

Nottingham West CCG Mystery Shopper Exercise

September 2016 (Q2 16/17)

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Key Points

- Each practice was contacted between 8:30 and 18:30 on 10 different days. An appointment was requested and the number of working days until the offered date was calculated.
- The compliance threshold was set at 60% of calls being offered an appointment within 5 working days.
 - This threshold was met by 10 practices.
 - This threshold was not met by 2 practices.
- For 19% of mystery shopper calls, no pre-bookable appointment was available.
- Performance has dropped since the last mystery shopper exercise. In the previous quarter 1 practice was non-compliant, compared to 2 practices in the current quarter.
- Despite the lower performance this quarter, national patient survey results show that Nottingham West CCG performs above average across a range of criteria associated with making appointments.

Introduction

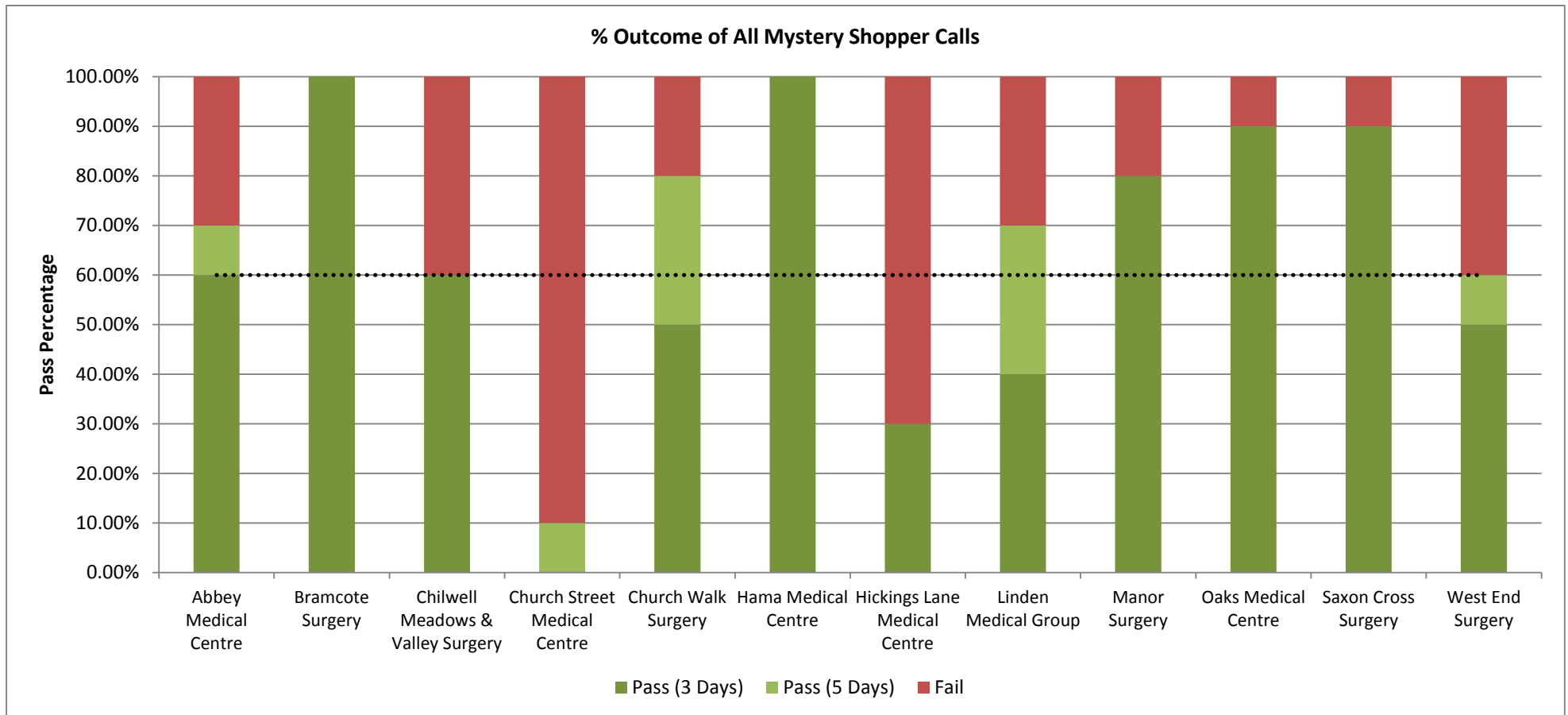
Improved access to primary care is a key part of the Engaged Practice Scheme for Nottingham West CCG. Access is evaluated quarterly through a Mystery Shopper exercise in which the following criteria are measured:

