


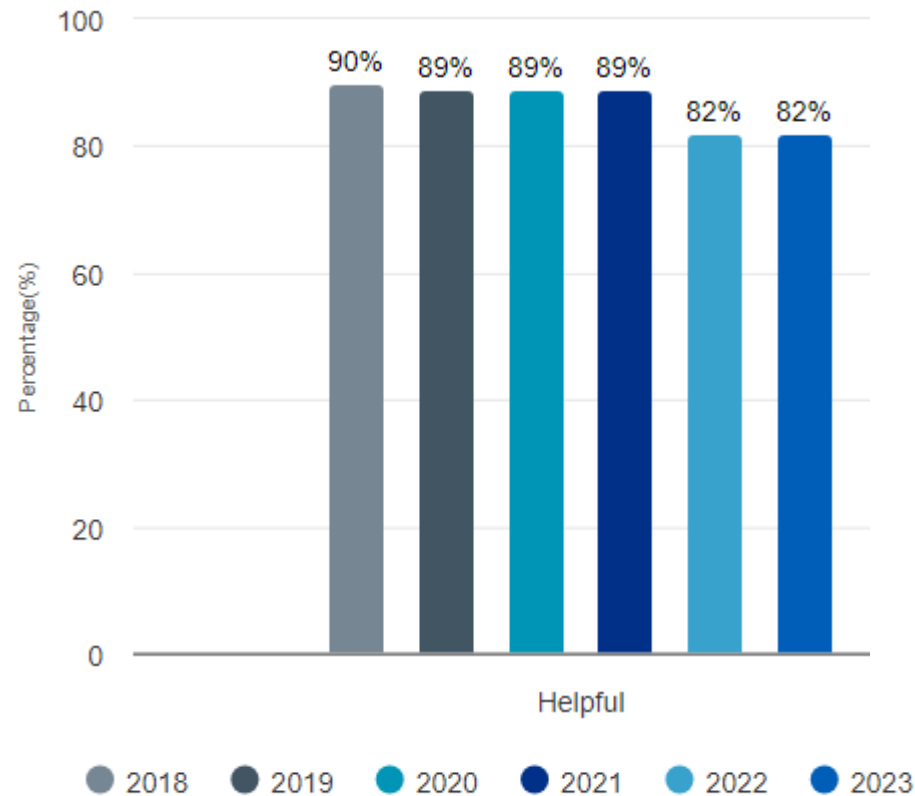


Data from Birley Health Centre

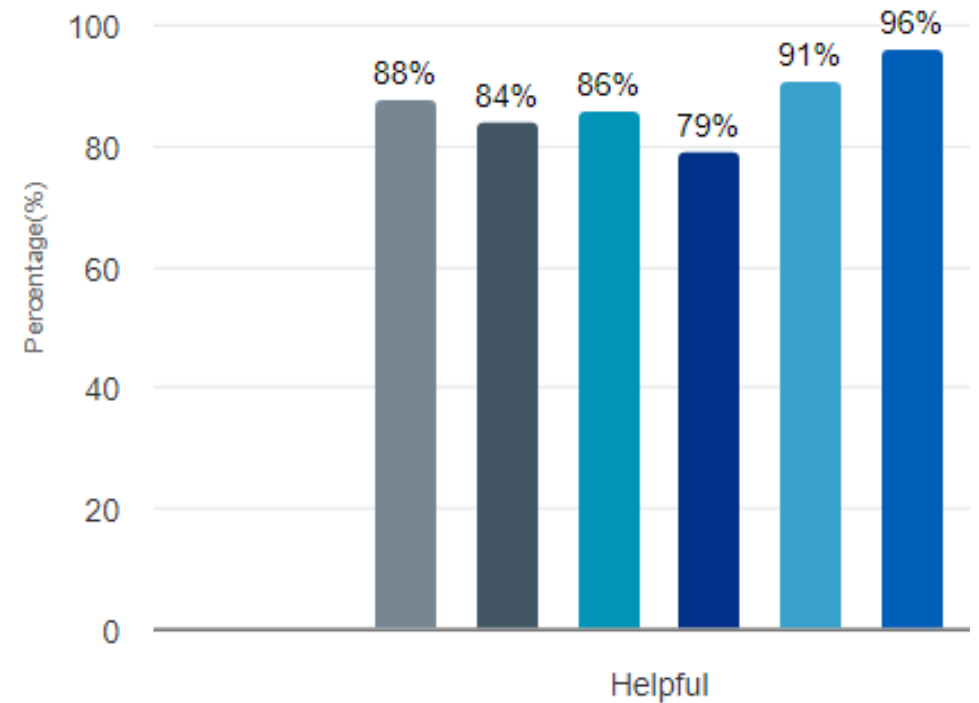
- Ben Allen
 - GP Partner Birley Health Centre
 - Clinical Director for Primary Care in Sheffield
- 

How helpful do you find the receptionists?

