

ANNEX A

Access Standards 2024/25 – Reflective Report Template

Introduction

This annex provides a template for practices to use in order to submit their reflective report.

Evidence required for the Reflective Report is outlined below.

Reflective Report

The reflective report must include all sub-headings as listed below. Practices will be expected to discuss the report at collaborative level. The report must be completed and uploaded to the PCIP Access Reporting Tool on or before 31 March 2025.

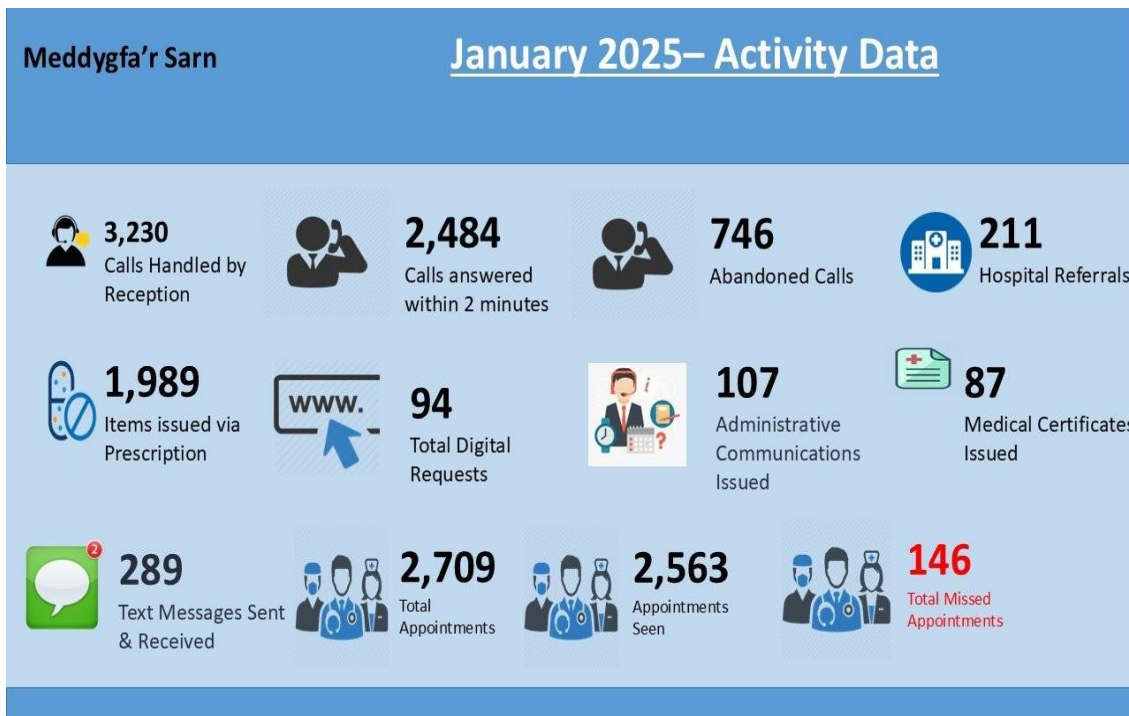
Practice Name	Meddygfa'r Sarn
W Code	W92013
Date	18/3/25

Equality Impact Assessment

Following the completion of the National Patient Experience Survey a review of our population and access requirements was carried out through an Equality Impact Assessment (see separate attachment for full assessment).

Patient Engagement

The infographic which is available following the monthly update of GP activity on the PCIP is updated on the surgery website and a printed copy is also displayed on the Notice Board in the waiting room of the surgery. We do not currently have a social media platform but are looking into this. Example of Notice:



National Patient Experience Survey

The Welsh Governments National Patient Survey was carried out between December 2024 and March 2025 using Microsoft Forms and distributed via text messages, Practice Website and paper copies made available in the Practice. This survey was available in both English and Welsh.

100 surveys were required based on our list size and 128 surveys were completed. They were distributed direct to a random cohort of patients via SMS, a link on our Practice Website and paper copies were available at reception in the Practice.

Of the 128 responses we received, 15 were paper copies and 113 on line responses. It is not possible to differentiate how many were via the SMS or website but they were generated from 600 texts and 257 clicks on the survey on the website.