- Appointment availability
 - A key requirement of the Engaged Practice Scheme 2016/17 is for practices to aspire to offer a non-urgent appointment with an appropriate clinician within 3 working days.
 - The CCG also requested that patients should not be asked to call back for an appointment.
 - To monitor the availability of appointments, mystery shoppers were encouraged to prompt receptionists about future appointment availability.
 - Compliance was measured up to 5 working days. This report includes information on practices offering a routine appointment within both 3 and 5 working days.
- Time taken to answer the telephone
 - Mystery shoppers recorded the time taken between the telephone ringing to speaking to a receptionist.
 - Mystery shoppers would wait no longer than 5 minutes to speak to a receptionist and terminated unanswered calls.
 - If a practice phone line was engaged the Mystery shoppers attempted to contact the practice on two more occasions.
- Attitude and helpfulness of receptionists
 - The CCG has invested in customer care training for all practices and mystery shoppers noted the attitude and helpfulness of all receptionists during the call. These comments will be relayed back to each practice.

Results

Mystery Shopper Call Outcomes

The chart below shows the outcome of mystery shopper calls with regards to appointment availability within 3 and 5 working days. An appointment offered within five working days is recorded as a pass (green), whilst an appointment offered after five working days or not at all is recorded as a fail (red). Practices had to offer at least 60% of their calls a pre-bookable appointment within five working days to be deemed compliant, as shown by the dotted line.