National

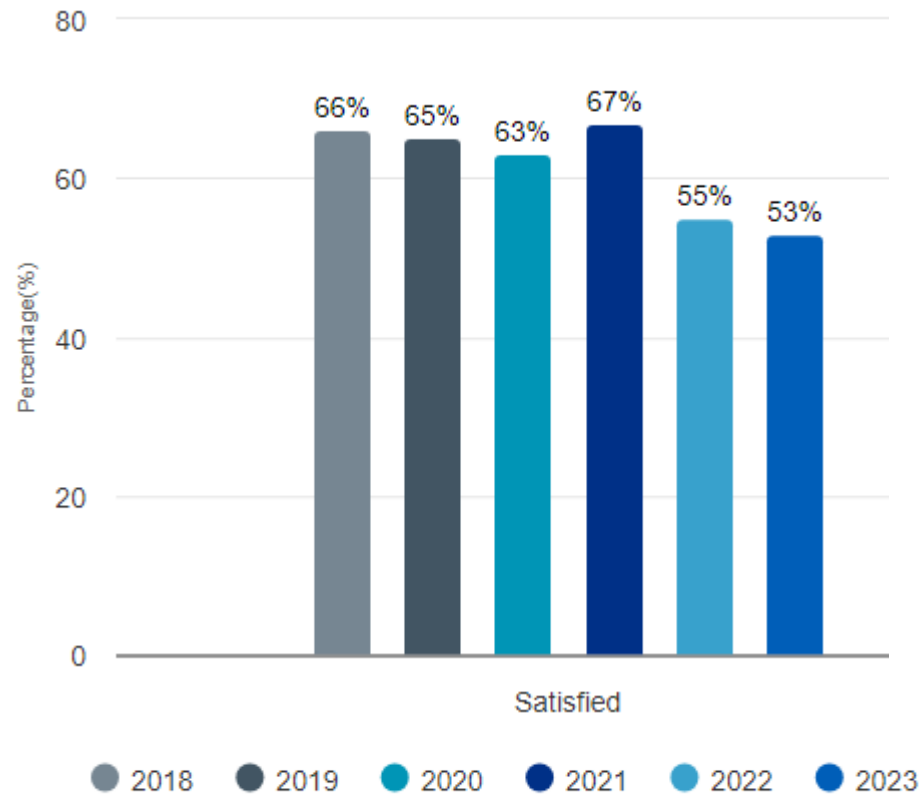


Birley

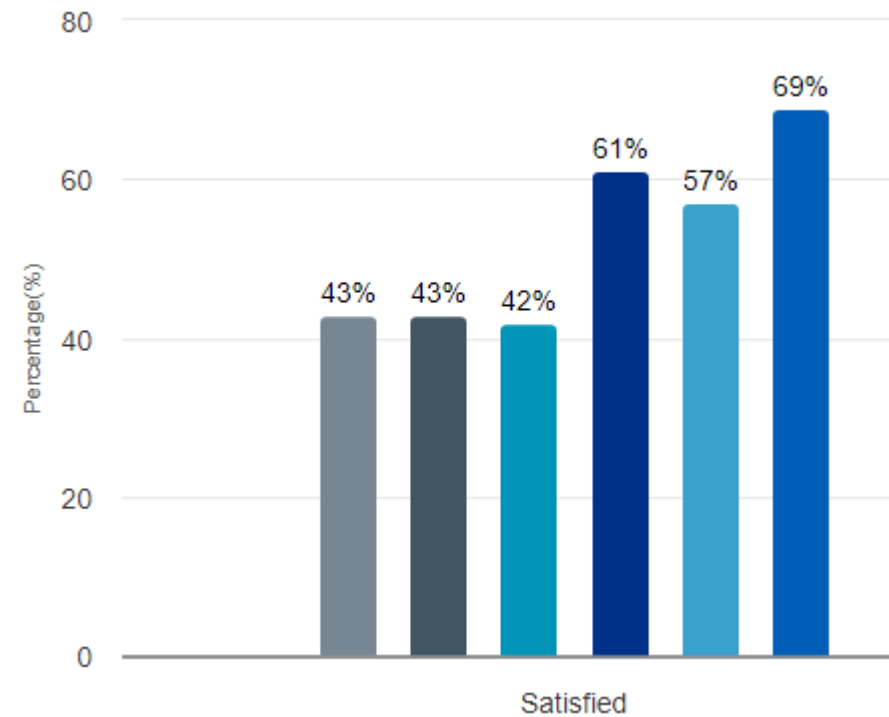


How satisfied are you with the appointment times?

National

