

Learning from Patient Experience – You Said We Did

Month of: October 2022

YOU SAID.....

Friends and Family October 2022

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

| | |
|-----------------------|------|
| Very Good | - 32 |
| Good | - 12 |
| Neither Good nor Poor | - 2 |
| Poor | - 0 |
| Very Poor | - 0 |
| Don't Know | - 0 |

Friends and Family Comments:

Recommended

- Because everything went well with the nurse that I saw.
- It was as expected but no more.
- Because you asked
- Because I only waited 2 minutes before being seen
- Very friendly and helpful
- On time, kind polite.
- Text reminders about the appointment, appointment was on time, the nurse was friendly and helpful.
- Overall happy with the experience
- I forgot about my appointment, I realised about 15 after the appointment time, when I called and apologised they fitted me in about 15 minutes later, I w@,
- I was prepared to wait until another day but they real helped me out@e out
- The staff are welcoming, the nurses/doctors are attentive and listen to me and my worries, I think that the electronics need to be looked at because the @
- the screen is never working when I go in and the staff have very slow computers, the sign has also been taken down but the team are doing the best they
- can :@can :) @h)
- Appointment on time
- Because, my GP practice is very professional and nice.
- Good communication action and help from Theresa the receptionist very understanding.
- Because everyone is always nice and pleasant
- I don't know
- Appointments on time pleasant atmosphere
- I was seen as an emergency within a few days.
- Very satisfied with my doctor and the practice
- Very happy with the service received during the last two days
- On time... helpful... knowledgeable !!
- Dealt with my condition very quickly
- Dr heart listened and I trust her diagnosis

- Appointment on time. Quick and efficient. Also checked blood pressure and arranged blood test.
- Dr. Harte is very thorough.
- They have helped me out today really well
- My appointment was prompt and the nurses who changed my dressing were lovely.
- Everything went well

Not Recommended

None

Passive

- I don't like having phone appointments things need to get back to normal
- I'm a mental health senior support worker and feel staff have no personal skills i did all the talking no chat back really from health care assistance

Practice Score: 'Recommended' Rank

Your Score: 96%

Percentile Rank: 80TH (the practice scored above 80% 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

Shocking GP system

Its impossible to get an appointment here. You spend anything from 20-45mins, day after day starting at 8am in a queue to get an appointment, to no avail! I got to no.1 today and then the phone went dead, i was fuming after spending a night in pain with little sleep. To book an appointment online for my 15 yr old son from the middle of Aug, 1st available one was 17th October, and this wont even be a face to face one. Personally been having health issues since January 22 and not once have i actually seen a dr in the flesh. This is a totally unacceptable service, and i will be looking to change GPs for my family.

Anonymous

Reply

Dear Patient, thank you for your feedback on the practice appointment system and the problems you experienced when ringing the surgery. The practice offers appointments, both face to face and telephone consultations on a daily basis. If all appointments have gone for that day, you will be signposted to an appropriate service or asked to call back the following day for a routine appointment. If you are unsuccessful after 3 consecutive days of attempting to obtain a routine appointment you will be offered a routine appointment for the future. Unfortunately, there can be a wait when trying to contact the surgery at 8am in the morning as this is when all the daily appointments are released, and you will be placed in a queue to speak to a receptionist, but this is on a first come, first served basis. The practice also offers online appointments, and these are released weekly for the following 3 weeks. We have taken on board comments from patients stating they were not aware of the 3-day rule and have now sent texts out to the practice population informing them of the practice appointment protocol. We have also highlighted this in the waiting

room, on notice boards and on the practice website. This information can be found at:
www.churchviewsurgery.co.uk

Your feedback will be discussed at the next Patient Participation Group Meeting and also with the whole practice team at the next practice meeting. I would like to encourage you to join the PPG to put forward any suggestions or new ways of working to the practice. To join the PPG please contact the receptionist on 01384566929. We also run an inhouse complaints procedure. Please contact me on the above telephone number if you wish to discuss this further. Sharon Cooksey (Practice Manager)

WE DID

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

1. We have taken on board comments from patients stating they were not aware of the 3-day rule and have now sent texts out to the practice population informing them of the practice appointment protocol. We have also highlighted this in the waiting room, on notice boards and on the practice website.

This information can be found at: www.churchviewsurgery.co.uk

2. *I don't like having phone appointments things need to get back to normal*

The practice has continued to see face to face patients throughout the covid pandemic and is holding both telephone and face to face appointments. To ensure all patients are aware of this, we will send an iplato text message to the whole practice population informing them that they can request a face to face appointment with the GP.

All nurses and HCAs are seeing all patients face to face for chronic disease management.

3. *I'm a mental health senior support worker and feel staff have no personal skills i did all the talking no chat back really from health care assistance*

This will be fed back to the nursing team for further discussion.

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 had performed really well over the last month 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 to be held on the 21st November 2022.