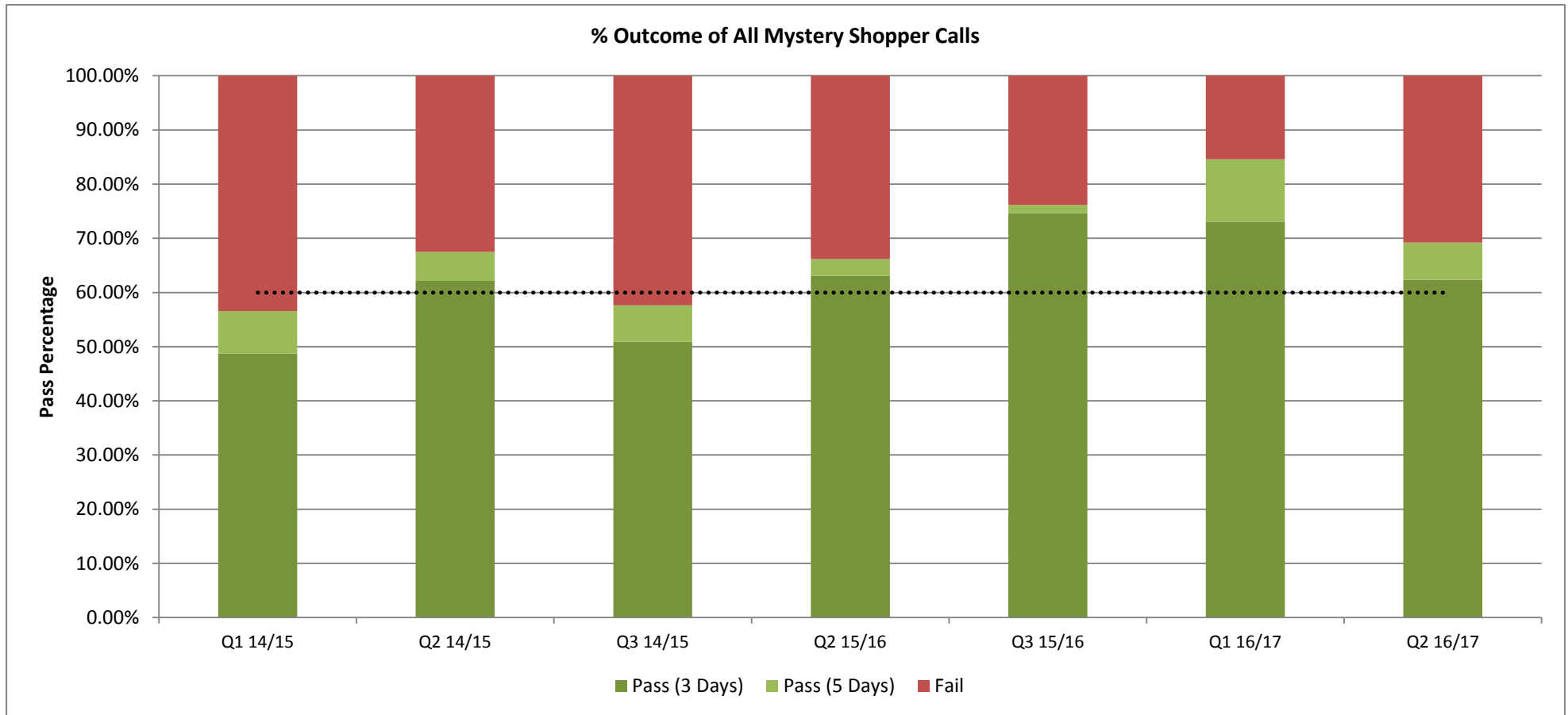
Practice Performance and Previous Results

The table below provides a summary of this year’s results compared to the previous mystery shopper exercises.

	Q1 14/15	Q2 14/15	Q3 14/15	Q2 15/16	Q3 15/16	Q1 16/17	Q2 16/17
Abbey Medical Centre	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Bramcote Surgery	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Chilwell Meadows & Valley Surgery	Non-compliant	Non-compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Church Street Medical Centre	Non-compliant	Compliant	Non-compliant	Compliant	Compliant	Compliant	Non-compliant
Church Walk Surgery	Non-compliant	Compliant	Compliant	Non-compliant	Compliant	Compliant	Compliant
Hama Medical Centre	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Hickings Lane Medical Centre	Non-compliant	Non-compliant	Non-compliant	Compliant	Non-compliant	Compliant	Non-compliant
Linden Medical Group	Non-compliant	Non-compliant	Non-compliant	Non-compliant	Compliant	Compliant	Compliant
Manor Surgery	Non-compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Oaks Medical Centre	Non-compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Saxon Cross Surgery	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
West End Surgery	Compliant	Non-compliant	Non-compliant	Non-compliant	Non-compliant	Non-compliant	Compliant