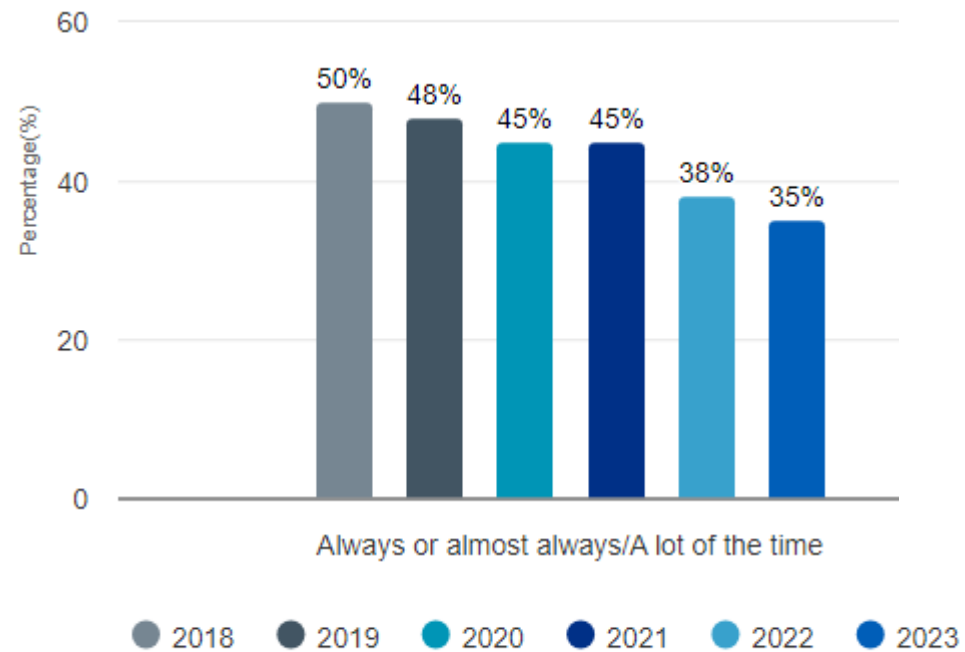


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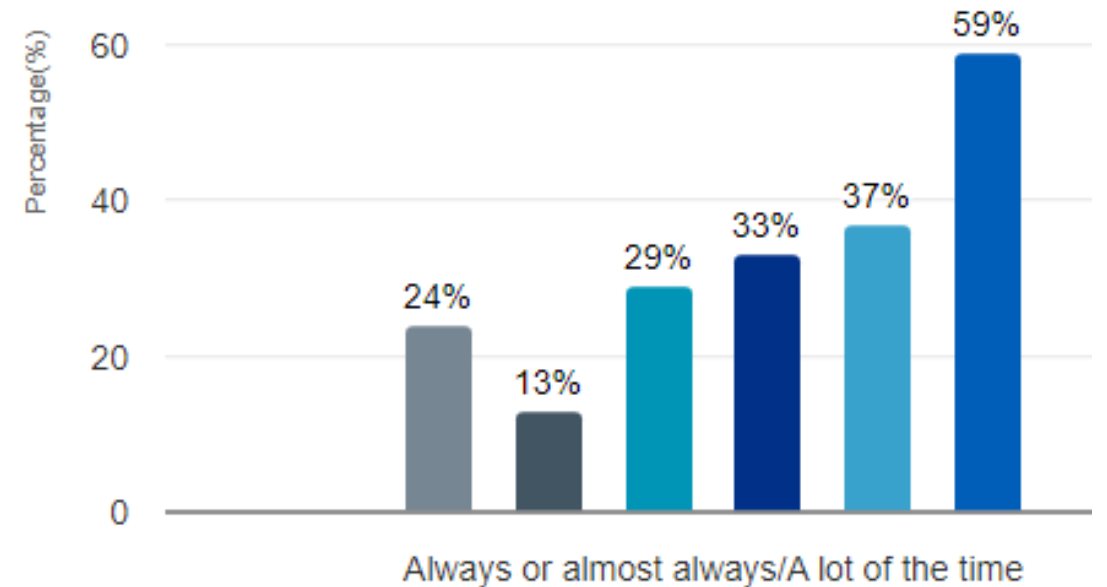


How often do you see your preferred GP?

