

Churchview Surgery

Learning From Patient Experience – You Said We Did

Month of: November and December 2019

YOU SAID.....

Friends and Family

“How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?”

Extremely Likely	-	24
Likely	-	6
Neither Likely or Unlikely	-	1
Unlikely	-	0
Extremely Unlikely	-	0
Don't Know	-	5

Comments:

- The receptionists are more than helpful especially Helen. The doctors are a little unapproachable with my mental health issues, but I have now been sorted. It took me time to open the conversation but gladly I'm sorted now.
- Have been a patient here for all my life. Never had any problems. My mother is elderly and always treated with kindness. Receptionist staff do their very best to accommodate appointments. We realise it can be difficult sometimes. Overall, we are very satisfied. Thank you all xx
- I have always had full support and have always been taken seriously.
- Comfortable with staff

Patients Comments and Suggestions

- No complaints. The staff at Churchview Surgery have been so kind to me in some cases over and above what is expected. They have been patient with me as I feel I am always wanting clarification of something or other. Thank you, all of you.

NHS Choices Comments

None received this month

WE DID

The GPs will undertake on line training for mental health issues and learning will be shared with the rest of the clinical team during the practice multi-disciplinary meeting to be held on the 4th February 2020.

The practice will continue to follow it's plan to try and improve the practice appointment system as below:

The doctors held a meeting to review the practice appointment system to try to improve access and improve the patient experience. The following actions will be carried out ASAP.

- The practice will carry out a capacity audit over 2 weeks in October to give a better understanding of access and patient demand. This will be analysed by the practice on Monday, 11th November 2019.
- Routine appointments will only be bookable 4 weeks in advance to reduce patient DNAs.
- Urgent appointments will be increased to 6 per GP per day and opened up to routine 2 days before if not used.
- GP partners to provide an additional 30 minutes of appointments per evening as per the 1st December 2019.
- GP partners to start work 1 hour earlier to free up time for more telephone consultations.
- Increase the use of telephone consultations and telephone triage.
- Discourage patients from booking unwanted follow up appointments.
- Carry out a review of the patient survey (around appointments) in January 2020.