

Summer 2023

Whitemoor Newsletter



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2023 National GP Survey

About the survey

- The GP Patient Survey (GPPS) is an England-wide survey of patients aged 16+. It provides GP practice-level data about patients' experiences of general practice.
- 2,471,497 questionnaires were sent out nationally, and 719,137 were returned

What is the national picture?

In the 2023 survey, 71.3% of patients reported a good overall experience of their GP practice, lower than in 2022 (72.4%), this followed a larger decrease between 2021 and 2022. This pattern is repeated across many elements of patient experience and points to a picture where satisfaction with access to primary care has declined over the last year – for example, 49.8% said they found it easy to get through to someone on the phone at their GP practice (52.7% in 2022, down from 67.6% in 2021). This result is at its lowest for the eleven-year period measured (80.8% in 2012).

Why is overall satisfaction declining at a national level?

This is not a straightforward question to answer as many factors are at play and many different people, experts or otherwise, have different opinions. One factor will always be the amount of money that the NHS gives to GP practices to fund their activities. Whilst the core funding to GPs has increased by 2% this budget year the fact that costs (inflation) is running at 4 times that level (7.95% in June 2023) means we are facing the same challenges that families all over the country are in terms of keeping their heads above water. As we are all finding, if our outgoings are going up 4 times faster than our income something has to give.

What does the survey say about Whitemoor?

The full results are available at this web address [GP Patient Survey \(gp-patient.co.uk\)](http://gp-patient.co.uk)

We scored well, against the national and Derbyshire results in the following areas

- 57% of respondents find it easy to get through to this GP practice by phone
Derbyshire result: 46% National result: 50%
- 63% of respondents describe their experience of making an appointment as good
Derbyshire result: 53% National result: 54%
- 92% of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
Derbyshire result: 84% National result: 84%

There were, of course, some things we need to get better at, according to the survey, and in particular this involves looking at the ease with which patients can get to see their GP of choice; although, like a lot of things, there are a lot of factors at play which can make this less than straightforward.

We were above the Derbyshire and National Average for patients rating their overall experience of using the surgery and this was pleasing for the whole team who are working so hard to deliver the best possible service withing the financial constraints already mentioned.

Stop Press!

As a member of Belper Primary Care Network Whitemoor has applied to the NHS to take part in a planned Covid Booster campaign in autumn and winter 2023. For this round of vaccination the intention is that they are conducted at the practice rather than at Babington hospital. No firm details about the supply of covid vaccine have been released yet but we will let patients know more as soon as we know more!

Enhanced Access

Whitemoor Medical Centre is part of Belper Primary Care Network, a group of practices in the local area that work together to provide evening and weekend appointments. You must be registered with a member practice to access these services.

Appointments are available, at Whitemoor, Monday – Friday from 18.30 until 20.00 and on Saturdays from 09.00 until 17.00. To access these appointments just call your normal surgery and request an Enhanced Access appointment.

Appointments

As you will see from the national GP survey, satisfaction with primary care is decreasing across the whole country and one of the main gripes is how hard it is to get an appointment.

So what are the facts on this?

Well, it can be difficult to get an appointment with a named Doctor at the exact time you want on the day you want (especially if that day is not part of the Drs working pattern!) However if patients can show some flexibility around who they see and when they see them there should be enough appointments to go round.

We have 12,500 patients and this is what the NHS data shows us about the appointments we have provided for them over the last 12 months

- **35,599 GP appointments completed (that is enough for every single person on our list to see a GP 3 times each year)**
- **55,000 of our appointments (including all healthcare workers at the practice) have been face to face**
- **31,426 of our appointments were seen on the same day they were requested.**

The only disappointing note in the figures covering the last 12 months is that 3,961 appointments (for all health workers and not just GPs) were wasted because people booked them and then did not turn up and did not tell us so we could use it for another patient.

Reminders

Out of Hours cover:
If you need help when the surgery is closed

- Call 111
- Derby Walk in Centre, Osmaston Road – 8am-7.30pm
- Ripley Hospital Minor Injuries Unit – 8am-10pm
- Call 999 in an emergency

Remember pharmacists can help with minor ailments

Derbyshire Community Transport is available for anyone needing transport to & from the surgery who struggles with the bus. Call 01773 746652

PPG News

As you will read in the first page of this newsletter it is always interesting to see the results of the national GP survey, albeit worrying that, on a national level, overall satisfaction is going downwards. The Patient Participation Group is a group of patients who meet every couple of months to give direct feedback to the GPs and management at Whitemoor Medical Centre, as a "critical friend" of the practice.

The meetings are friendly and informal and both patients and practice staff get a lot from their exchange of views and discussion about practice services. New members are always welcome so please contact the surgery if you would like to attend.

Jackie Cox, PPG Chair

If you have any comments or suggestions for the newsletter, please let us know. You can use the "contact us" section of the practice website.