National

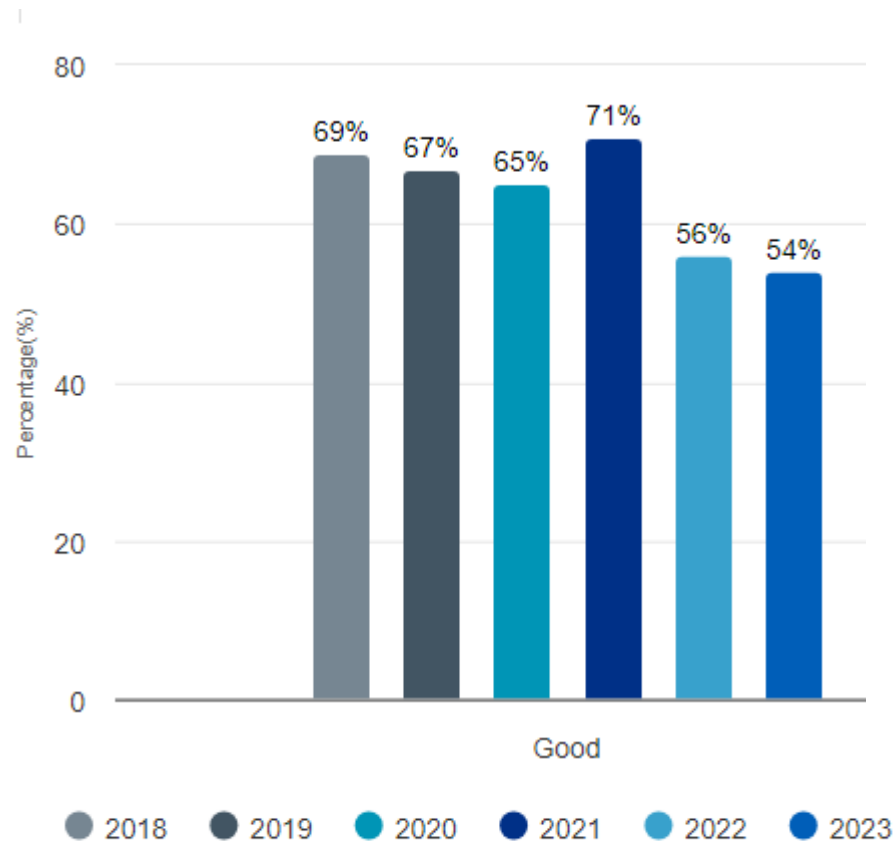


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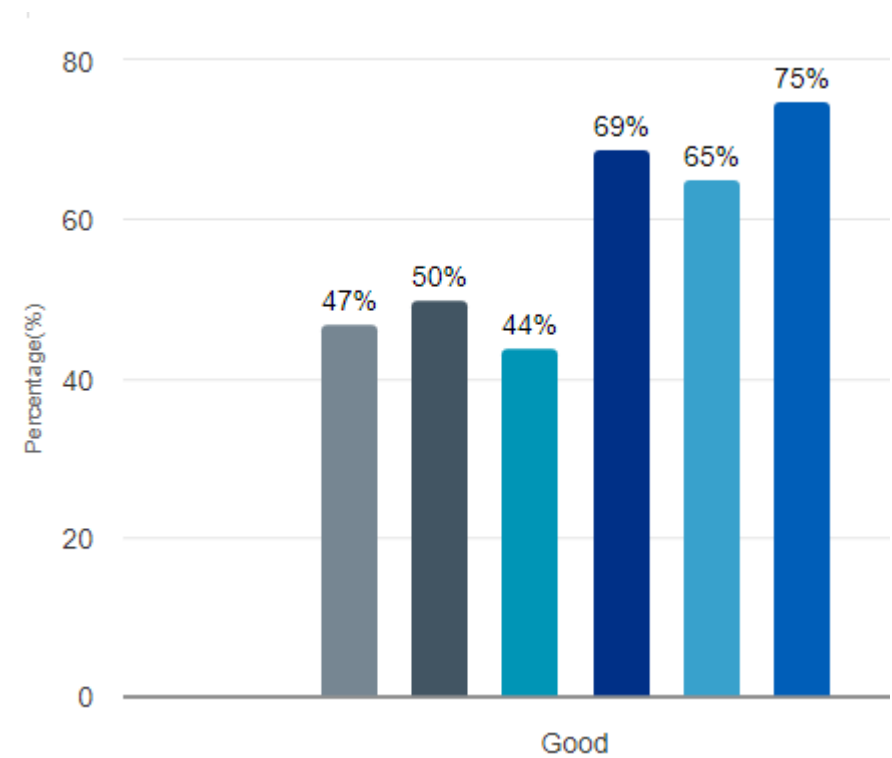


