

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

**Month of:** April 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	-	31
Likely	-	11
Neither Likely or Unlikely	-	2
Unlikely	-	2
Extremely Unlikely	-	0
Don't Know	-	1

**Friends and Family Comments:**

**Recommended**

*Fantastic staff and always very helpful and friendly. I hurt my toes and was seen within the hour I couldn't have asked for anything better other than seeing my doctor face to face, but I know that isn't possible at present. I think it is the correct @rect approach to prevent the doctors being put at risk of contracting covid and putting them out of action, or becoming the carriers and passing it on to othe@ other patients. I think face to face consultations for certain people are still necessary but I have been satisfied today @oday*

*Doctors and staff very efficient and helpfull*

*Because they are good*

*Good Service*

*Nurse is really good, answered all my questions and everything very straight forward*

*Good clean friendly*

*It was a good appointment with the nurse thanks*

*I've never had a problem with the surgery*

*Quick service and very gentle im more than satisfide x*

*They spoke to me in the correct manner and made me feel welcome.and also due to the pandemic they have done a great job on social distancing*

*We've never had a problem with the surgery. Always polite and helpful.*

*I called by phone and was seen right away by HCA and DR*

*I was pleased with my visits and how I was dealt with by doctor and nurse. Very quick appointment*

*Because it was only for my 12 weekly B12 injection and the people doing it are always friendly and helpful.*

*Friendly reliable staff who are always helpful*

*Cos they are very good In what they do*

*They are always nice people polite and try there best not to keep you waiting*

*The answer i gave covers all staff at the practice.*

*Just thought everything was good*

*friendly & welcoming & fast*

*Satisfaction*

*I.was.very.happy.with.the.doctor*

*Have found the staff always helpful and friendly*

*Staff are very good*

*Marie was very good and professional*

*They have all ways been good and done their best to help and explained thing*

*Because the experiance I have had today was good. No waiting around & very proffesional from the nurse I saw*

**Not Recommended**

*I think the appointment system is very poor. By the time you get through, all the appointments have gone. Calling at 8 o'clock every morning is not effic@efficient for patients in need. Also I have had poor experience when ordering prescriptions, many items have been reported not being marked but I know I fille@filled them out correctly. I have had to wait for medicine which has also delayed results for consultants at the hospital. A definite need for*

improvement is @t is required, especially around the appointment system @stem  
as per your request that you asked!

### Passive

Today was a good experience but recently I have had a very bad experience

### Patients Comments and Suggestions Made in the Surgery

Can I provide some positive feedback about one of your doctors? I had an appointment on the telephone last week with Dr Sharif and I'd just like to say she was brilliant - very professional, friendly and knowledgeable. A credit to your practice

### NHS Choices Comments

#### Very Good

★★★★★ out of 5

Rated 5 stars out of 5

by - Posted on 14 April 2021

I had a telephone consultation last week and I must say this particular GP was excellent - professional, knowledgeable and personable. Very clear in diagnosis and future actions etc. Would recommend.

### WE DID .....

A meeting was held with the GPs to discuss the appointment system and the following was introduced:

Patients are encouraged to book an online appointment through Patient Access and this can be done as far in advance as the patient wishes.

If patients want to book an appointment over the telephone they will be asked to ring in that day and informed that the telephone lines open at 8am. Appointments are offered on a first come, first served basis. If all the appointments are gone for that day patients will be assessed as to where to signpost next.

- If an emergency the patient will be asked to dial 999 for immediate assistance.
- If the problem is urgent and needs to be dealt with that day, the patient will be signposted to the urgent care centre.
- If the problem is routine and can wait for the next available appointment the patient will be asked to ring back tomorrow morning at 8am to be given an appointment that day. This will be documented on the patient's medical records. **If the patient rings on 3 consecutive days at 8am and is unable to obtain a routine appointment the patient will be given an appointment for within the next few days.**

**It was also noted that the 2 poor responses received were regarding the availability of appointments at the practice. These responses were received on Thursday and Friday. The practice has therefore, employed a further 2 locums to work an additional 3 morning sessions per week, Monday, Thursday and Friday to increase appointment capacity around our busiest days.**

The practice has also reviewed the protocol for informing patients they need to see a doctor following a blood test/x-ray result. The practice will now send the patient a letter with an appointment to hold a telephone consultation with their usual GP. Patients who have a pre-booked appointment to discuss results are still able to ring that morning to obtain an earlier appointment if they wish.

*This will be discussed further at the next Patient Participation Group Meeting.*