

Learning From Patient Experience – You Said We Did

Month of: June 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	-	41
Likely	-	5
Neither Likely or Unlikely	-	3
Unlikely	-	0
Extremely Unlikely	-	1
Don't Know	-	0

Friends and Family Comments:

Recommended

Staff that I met with were lovely and polite , and I didnt feel uncomfortable there like I usually do at other doctors
Always happy too!

They were polite caring considerate and listened

I thought I said it all in my text reply she was polite ,answered all my queries. she was very good

My appointment was professionally undertaken with minimal waiting

Caring and understanding receptionists

All good

Excellent covid measures

Very professional and supportive I felt safe with restrictions

Covid secure, clean, nice staff, quick service

The service I had was v.good @ informative.

Kind and considerate staff ..

Was seen promptly

Very effecient very well organized

Always good service doctors and nurses and receptionists all professionals

When I visited the doctor he was thorough doctor and he explained what he was going to do

ALWAYS HAD GOOD CARE STAFF AND DOCTORS HAVE WORKED VERY HARD UNDER THESE DIFFICULT TIMES.

Because the nurse I saw was very polite and made me feel very at ease

The staff are really lovely and helpful

I had good treatment by Marie this morning & she is always very pleasant.

No waiting lovely service

Courteous. On time with appointment.

I was extremely pleased

Mrs Amanda Parkers was very nice and patient. She explained everything in details. The one way system in the surgery made me feel safe to attend the appointment.

I came to see nurse I was short of breath wearing mask even though I exempt she gave me a face visor to use I do have these at home but she got me one

to@ne to use while I was there @here

Easy and efficient despite having to operate under covid procedure

Felt very comfortable whilst the procedure was carried out.The practise nurse was lovely.

Great service from all at surgery

All staff very polite and always will to help docs are great

Because i didnt have to wait an i needed to get back to work

Receptionists answer the phone promptly and are helpful

Service is good and friendly.

The staff were very helpful and polite .

I think it's because I haven't been to the surgery for a while and it all seamed efficient

Engage well professional easy to communicate with try to find answers and ways to help

Not Recommended
None

Passive

I gave this answer because the service a patient receives seems very poor since the pandemic

Practice Scoring

Practice Score: 'Recommended' Rank

Your Score: 92%

Percentile Rank: 65TH

Practice Score: 'Recommended' Comparison

Practice Score: 'Recommended' Demographic Analysis

Practice Score: Day of the Week Analysis

Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO. Your score of 65th percentile means your practice scored above 65% of all practices.

Patients Comments and Suggestions Made in the Surgery

One verbal comment was received, asking when the surgery will go back to normal.

NHS Choices Comments

None

WE DID

The practice explained to the patient that the surgery has remained open during the pandemic and will remain open going forward. The surgery has never closed and has continued to consult with patients via telephone, video, messaging, email and face to face if necessary.

The practice will continue to offer telephone consultations in the first instance and the clinician will make a clinical decision during the telephone consultation as to whether the patient requires a face to face appointment. The face to face appointment will be done on the same day as the telephone consultation unless there are extreme circumstances such as the patient is unable to attend that day or if working at full capacity where the patient will be seen the following day.

Patients still have the choice of requesting a face to face appointment during the telephone consultation and the practice will continue to accommodate this request but will need to speak to the clinician first who will carry out initial Covid symptom checks and assess the urgency of the appointment.

The practice received one extremely unlikely/poor response during June and this response was received on Tuesday, 15th June but there was no explanation of why the patient felt the service was poor. We analysed the telephone calls received and the appointments made for this day.

Telephone Analysis for the 15th June 2021

The practice had received 503 inbound calls that day, 168 calls to the reception team (appointments/test results/prescriptions). Out of these, 5 inbound calls were abandoned between 1 minute and 3 minutes of being on hold. On reviewing the data for July we can see that the practice has received on average 3 inbound abandoned calls per day. We plan to develop a telephone survey questionnaire which can be sent out to patients who abandon phone calls to the surgery to delve deeper into why patients are abandoning calls.

Appointment Analysis for the 15th June 2021

The practice offered 142 appointments throughout the day. All GP appointments were fully booked, and no report was received on the day of anyone unable to gain access to the service. The practice had kept data during December 2020 – April 2021 of patients unable to gain an appointment that day and where they were being signposted to but had stopped recently as the practice felt we were meeting patient demands in May due to the increase in appointments. The receptionists will restart gathering information and will count the number of patients unable to gain an appointment on that day and where they were signposted to. This will be reviewed and analysed monthly by the Practice Manager.

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