Overall, how would you describe your experience of making an appointment?

National

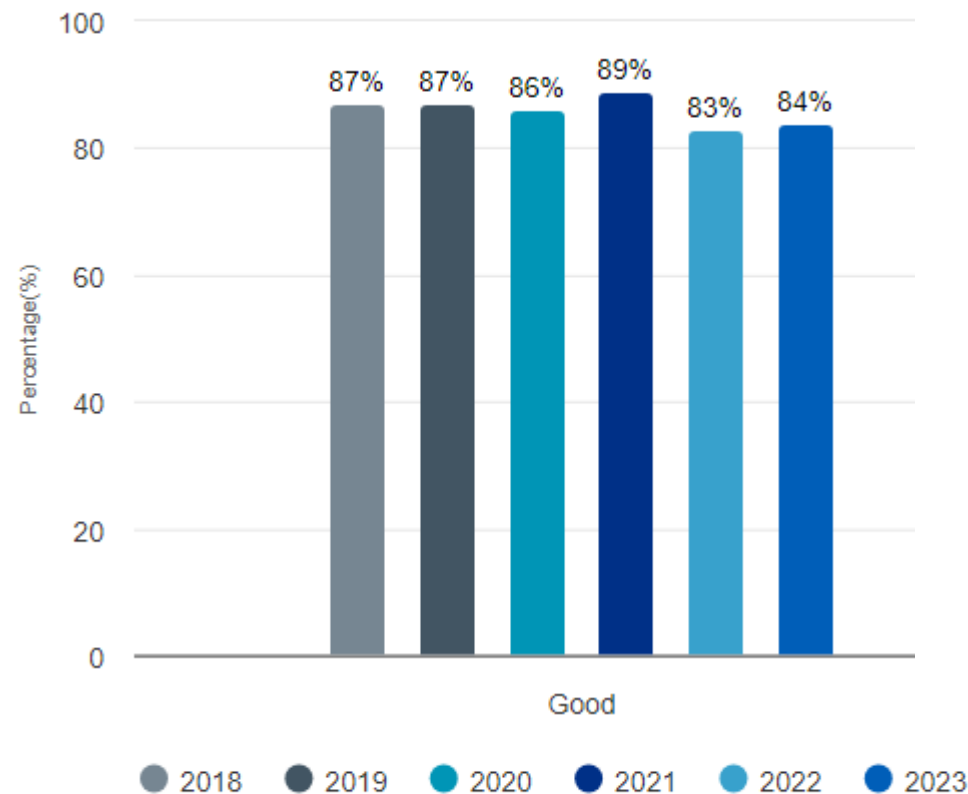


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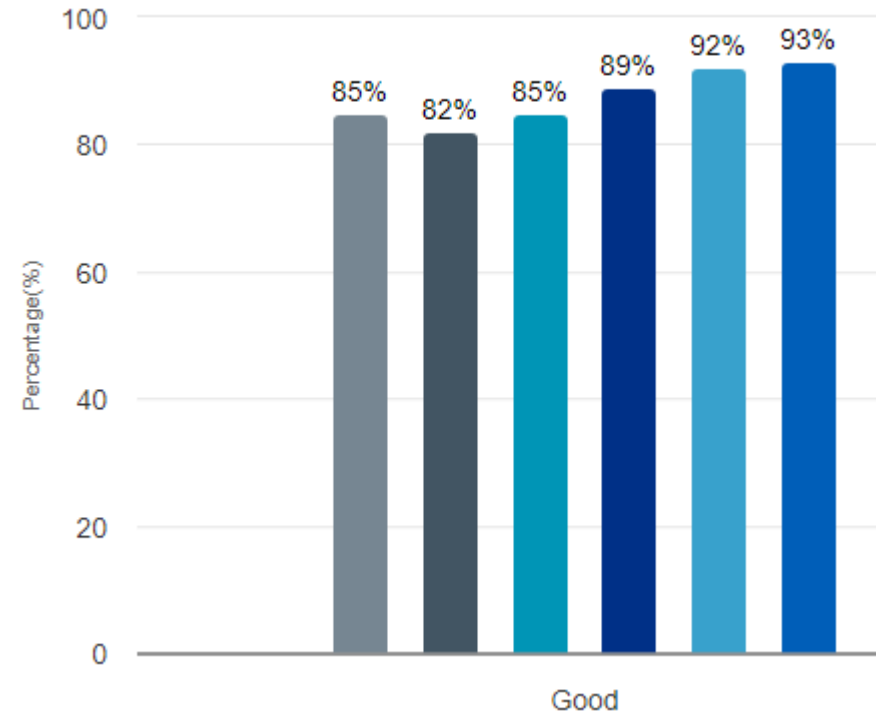


How good was the healthcare professional at giving you enough time?

