

## Acute Home Visiting Service – Practice feedback Sherwood

**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, Sherwood Federation

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

There were 20 responses from the 7 participating practices (May 29- June 11).

- 1 Have you made referrals to the Acute Home Visiting Service?  
Yes = 19 No =1  
Comments:  
*- Not a GP*
- 2 What is your role within the practice?  
GP = 14  
Other clinical= 1  
Practice Manager=2  
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 = 80%  
Easy = 20%  
Comments  
*- The phone system is very good. I have only once been on 2nd on queue in the past 6 months +. Never had problem getting to speak to call handler.*  
*- But not enough spaces esp on a Monday*  
*- Customer service is excellent*
- 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 = 75%  
Satisfied = 10%  
Unsatisfied = 15%  
Comments  
*- We view this as the single most helpful service introduced in the last few years for GP practices under increasing pressure on their services on a background of difficulty recruiting staff. PLEASE RECOMMISSION THIS SERVICE IF YOU WANT ANY CHANCE OF GP SERVICES SURVIVING IN THE AREA*  
*- Always been outstanding. Note keeping is very thorough. AVS team has communicated appropriately when needed.*  
*- Great team*

- 5 On a scale of 1-5 (1=Very satisfied, 5=Very unsatisfied) how satisfied are you with the visiting clinicians?  
Very Satisfied = 85%  
Satisfied = 10%  
Unsatisfied = 5%  
Comments  
*- Patients have been pleased. They are serving very well to house bound and care home residents and also offering continuity of care thus avoiding admissions.*  
*- as informed by GPs and pts*  
*- Very thorough reviews, good clinical decisions. Patient satisfaction seems good.*  
*- Just need more of them*  
*- Excellent clinicians who are very helpful and competent*  
*- Approachable and professional*  
*- We have a good working relationship Darren & Sharna. Communication is excellent and they have been a life line to our extremely busy schedule.*
- 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 = 85%  
Satisfied = 10%  
Unsatisfied = 5%  
Comments:  
*- Always thorough.*
- 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 =100%  
Comments  
*- This service has definitely made a difference allowing us to deal with other clinical priorities.*  
*- Even if they do 1 visit would give me 45mins of extra time to look after and cover other things in the practice. They are providing excellent service and my day will probably crumble in 2018 without them.*  
*- as informed by GPs and pts*  
*- Absolutely, the visit levels are completely unmanageable without the home visiting service. If we we're having to manage without then clinical care would suffer. It is also a big factor in improving burnout risk for GPs.*  
*- The service has been absolutely invaluable-the prospect of being without it especially being without it is unimaginable*  
*- Without this service I would have not have had enough time to practice medicine safely. I am fearful of what it would be like without them.*  
*- Made a HUGE difference*  
*- A life line to surgeries*
- 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= 55%  
No = 5%  
Comments

- See patients, telephone calls, not rush, avoiding calling ambulance thus saving admissions. concentrate on admin and practice work.
- This doesn't affect me as I am admin
- Have a tiny amount of breathing space, without the fear of not being able to fit visits in after surgery
- See more patients at the surgery, prevent more A&E attendances. have been able to manage paperwork better and get it done in the day rather than late at night on a home computer!
- Keep on top of other clinical issues and paperwork more easily, but still need to stay for many hours after surgery closes
- Having had a GP left, it has allowed us to continue to function as a practice.
- Able to consult more patients in surgery.
- NA for me but has been brilliant for the GPs

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

Yes = 40%

No = 30%

Comments

- Excellent feedbacks from patients. Never had negative feedback from patients. Patients and families have been very complementary.
- Pt's have been very happy with the service
- Several comments from patients and carers about high standard of care
- Always been happy
- yes, all positive

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

Comments

- Please do NOT stop this service. It is impossible to stress how beneficial it has been
- I would very much like the AVS team to increase their capacity especially after weekend or bank holiday Tuesdays. Though most visits come first thing in the morning there are times they do come later in the day too, it would be very helpful if they were able to accept the visits later in the day too.
- All massively positive
- Please continue it
- Think its a fantastic service that frees up GPs for other things
- Very happy with the service, if capacity could be increased further this would have a very positive effect on clinical care.
- The home visiting service has been an absolute God send-without it I am not sure that I would be able to continue as a GP particularly with current recruitment issues and if this winter is like the last
- Brilliant service allowing me to improve patient care in other areas
- Fantastic service
- Excellent!
- This has been the best thing that the CCG have introduced for GP's in the area. Every GP I have spoken to has agreed. I think without it, General Practice would have crumbled over the winter particularly. I think it has enabled us to see more patients at the surgery rather than patients going to A&E, it has prevented unnecessary hospital admissions. I can honestly say that the service has helped keep my head above water. I am fearful as to what would happen if this service was withdrawn. Resigning, burnt out GP's!!!!
- The service has been excellent and taken the pressure from primary care, giving GPs more time for appointments during day time. It would be useful to have some capacity later in the day i.e 2pm-5pm

*to accommodate late visit requests.*

*- I think it's a great service. A few patients have commented on how nice Darren and Sian are and I find all staff who I have dealt with to be very pleasant.*

*- PLEASE continue*

*- The service has been very valuable to our surgery. It works extremely well with good communication between the service and ourselves. Long may it continue.*

*- Great service. helped the practice a great deal. Over the winter months we would have struggled to cope with the amount of visits without AHVS*

*- We are struggling to recruit GPs and are reliant on locums who don't always do home visits. The AHVS has enabled us to meet the demands of our housebound patients without compromising the service we are providing in terms of appointments within the practice.*

- 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 specific

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**Gerald Ellis**