

Health and Adult Social Care Policy and Scrutiny Committee

Tuesday 17th September 2019

Unity Health – an update

Further to attendance at previous Scrutiny committee meetings, Unity Health have been requested to attend again and provide a general update report and address the 2019 GP Patient Survey.

An independent survey run by Ipsos MORI on behalf of NHS England, the GP Patient survey is designed to give patients the opportunity to feed back about their experiences of their GP Practice, other local NHS services and their own general health.

Ipsos MORI sent out surveys to 466 Unity Health patients and 76 of those surveys were sent back. At the time of the GP Patient survey Unity Health's patient list was 21,595 patients. Therefore the GP Patient survey respondents represent 0.35% of our patients.

Despite a return rate of less than half a percent, we are delighted that 93% of our patients find the receptionists helpful, above both the Vale of York CCG average and national average. 64% of Unity Health patients stated they were offered a choice of appointment, again this is above CCG and national average. When patients rated their last appointment 97% felt their needs were met, 91% felt their mental health needs were recognised and understood and 97% were involved in decisions about their care and treatment, all these responses are above Vale of York CCG and National averages.

In June 2019 Unity Health's Patient Participation Group (PPG) ran its' own patient survey with 959 patients responding, over 5% of the patients compared to 0.35% responding to the GP National Survey. The PPG is meeting on 21st September 2019 to review the survey findings and work with the Unity Health Partners to use the survey responses to influence the Practice Development Plan for the coming year. 74% of our patients were satisfied with the service received from their GP with 21% being very satisfied, 94% of patients were satisfied with service received from our nurses with 32% being very satisfied and 76 % were satisfied with the service from our reception team.

Unity Health PPG worked with the Practice on sourcing a new telephone system to improve phone access for patients. Members of the PPG drew up a list of features that the patients wanted in the phone system and PPG members visited local GP surgeries to view their phone systems and consider the options available. In July 2019 the new phone system went live, offering patients call queueing, notification of your place in the queue and options to book or cancel appointments. Following internal promotions we have recruited further new members of our reception team and all current members of the reception team have been on training courses provided by the Local Medical Committee (LMC) covering communication skills, body language, managing difficult conversations alongside technical training in medical terminology and understanding investigations and results. An effective and easy to use phone system alongside a fully staffed, trained reception team is improving the patient experience.

CQC carried out a full inspection of Unity Health in July 2019, and re-awarded the rating of GOOD that was achieved at the previous inspection in January 2019. The CQC findings recognised the Practice's improvements in caring for patients with long term conditions and CQC received evidence showing performance figures for 2019-20 quarter 1 already matched the total performance figures

achieved for 2017-18, specifically for patients with chronic kidney disease and osteoporosis. Figures for 2018-19 show performance indicator points achieved for the following long term conditions - Diabetes 80%, Asthma 99% and COPD 90%. 94% of eligible patients received a hypertension review and 100% of performance points were achieved for patients with atrial fibrillation.

CQC were encouraged by the Practice's recent campaigns and drop in clinics to encourage women to attend for cervical cancer screening, and a recent list cleanse deducting patients who no longer lived in the area has resulted in a truer picture of eligible patients. CQC saw patients whose circumstances make them vulnerable were offered same day and longer appointments when required.

Patients with mental health illnesses, including students, are continued to be supported by a specialist link practitioner co-located within the University of York alongside two mental health practitioners working in the Practice funded by local VOYCCG initiatives. The Practice offers accommodation to an eating disorder specialist and, from September 2019, IAPT clinics.

Unity Health is a member of York City Primary Care Network (PCN), working closely with colleagues at Jorvik Gillygate, Dalton Terrace and East Parade to improve patient outcomes. As part of the PCN two new Pharmacists join the Practice in September and October 2019.

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