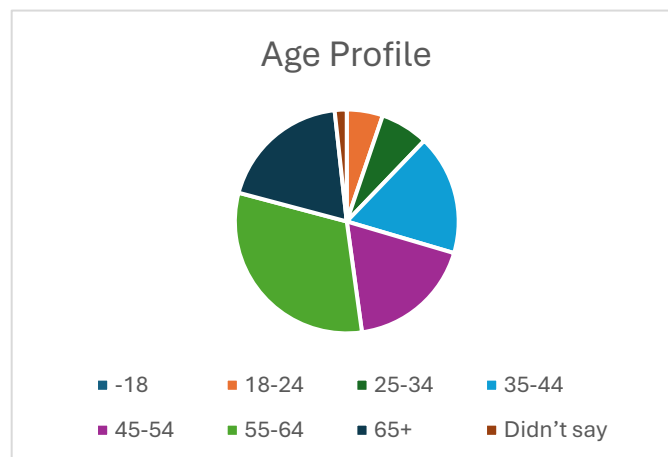
Our overall rating was 8.02

The survey results have been shared with all staff in the Practice and also presented at the Cluster Collaborative meeting on 13 March 2025.

The results of the survey will be fed back to patients via a flyer "You said – we did".

Regarding the age range of patients completing the survey:

Age range of patients completing the survey							
Under 18	18 - 24	25-34	35-44	45-54	55-64	65+	Didn't say
0	6	8	20	21	36	22	2



(Please see attachment for a full summary of the patient survey along with patient comments.)

Patient Survey Action Plan

Following a review of the patient survey results, there were three clear themes that would require improvement. They were:

- **More availability of F2F GP consultations:** we will review our appointment books and open up more F2F appointments for pre-booking and on the day acute
- **Patients want continuity of care with the same GP:** when requested, preferred GP to be added to patient notes. This will pop up when receptionists are making an appointment and the patient booked appropriately. However, as we are locum led patient may have to wait to see that particular GP.
- **Long queues on the phones:** A quote has been received for an upgrade to the telephone system which will have a callback feature thereby reducing the need to sit in a queue. Awaiting confirmation of whether we can go ahead.

Digital Requests

All digital requests into the Practice are care navigated in the same way as telephone contact. (See below examples). We can be contacted via a range of digital forums ie eConsult, Website, NHS Wales App and our admin email.

31/10/2024 "Thank you for your recent eConsult request. I am glad to hear you found them useful. I assume you are using 40mg once daily - given 56 tablets lasted you 2 months. I have as such added it to your repeat, so it can be ordered each month. If you need to review the dose in future, do please contact the Surgery. Regards"

3/12/2024 "Thank you for your recent eConsult request. I have made a telephone appointment for you with one of our practice nurses tomorrow morning. She will ring you to discuss having a pertussis swab. Regards"

6/1/2025 "Thank you for your recent eConsult request. It sounds as though you may have a viral infection. It is important to keep drinking and to take regular paracetamol. You can be seen through the Common Ailments Scheme at the pharmacy in Pontyates or Trimsaran. Many thanks. Meddygfa'r Sarn"

On the whole feedback from patients via eConsult has been positive:

It's a time saver for everyone. Would be great if the available services will be expanded through this platform.

It works, I can stay away from sick people in the surgery. It saves the very limited resources at the surgery for people that need to see a doctor.

It is somewhat unnerving for older persons (76) to have a very different change in accessing medical services.

Being able to explain exactly what was needed without waiting in a telephone queue (or, more importantly, blocking the 'phone, or tying up a member of the team) is much more efficient and frees time to help those who have more complex issues or need face to face interaction.

Most effective way to resolve a simple issue

It's saving everyone's time and gives you clarity and assurance.

Telephone System Intelligence

We have an intelligence system and reporting mechanism which shows calls by half hour period if required. We can see from these that It is clearly evident that the morning rush is still an issue as calls reduce later in the day. It is also noticeable from the intelligence the rise in phone calls when texts are sent out for additional clinics eg flu/covid etc.

Our telephone lines are open from 8 am to 6.30 pm, Monday to Friday offering appointments and support to patients throughout the day. We offer pre-bookable and on the day appointments.

If a problem is urgent and acute an on the day appointment will be offered. If it is non urgent it will be triaged into a pre bookable appointment for the most appropriate person eg GP, Nurse, Physio or onto an appropriate community service or eConsult if this is appropriate.

All urgent requests and those with acute symptoms are dealt with on a daily basis either in the 'on the day appointments' or 'emergencies' if no appointments left. All children under 16 with an acute issue are given a GP F2F appointment the same day.