/>