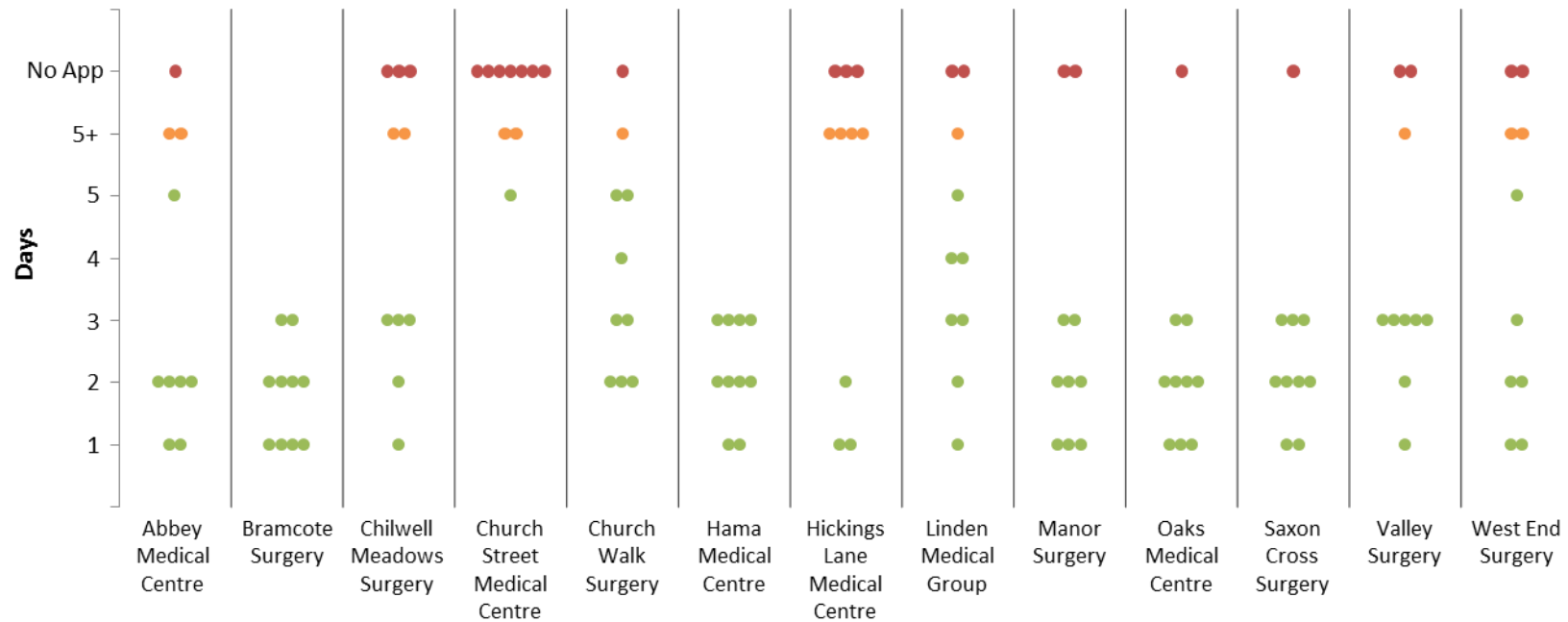
Non-compliant	Non-compliant
Compliant	Compliant

The graph below shows the overall pass percentages by each mystery shopper exercise.