National

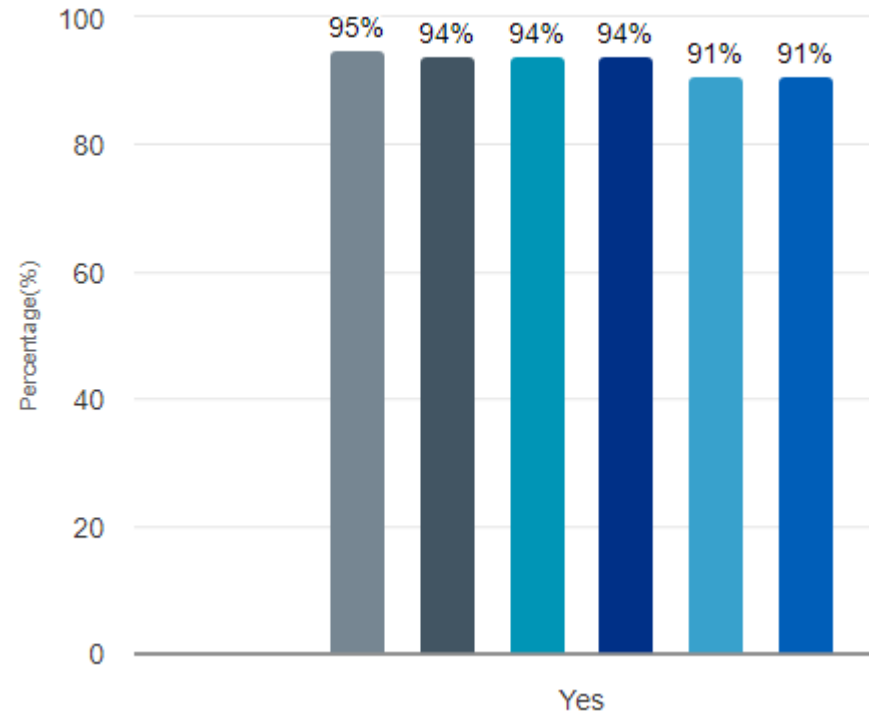


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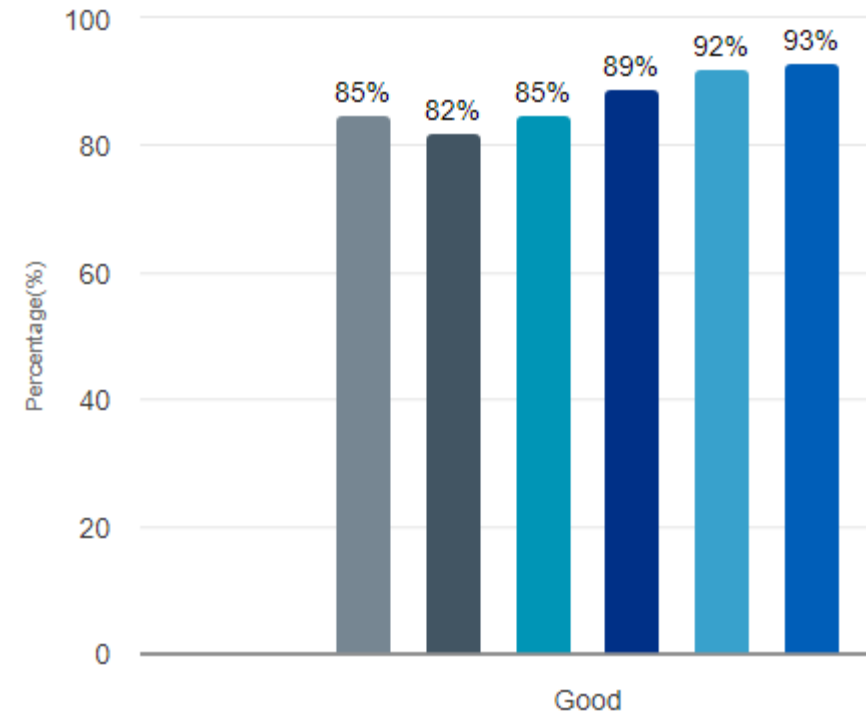


Thinking about the reason for your last general practice appointment, were your needs met?

