

**'How do you view the service provided by the Practice'**

**THREATS**

<p><b>Members of the PPG were asked:</b> What threats could come from any identified weaknesses and what external threats are there for the Practice?</p>	<p><b>Practice response</b></p>
<ol style="list-style-type: none"> <li>1. If more homes are built there could be extra patients. Present premises may not be adequate</li> <li>2. Any flood problem?</li> <li>3. The Health Centre now has a monopoly on Primary Health care in BoA which could potentially lead to complacency with lack of 'competition'.</li> <li>4. External and ever-changing demands / legislation / paperwork 'ticking boxes'. Could willing patients give more support to the Health Centre in any way on issues where they and the Health Centre staff think these demands are excessive or unnecessary?</li> <li>5. Staff could suffer stress and burn out from constant demands as above. Try to make sure that all staff are well supported in trying to ensure that good patient care is central despite these other demands.</li> <li>6. Poor image resulting from frustration with telephone appointment system.</li> <li>7. CQC inspection 'monopoly' position – no local alternative for residents.</li> <li>8. Difficulty in getting an appointment with your own doctor within a reasonable time frame.</li> <li>9. Too long to get through on the telephone – answerphone still on after 8.30am</li> <li>10. Need for display as to how late doctors are running on appointments – could be a screen in the waiting area.</li> <li>11. Better awareness of how to give feedback needed.</li> </ol>	<p>We strive to be the best at everything we do – complacency is not in our vocabulary! Although we are the only Practice in Bradford on Avon we are never complacent. We have high standards to maintain for our patients and a good reputation to uphold across Wiltshire and nationally. The development of a Leg Club, improved dementia services and being selected as a Demonstrator site for an Integrated Care Project demonstrates our commitment to providing the best services for Bradford on Avon &amp; Melksham.</p> <p>The many demands on General Practice are indeed a challenge and our staff need on-going support, which we try to do in many ways including: appraisal, stress management training, regular team meetings and in-house charity 'fun' days.</p> <p>We have adjusted the time on the phone system and it is now regularly monitored to ensure it remains correct, which will ensure the answerphone automatically switches off at 8.30am.</p> <p>The results from the February 2014 Annual Patient Survey shows the main problem with the phone system is the Appointments Line at The Health Centre, Bradford on Avon. We have tested the line and our data shows that when we are fully staffed there is a reasonable wait time but when we are short of staff cover, due to holidays/sickness, the delay for patients can become too long. To help rectify this we have this year trained 3 new members of staff to the Appointments team and we have another currently in the recruitment process.</p> <p>For the 2013 flu clinics the Surgery created an information sheet 'we're here to help' to share with patients so they are able to provide feedback to the Practice. Although this is on the website it is no longer in waiting rooms. We will rectify this.</p>