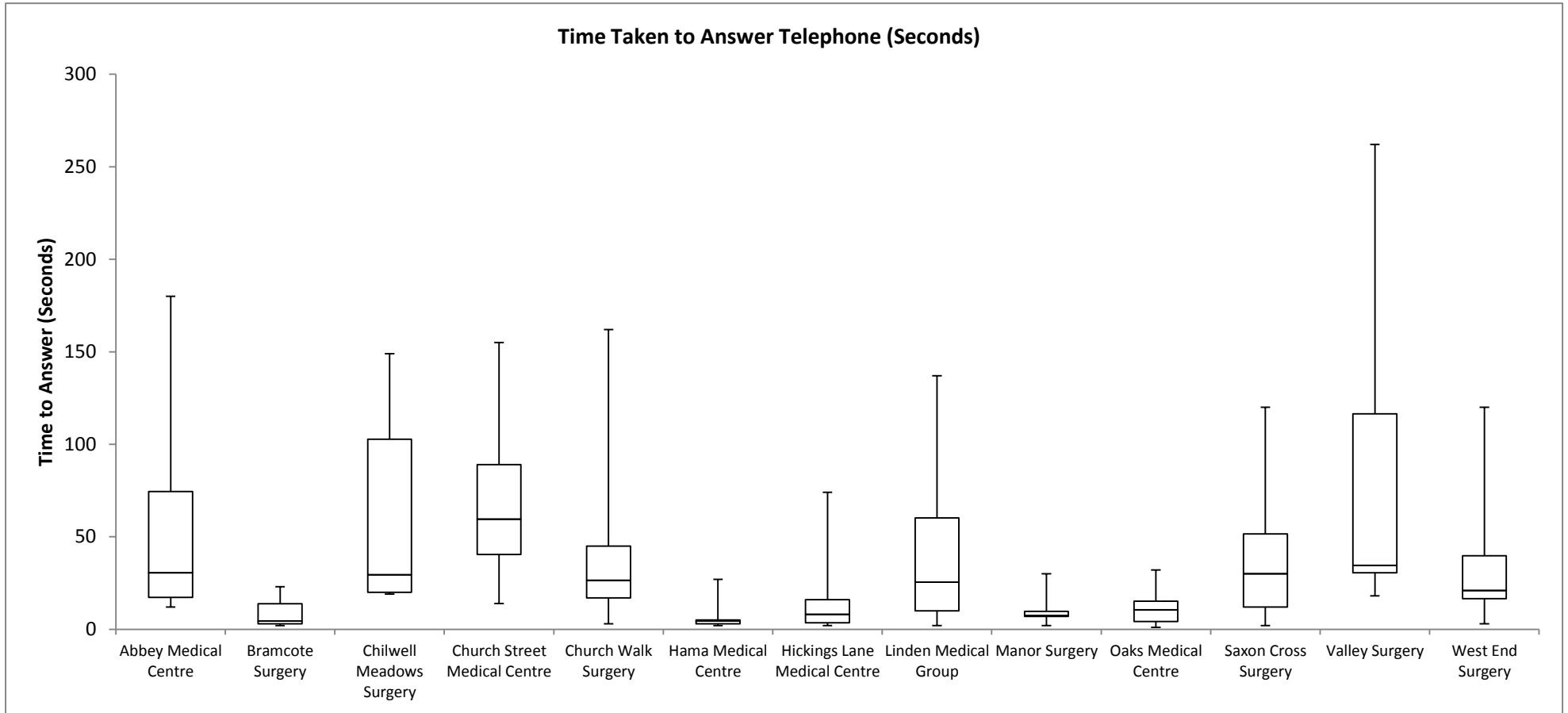
Working Days to Appointment

The chart below demonstrates the distribution of offered appointments by practice, by working days until the first appointment offered during the telephone call. Each dot represents the outcome of one phone call, plotted against how many working days away the offered appointment was. Compliant appointments are shown in green, whilst non-compliant appointments and calls resulting in no offered appointment are shown in orange and red, respectively.