National



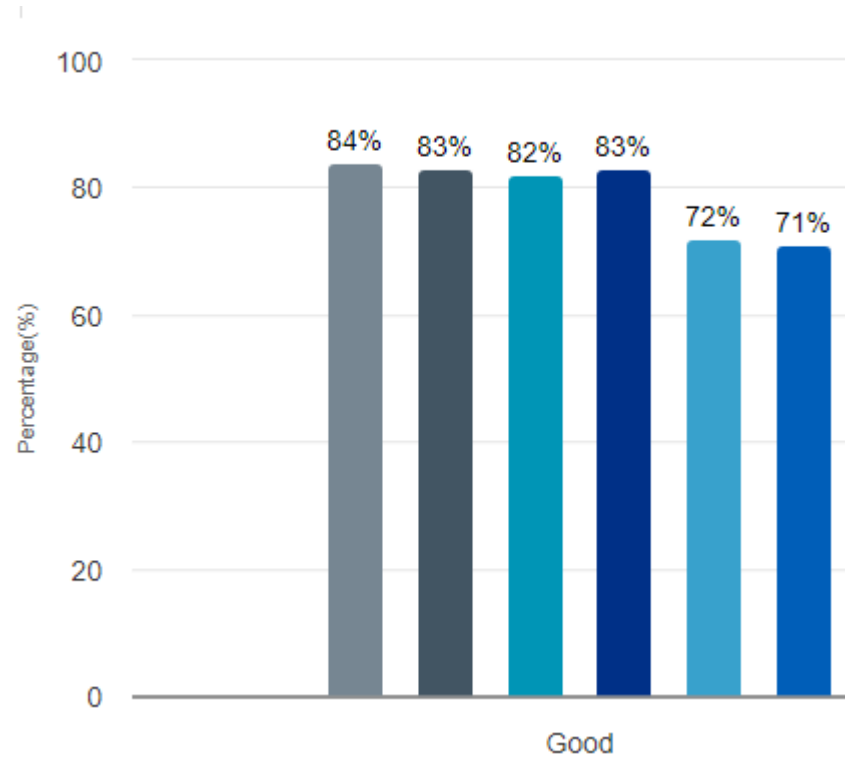
Birley



● 2018 ● 2019 ● 2020 ● 2021 ● 2022 ● 2023

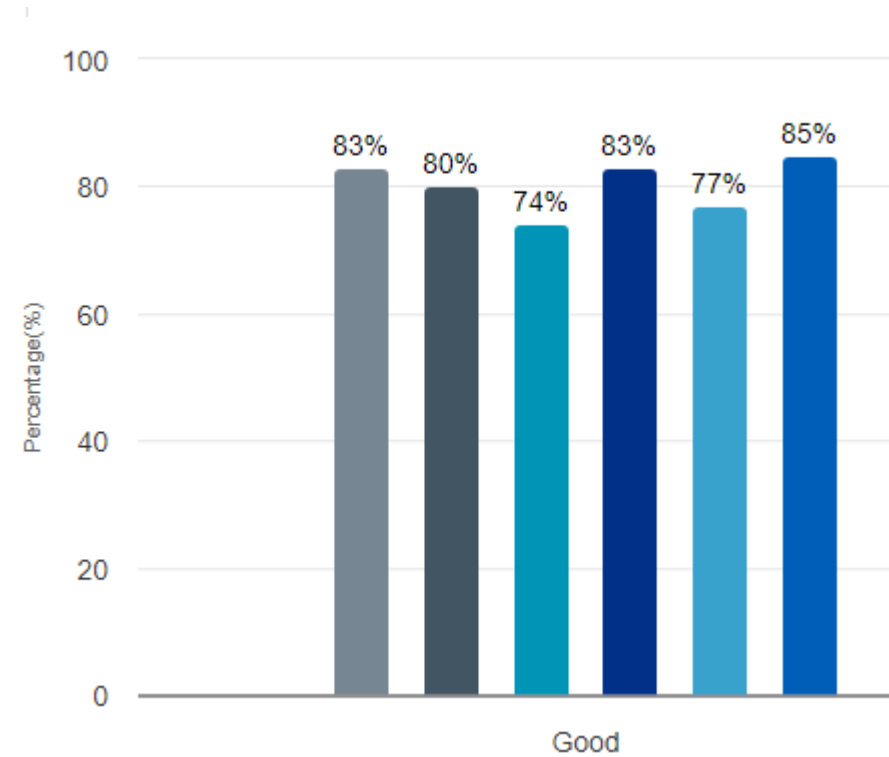
Overall, how would you describe your experience of your GP practice?

National



● 2018 ● 2019 ● 2020 ● 2021 ● 2022 ● 2023

Birley



We asked patients....



Birley Health Centre

4 Feb · ⚙️

What 3 words do you associate with Birley Health Centre?

It is helpful to see what words and feelings our patients associate with us overall. Honestly. Positive and negative all welcome. Thanks!

👍❤️ 4

24 comments



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Boost Post



Thorough , efficient, listens

1 h Love Reply 1 ❤️



Compassionate, caring, consistent.

9 h Love Reply 1 ❤️



Top fan

Wonderful, praise, appreciation 🥰

3 h Love Reply 2 ❤️



Compassionate, efficient, none dismissive!

10 h Love Reply 1 ❤️

Birley Health Centre Lauren Lomas We would p...

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Professional, compassionate, approachable.

7 h Love Reply 1 ❤️



Nurses are brilliant

8 h Love Reply 1 ❤️



Compassionate, safe, professional 🙏

9 h Love Reply 1 ❤️



Helpful accomodating and caring

2 h Love Reply 1 ❤️



Available, efficient, professional

5 h Love Reply 1 ❤️



Efficient, helpful, available

5 h Love Reply 1 ❤️



Approachable available eggicient

8 h Love Reply 1 ❤️



Bucking the trend

7 h Love Reply 1 ❤️



Top fan

Available, approachable , reliable

9 h Love Reply 1 ❤️

I wrote up
our 5 year
journey
about
how we
achieved
our
results
(available on
request)

Another General Practice is possible

Dr Ben Allen

Introduction

This is a story of change and improvement at a GP practice. We have improved staff morale and retention, improved the atmosphere and culture and developed dynamic creativity within the staff. This in turn has enabled better access to great care, reduced complaints and improved patient satisfaction.

