

Acute Home Visiting Service – Practice feedback Newark

From Gerald Ellis

To Ali Rounce, Kelvin Lim, Stephen Anderson, Wendy Berridge, Catherine Pride, Sharne Rooke, Darren Hodgkinson, Donna Beveridge, Hazel Firmin, Nicky Render Sally Haywood, Andrew Hale, Newark Federation

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The following summarises the results of a practice survey regarding AVS, the results are overwhelmingly positive, thanks to the team on combined efforts to make this a success, which I hope can be used to strengthen the case for continuing to use PICS as provider.

There were 22 responses from the 7 participating practices.

- 1 Have you made referrals to the Acute Home Visiting Service?
Yes = 18 No =4
Comments:
 - No reason for request and not appropriate in my role
 - Non clinical
 - I don't triage visits as I am not the on call gp
- 2 What is your role within the practice?
GP = 13
Other clinical= 2
Practice Manager=4
Other administration=3
- 3 On a scale of 1-5 (1=Very easy, 5=Difficult) how easy was it to refer to the service?
Very Easy = 63%
Easy = 37%
Comments
 - Very easy to refer in. Very responsive.
 - Some difficulty during the winter months
 - Referral is easy, capacity is the main barrier
 - Call handlers working to good protocols - review protocols to allow some freedom to ask the clinical team before giving a No
- 4 On a scale of 1-5 (1=Very satisfied, 5=Very unsatisfied) how satisfied are you with the administration and support from the service ?
Very Satisfied = 81%
Satisfied = 15%
Unsatisfied = 4%
Comments – None, (but see general comments question 11)
- 5 On a scale of 1-5 (1=Very satisfied, 5=Very unsatisfied) how satisfied are you with the visiting clinicians?
Very Satisfied = 91%

Satisfied = 9%

Comments

- *Very thorough. Clinically excellent.*
- *the notes always show a thorough hx and examination which inspires confidence in me*
- *very thorough and safe*
- *thorough and reliable. excellent communication*
- *Sensible management plans. Often allow patients to remain at home, who may otherwise be admitted*

6 On a scale of 1-5 (1=Very good, 5=Poor) how would you rate the quality of the record of the visit on the Clinical System (SYSTMONE) ?

Very Satisfied = 90%

Satisfied = 10%

Comments:

- *Excellent documentation. Easily visible in systmone*
- *better than my notes*

7 On a scale of 1-5 (1=Definitely yes, 5=Definitely not) do you feel that the Acute Home Visiting Service has allowed you more time to deal with other clinical priorities?

Definitely Yes =91%

Yes = 9%

Comments

- *Freed up a huge amount of precious time to focus on other priorities.*
- *increased time for care planning and more head space to reduce risk errors - increased safety*
- *I am finding that I am having much more time to spend with both palliative and also complex patients - keeping them away from hospital, and allowing them to understand the course of their illnesses better*

8 Is there anything that you have been specifically able to do as a result of the Acute Home Visiting Service being available and freeing up time for you?

Yes= 57%

No = 19%

Comments

- *reduced visit requests helps pressure on managing prescription requests*
- *actioning blood results etc in a more timely manner Use time to run and review reports to improve cost efficient prescribing etc*
- *Actually occasionally to have lunch or to leave work before 7pm*
- *greater time for complex visits*
- *Free up additional appointments for the Duty Doctor which will have helped to contribute (albeit in a small way) to our reduction in wait times for routine GP appts*

9 Have you had any patient or carer feedback about the service?

Yes = 49%

No = 24%

Comments

- *Excellent feedback from patients/carers.*
- *we tend to see the people who either needed a repeat review or who weren't satisfied and i do not believe this is a reflection on the staff, it is a reflection the patient or the patients needs. we often have*

- to do repeat reviews on people we visit*
- yes - very positive Clinicians are well liked*
- unanimously positive*
- All very positive*

10 Are there any other comments that you would like to make about the Acute Home Visiting Service?

Comments

- I think this is an invaluable service for patients and GPs within the area. Saves hospital admissions and frees up GP time to focus on other priorities therefore improving care overall.*
- it's been a fantastic freeing service - we can see 3 patients in surgery for every visit done which is fantastic*
- An excellent service Highly skilled clinicians, fast to respond Frees up GP time for complex case management and also prevents later hospital admissions*
- invaluable Was better when they had more capacity and as the higher workload /more likely to be admitted patients tend to come in at the end of the day as they are the more acutely sick often*
- Excellent. Hospital avoidance. Frees GPs up for QOF/ helping colleagues/ Outside attachments e.g. CCG engagement Patient satisfaction high*
- Please make the visit allocation to each practice fair Ensure your clinicians are able to prescribe without having to contact GPs to do it for them*
- Very useful service which frees up clinicians time allowing us spend this time with face to face and telephone consultations as well as vital admin*
- it is so beneficial*
- very efficient and document visits well, professional and understanding, allows more time with the clinicians and patient. Good communication between AHV and GP's. Think this is a positive contribution to the NHS and our surrounding area.*
- Please keep this valuable service*
- well run, brilliant staff, allows us to do other home visits and then be back to surgery for afternoon patients. means increase in patient safety as patients seen promptly and fewer times of completely unmanageable workload.*
- It has become an essential safety valve for primary care at a time of unprecedented workload and demand. Timely quality assessments are undoubtedly saving ambulance callouts and hospital transfers.*
- without the service I will be much more likely to retire early. workload would be completely unmanageable without the service especially during the winter*
- It has been immensely helpful - I'm not sure how we would cope without it*
- Please do not take this away.*
- AHVS really valuable, would have impact if it were no longer available and would look to enhance the service further. Best thing that has happened in a long long time*
- Very valuable service. The team are brilliant and we receive great feedback from GPs, staff and patients.*

11 Thank you, your responses are helpful with our service evaluation. If you would like a response to any point raised or have any other questions about the service, please provide a contact number or email address with your query below.

Comments - none

Gerald Ellis