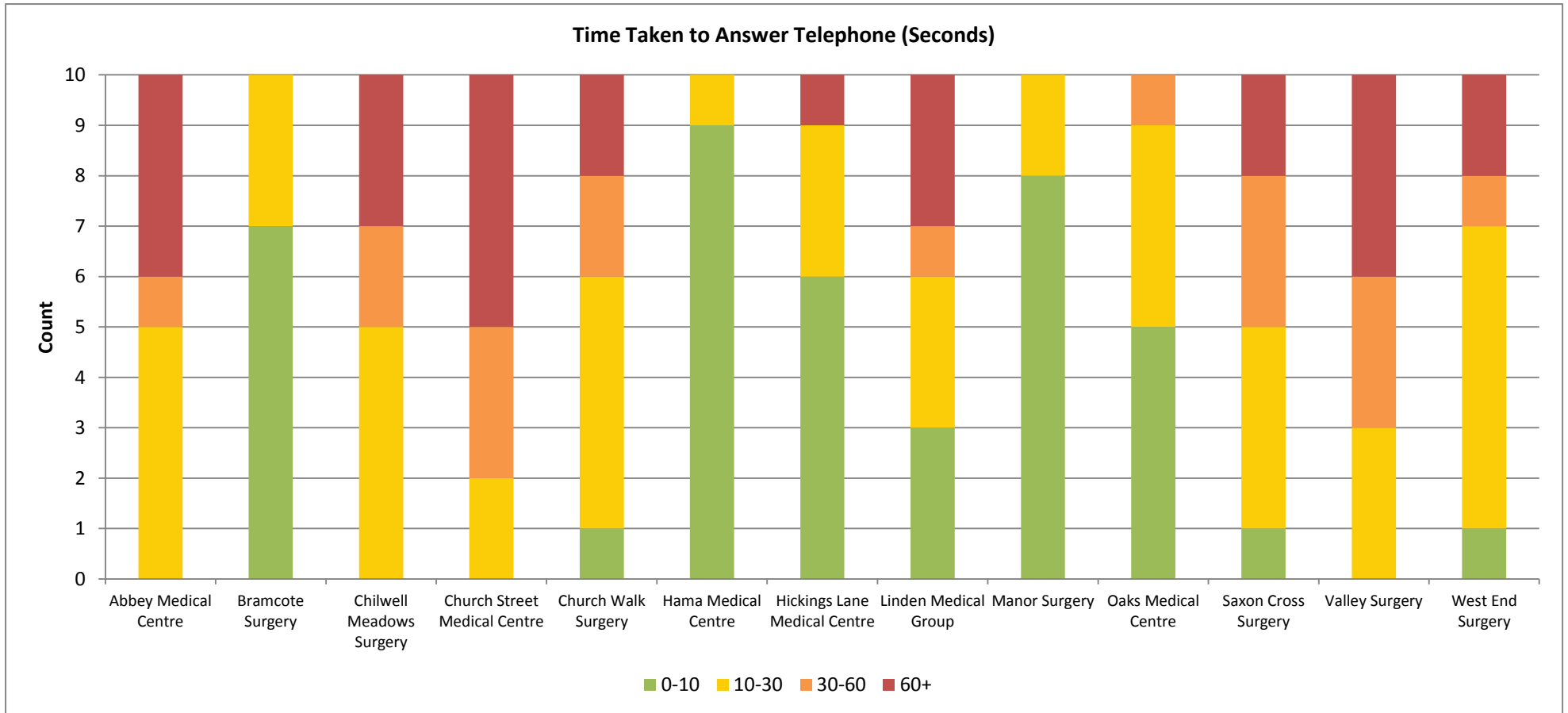


Time to Answer – Current Mystery Shopper Exercise

The plot below demonstrates the distribution of the length of time until the caller spoke to a person. The whisker tips of each plot identify the minimum and maximum times, whilst the box shows the range in which 50% of the values lie. The horizontal line inside the box shows the median time taken to answer the phone.

