

Learning from Patient Experience – You Said We Did

Month of: July and August 2022

YOU SAID.....

Friends and Family July 2022

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

Very Good	- 42
Good	- 8
Neither Good nor Poor	- 2
Poor	- 1
Very Poor	- 1
Don't Know	- 1

Friends and Family Comments:

- ✓ Pleasant staff, seen promptly, wish a doctor's appointment was available
- ✓ Very friendly and helpful staff
- ✓ Went in on time friendly assistant
- ✓ Excellent service and no waiting. Receptionist needs to learn how to unlock the door properly on a Monday morning as this seems to be a regular thing.
- ✓ It is difficult to give a clear picture of feelings just giving ratings on a numbered scale- I have had brilliant service in recent weeks I didn't realise that the system of booking includes a telephone consultation if I ring on three consecutive mornings and haven't managed to get an appointment.
- ✓ request for my opinion does not clarify a time scale. In recent weeks your service has exceeded expectations and I am now clear about how to navigate the the system regarding health issues.
- ✓ I was very happy with service very polite and courteous staff.
- ✓ Very quick which makes a change normally keep you waiting ages, nurse was lovely and friendly.
- ✓ Only just joined this practice
- ✓ Calls were attended with courtesy; all queries were dealt promptly. My health complaints were taken seriously by GP, as I am genuinely suffering at present with health issues. I am a nurse, I work very hard to meet financial needs of the family as a main earner and was worried if I will get the help I needed. All the tests were arranged by GP Dr Iftikhar on the same day. I am overwhelmed with the care and support I got to rule out underlying reasons for my current health issues.
- ✓ Always ready to help and find answers
- ✓ Speed of being seen today for son and compassion
- ✓ Amanda was amazing and doctor Iftikhar has always supported me
- ✓ Cleanliness of the surgery, minimal waiting time. Good overall experience.
- ✓ Kind and efficient
- ✓ The last appointment doctor Iftikhar was good he listened to what I had to say and my concerns
- ✓ From beginning to end my experience was lovely. I was greeted with a welcoming smile from Matt on front desk. The surgery was having a busy day dealing

with emergencies and my appointment was running a little late so another member of the clinical staff squeezed me in to her clinic, so I didn't have to wait. Yet again even though under pressure I got smiles and a warm welcome from everyone. Great job team!

- ✓ It was almost a 1 but for late cancellations also i had to call 111 last night and they said i would get doctors call between 8 & 9 this morning. As yet @ yet no call.
- ✓ Very good service no effort. Short waiting time and I walked in the room to a friendly smile
- ✓ I was seen on time by nurse. who was cheerful put me at ease
- ✓ The nurses are very good but why can't you get to see a doctor
- ✓ As I had really good service
- ✓ Very helpful staff, my appointment was on time and i was dealt with in a very professional manner
- ✓ Polite and nice staff
- ✓ Quick and efficient
- ✓ Receptionist very helpful and polite went in on time for app everything was explain to me
- ✓ The doctor's made me feel very comfortable, very explanatory and dealing with health very quickly
- ✓ I am very happy with the help I get from the surgery
- ✓ I attend weekly and find the very helpful

Not Recommended

X Better to make an appointment to see doctor not to wait for a phone call

Passive

None this month

Practice Score: 'Recommended' Rank

Your Score: 88%

Percentile Rank: 40TH (the practice scored above 40% of all other practices)

Percentile represents how your 'recommended' score compares to all other practices managed by iPLATO.

Patients Comments and Suggestions Made in the Surgery

Via On line consult –

None this month

NHS Choices Comments

Comment 1 - Worrying

The receptionists were extremely unprofessional and rude over 3 days when i called the surgery trying to book a doctor's appointment for my 5yr old child . My main concern was when they started trying to make clinical decisions for my child including telling me i should have gone to the pharmacy and that my child did not need to be seen by the doctor . Surely as a parent i know my child enough to know when to seek medical help and by the time i decide to seek help from the doctor it means i've probably tried everything possible and didnt work . I found it rather disturbing because i dont think they realise that sometimes they could actually be putting people's lives at risk by denying them the help they seek .

Reply

Dear patient,

Thank you for your feedback. I'm sorry you were not happy with the service you received whilst trying to book a doctors appointment. I would like to assure you that the receptionists do not make any clinical decisions at the practice. The GPs have provided the reception team with clear protocols to follow and a flow chart of questions to ask to ensure they signpost the patient to the correct service. I would also like to stress that although they signpost on to other, more appropriate services you are still able to refuse other services and receive an appointment at the practice. The practice offers telephone consultations, video consultations, face to face consultations which can be booked via telephone or on line via patient access. We also offer electronic messaging via Accrux and eConsult. Please see the practice website for services available within the practice

www.churchviewsurgerycradleyheath.co.uk

To allow me to investigate this matter in more detail please contact the surgery on 01384566929.

I would like to invite you to join the Patient Participation Group to put forward new ideas for shaping the practice in the future. If you are interested in joining the PPG please contact Tracy Edwards (Assistant Practice Manager) on reception.churchview@nhs.net

The practice will discuss your comments in more detail during the next practice meeting.

Many thanks,

Sharon Cooksey (Practice Manager)

Comment 2 Very good care and attention. ★★★★★ out of 5 Rated 4 stars out of 5 by Maureen - Posted on 16 August 2022

Recently been feeling quite poorly but when I phoned to tell them my symptoms was seen very swiftly and diagnosed. The follow up care had been excellent. I was one of these people who thought care had gone out of the window since Covid. How wrong was i?.thanks to you all, there when I needed you and now starting to feel much better .

Reply Dear Maureen, Thank you for your very positive feedback and kind comments. It's nice to know we're making a difference as the practice is working harder than ever to meet the needs of our practice population. I will pass your feedback on to all members of staff at the surgery. If you are interested in joining our Patient Participation Group to provide feedback and suggestions for improvements for the future please contact Tracy Edwards (Assistant Practice Manager) on 01384566929. Many thanks, Sharon Cooksey (Practice Manager)

WE DID

The practice analysed the data as above and the following discussed as a team:

1. Was there a problem opening the doors on Monday morning? – No incident had been recorded and the reception team had not reported any problems in this area.
The Senior Receptionist will monitor what's happening and report back to management if there is a problem.
2. Do patients know about the system for booking an appointment with a GP over the phone and ringing on 3 consecutive days if all appointments have gone? **To ensure this message is communicated to the practice population we will send a text to all patients informing them of the appointment system.**

3. Do patients understand how the administrative team signpost on to the most appropriate service? There seems to be some confusion with how the reception team is viewed with regards to signposting. **Messages have been placed on the practice website and the receptionists will make it clearer when signposting the flow chart they have followed.**

Overall the practice had received some very positive comments and we were pleased to hear that patients had received a friendly and efficient service. The team are to be congratulated on a job well done whilst working under extreme pressure!

The practice has noticed a general change in patient attitude towards the NHS over the last 12 months and have found that more patients are feeling anxious and frustrated about the NHS in general. We have also noticed an increase in verbal aggression towards practice staff. There seems to be a perception amongst the public that we are not working. Messages have been placed on the practice website and notices placed on the notice board to inform pts how hard we are working and how we have increased capacity to try and cope with patient demand.

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