In the past, many aspects of care had seemed unsatisfactory to staff and patients. The general sense was that 'we were doing the best we could'. Improvement would require 'more staff and more money'. However, I felt clear that there were also many opportunities for improving the way the individuals, teams and systems functioned. This has unfolded through developing the culture and strategy and releasing the potential, creativity and energy of the staff. This creates a joyful work environment that significantly improves performance. Many of these principles are rooted in 'organisational development'.

Firstly, I will describe the journey, WHY this all came about in the first place. Secondly, I will talk about practically HOW we did it. The main section is WHAT we did. This could form a menu of ideas and principles.

Quotes from staff who read the write up



'I actually feel so lucky to work with amazing people that, without seeing it in themselves, have reached somewhere they never thought they would. It's so good and I hope you are able to share this with other practices. I feel we've absolutely nailed it and can't wait to see where we go.'

And another 'I hope everyone has the same feeling I have reading that, I feel so proud to work for such a lovely surgery, we have old staff wanting to come back, that's the progress we have made. It's a privilege working for Birley, I couldn't say that 3 years ago'

Thank you for reading!

I am very happy to be contacted for

- Dialogue about any of the points shared above,
- To be involved in discussions about Primary Care strategy,
- Share more of our story or the full report.

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BenAllenGP (twitter)