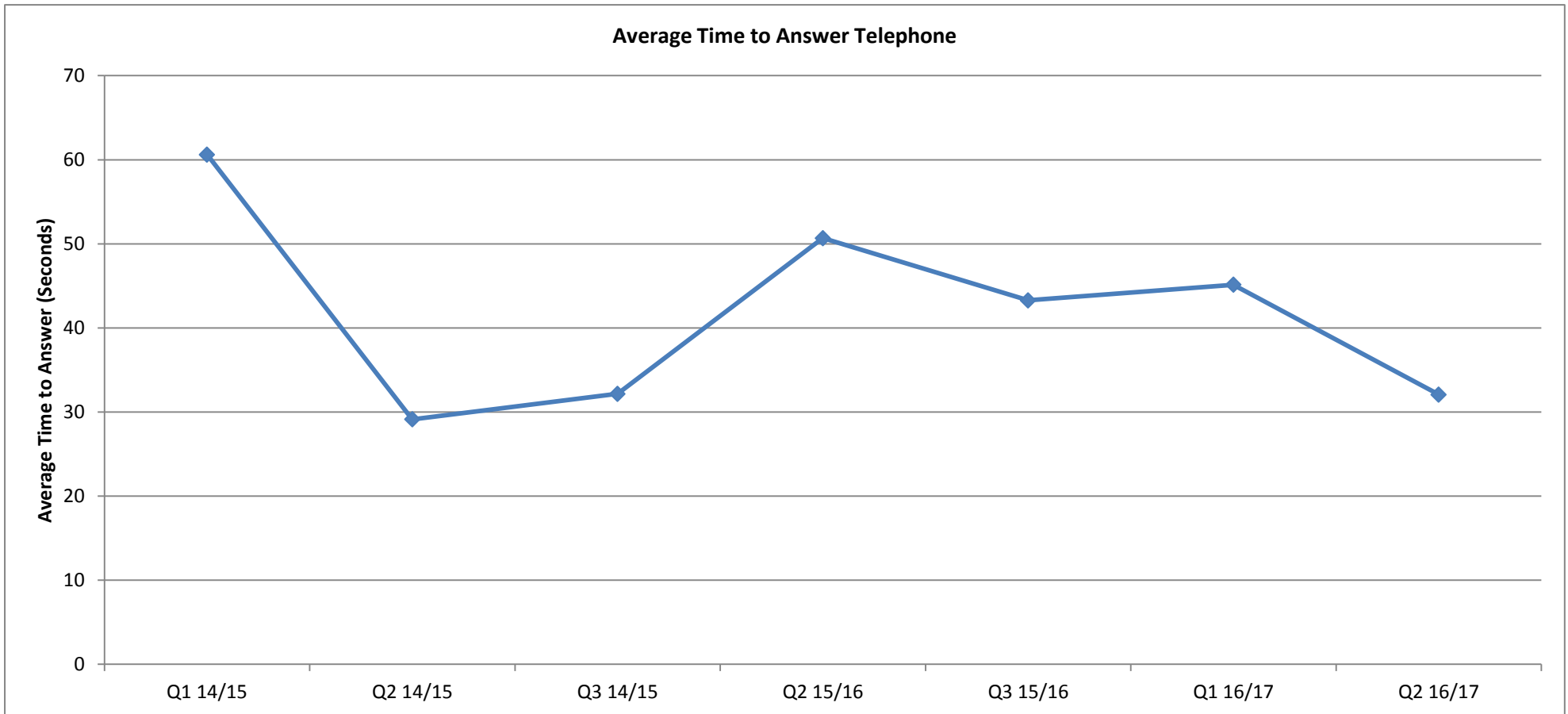


The graph below shows the distribution of the time taken to speak to a person, split into time brackets.

