

**Learning From Patient Experience – You Said ..... We Did**

**Month of:** February 2021

**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	-	42
Likely	-	2
Neither Likely or Unlikely	-	2
Unlikely	-	2
Extremely Unlikely	-	1
Don't Know	-	0

**Friends and Family Comments:**

**Recommended:**

Polite easy to talk 2 I visit once a month for an injection and always feel safe there and looked after and staff are genuinely interested in my wellbeing On time, practice was clean and felt safe, staff lovely Good communication and appointment was on time I was treated very well by the nurse Because the surgery is very efficient & good Answer was judged on today's experience only Nurse was lovely and chatting, was in and out in no time, couldn't fault the service she gave, was a little wait to begin with in the waiting room, but t@but then I could see she was dealing with a lady who was waiting for paramedics, which is very understandable @able Well as always I am treated like a person - with all you staff and that includes Doctors ! The friendliness and the professionalisum is to be commended ! Because you asked me too Quick, covid secure and very friendly. Totally professional and that's difficult with everything despite what's going on with the pandemic at the moment Appointment was on time and nurse very helpful, answered my queries to. I gave a 1 as I was very happy with my experience. Had to wait outside for a while prior to appointment. There was nothing to fault. Very safe and reassuring Appointment was on time and the nurse was very polite and helpful. Very helpful friendly staff both in person and by phone. Made to feel comfortable and welcome Felt it was done efficiently. All staff I speak to are very helpful and polite Comfortable and pleasant. Even tho I had a smear test which I didn't actually go for originally for my appointment We are new to your practice only signing up on Monday and it has been very efficient with a friendly experience. Had an appointment today and it was well@ well controlled and safe under the circumstances. @ces. Amazing service as always. The nurse made me feel so relaxed and comfortable. The receptionists are also very friendly on the phone. Thank you! Good fast service The nurse that looked after me , was very professional and reassuring Quick and easy Doctor very understanding and treatment was very good.COVID safety in place.On time appointment. Treated with respect and confidence Appointment on time no waiting very professional nurse everything ok Excellent service everytime fantastic staff brilliant doctors and nurses Clean, and professional Attentive and encouraging

**Not Recommended:**

Appointments are never on time, with the covid restrictions this now means waiting 40+ minutes outside. Then you're told no one could find you when you'v@you've been sitting in the car (where you said you'd be) and then my record was deleted from the system for no reason. @son. A 40

minute wait after appointment time isn't acceptable Was after an emergency appointment and wasn't offer one

**Patients Comments and Suggestions Made in the Surgery**

None

**NHS Choices Comments**

None received this month

**WE DID .....**

Actions were carried out last months as per below:

Due to coronavirus the practice felt it was in the patients best interest to wait in their car if available until the clinician was ready to see them. Unfortunately, the practice seating area is not wipeable and we felt it was safer for the patient to wait outside rather than gathering in the surgery waiting room. However, the GPs held a discussion on the 6<sup>th</sup> January 2021 to discuss the above comment and suggestion. We contacted other practices in the area to obtain feedback on how they were dealing with this issue. Some practices were asking the patients to wait outside. Some patients were letting patients wait in the waiting room, but these practices had the appropriate seating area with wipeable seats. As we are now in the middle of winter the practice has placed 4 plastic chairs in the waiting room with adequate spacing in between. Patients will be firstly asked to wait in their car but and the clinician will ring them when they are ready to see the patient. If the patient does not have a car on the car park the patient will be asked to sit in the waiting room until called. The HCA will take the patients temperature before entering the waiting room and ensure the patient is wearing a mask. We will continue to use a one-way system calling the patient in through the front door and out through the rear exit. As the pathway is cleared the chairs will be wiped down and the next patient will be called in.

This will be discussed further at the with members of the Patient Participation Group at the next PPG meeting.