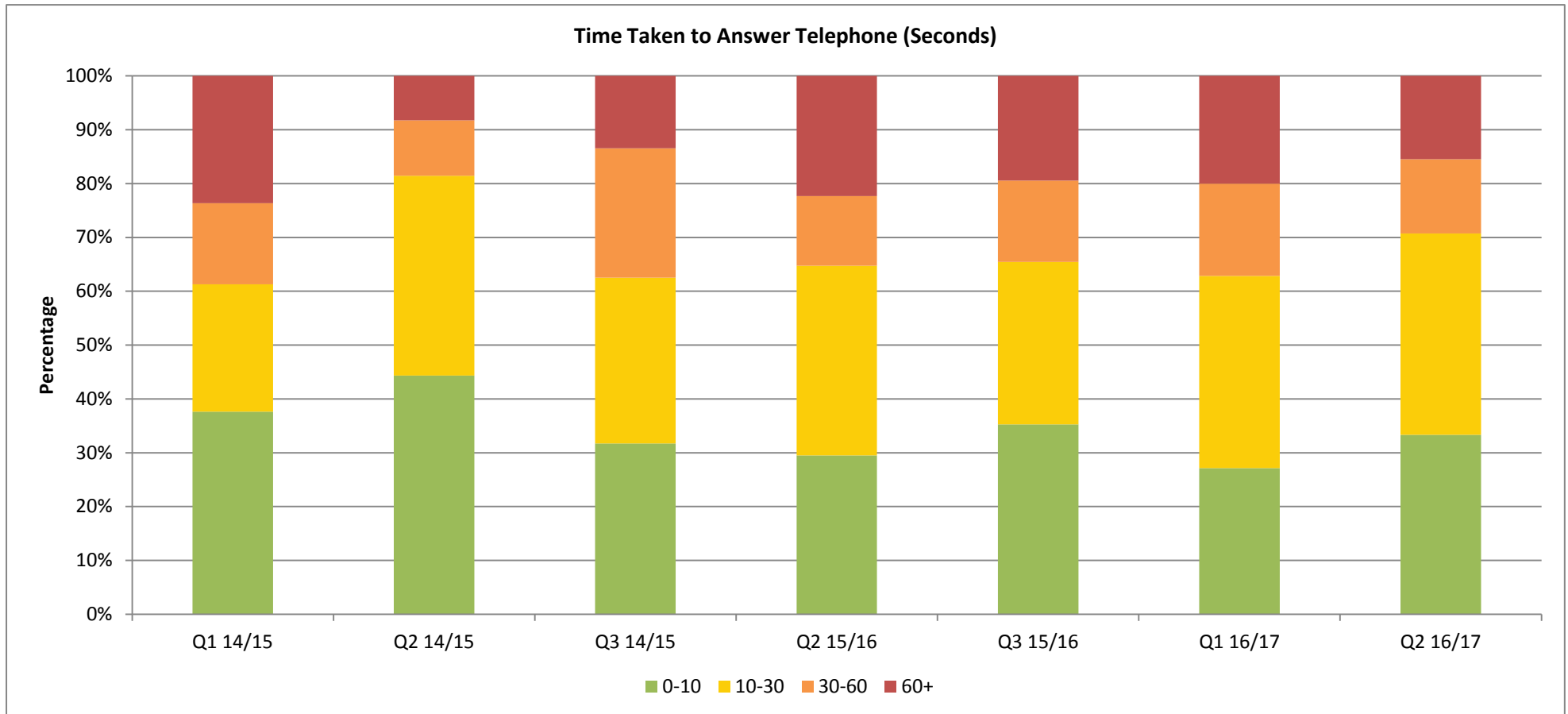


Time to Answer – All Mystery Shopper Exercises

The graph below shows the overall average time until the mystery shopper spoke to a person, by mystery shopper exercise.



The graph below shows the distribution of time taken to speak to a person, split into time brackets and by mystery shopper exercise.



Appendix

Q1 14/15 Mystery Shopper:

Initially the Mystery Shopper exercise was undertaken solely by PRG members who contacted their own practice.

Q2 14/15 Mystery Shopper:

The second exercise comprised of Mystery Shoppers from NWCCG staff. Following the lessons learned from the first exercise the approach differed in that all 12 practices were contacted by the Mystery Shoppers.

Q3 14/15 Mystery Shopper:

The third mystery shopper exercise utilised both PRG Members and CCG staff who contacted all 12 practices.

Q2 15/16 Mystery Shopper:

The fourth mystery shopper exercise utilised both PRG Members and CCG staff who contacted all 12 practices.

Q3 15/16 Mystery Shopper:

The fifth mystery shopper exercise utilised both PRG Members and CCG staff who contacted all 12 practices.

Q1 16/17 Mystery Shopper:

The sixth mystery shopper exercise utilised both PRG Members and CCG staff who contacted all 12 practices.

Q2 16/17 Mystery Shopper:

The most recent mystery shopper exercise utilised CCG staff who contacted all 12 practices.