

Learning from Patient Experience – You Said We Did

Month of: November and December 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	- 55
Good	- 17
Neither Good nor Poor	- 6
Poor	- 3
Very Poor	- 5
Don't Know	- 0

Friends and Family Comments:

Recommended

- Lovely staff, great communication, quick and easy service
- Didn't have to wait long to be seen.although check in wasnt working again.
- Because friendly staff and very helpful
- Because it was in and out quickly
- Receptionist very polite and professional and the nurse made me feel at ease and answered any questions I had .
- Was very helpful. And trying to chase up consultant
- It was very good
- I was seen on time
- Appt on time
- Good doctors, nurses and reception staff. A bit difficult to get appointments at times. Preferred when you could book online. Online prescriptions are good.
- Helpful staff
- Because the nurse i seen today was very nice and helpfull
- Prompt appointment strait in and out and very nice staff
- Enjoyed a fast and pleasant visit.
- Got an appointment within a week Monday sent for blood test Wednesday, results Thursday seen Dr in person this Monday referred for further bloods tomorro@morrow and being referred for eye hospital. Also dealt with a query i had that a hospital consultant should have called about but never did.@ did.
- Didn't have to speak to anyone, the touch screen was enough to get me checked in.
- On time and very good
- Very good happy with the way the doctor explained everything
- Receptionist was friendly and helpful. I was called in early to see the nurse whom gain was friendly too The doctor was very good andand
- Every one knows there job and dose it very very well keep it up xxxx
- Because I was given a different appointment straight away after having to cancel an impending one due to illness
- Today was very quick, nurse very polite x

- Staff was polite and was quick
- The nurse was very professional and attentive.
- No particular reason
- Because it was true
- Nurse was very polite and helpful
- Dr Harte is always approachable. She is thorough and very good at what she does. Nothing is too much trouble.
- Polite staff, appointment time slightly late but healthcare assistant was polite and apologetic
- Because u asked me
- I had a very good experience with Churchview surgery over the years and I've been looked after so well with the receptionist and the doctors. They are all @e all so amazing people, Well done keep up the good job. @job.
- Came for a B12 injection not realizing I needed to collect it from the pharmacy but Kath took my BP & arranged for me to go back next Tuesday. No problem
- Dr Harte is conscientious and caring. Always professional.
- Care assistant was kind and explained what to expect if I had any problems
- Great service
- Very nice to me lifted my spirits
- I am basing my mark on recent communications- and am also looking at treatment of my husband and myself. Please be aware I am aware of the turmoil the
- NHS @ the NHS is going through. I have been very grateful for the advice and outcomes - and the speed at which action and medication has been supplied .I feel very @ very privileged to be looked after by you in these uncertain times- this praise is for all staff with whom I have had contact. @tact.
- Staff care and support very excellent
- Seen to immediately. Nurse was pleasant, professional & efficient.
- Receptionist respond respectfully GP facilitate and help a lot. Listen all health concern and also explain them to me. Make me aware of all available opt @e options to sort my health issue and help me to choose best option for me. GP not only strict to on the day Appointment but also follow up nicely. Any of my r @ my request for referral for specific health condition also taken into concern. @ern.
- Catharine very professional and friendly put me at ease
- I got to get an appointment when I requested it...
- Receptionist was very polite and helpful. Was not waiting long in and out very quickly.
- Everyone is welcoming and caring. The problem is getting the appointment in the first place.
- Appointment was on time and what I was there for was done efficiently and with a pleasant manner.
- I rang for urgent appointment I got 1 for afternoon but I already had appointment for nurse so I asked Helen if there was any chance I could be seen this morning @ing and she did her best and I was seen this morning by the doctor who I may say was very nice so it saved me a journey of going back this afternoon I am very @ very grateful for this @this

Not Recommended

- Booking in was a pain. Had to wait over 50 minutes to see doctor despite only 2 people in front of me. Receptionist not very helpful. Although doctor was @r was quite good when I finally saw him. Also very difficult to make an appointment at all!!!@!!!!
- Yes had a reminder Sunday reminder Tuesday at 11 am 4pm cancelled next appointment 9th January 2023 about time Drs were back seeing patients instead of o@ of on the phone@hone
- 1...can never get an appointment for weeks
- Never get an appointment the staff are rude the doctors are awful apart from doctor heart she's amazing the girls that answer the phones insist on knowin@nowing y u need an appointment when it has nothing to do with them at all no consideration at all and they new about my spinal condition n left me no port or @t or action nothing just fed me more pain killers @lers
- Yes still seems impossible to get appointments have to ring three times before you can get a phone call that's before eight am and then if your very luck@ lucky you may get a face to face days after thank you xxxxxx @xxxx
- Can never get to speak to the GP and the patient access app is shit.
- How can all appointments be gone at 0800 when you don't answer the phone n before until 0800?
- Having found out I was having a reaction to my blood pressure table ,I still have to phone at 8 am in the morning for am appointment to see doctor if @r if these tablets are any good for me @r me
- Trying to get an appointment over the phone this morning is poor but everything else was good
- However the system of appointments to see GP...is totally unacceptable and extremely poor..It's about@about time this Surgery got more Docs and medical staff...@ff...

Passive

- Had to ring three mornings in a row at 8am and wait in queues totalling 48 minutes before got an appointment.
- Had appointment at 12:10, no one waiting but didn't get seen until 12:17
- I had a 2pm appointment arranged, I arrived on time but was seen by the GP at 3:10pm. The consultation went well, just wondering whether my issue was rec@s recorded correctly. @tly.

Practice Score: 'Recommended' Rank

Your Score For November: 83%

Percentile Rank: 20TH (the practice scored above 20% of all other practices)

Your Score For December: 84%

Percentile Rank: 25th (The practice scored above 25% of all other practices)

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

This was considerably lower than October. The practice therefore, discussed these results with the whole practice team during the Practice Meeting held on the 23rd January 2023 to try and explore why this was?

Patients Comments and Suggestions Made in the Surgery

Via On line consult –

None this month

NHS Choices Comments

None this month

WE DID

The practice analysed the data as above and the following was discussed as a team during the practice meeting on the 23rd January 2023:

On a positive note there was lots of positive comments regarding the team in particular how conscientious and caring we are and the team should be congratulated for all their hard work.

Analysing the Practice Score Day of the Week, it became clear that the Not Recommended scores were received on Mondays, Wednesdays and Thursdays. The group discussed why this was.

The biggest complaint seemed to be about the appointment system:

- 1 Queues on the telephone system at 8am
- 2 Not being able to obtain an appointment and having to ring back for 3 consecutive days before given a routine appointment for the future
- 3 Long waits in the surgery before the GP actually saw the patient

We started by analysing the phone calls received and comparing November and December 2022 data against October 2022 data. See attached spreadsheet.

Findings:

Month	Number of calls Received	Number of call Answered	% of all calls answered	Maximum waiting time in minutes	Number of calls Abandoned – this figure contains calls coming in to the practice and also calls being transferred to other extensions (when a member of staff may be busy with something else or not in their room)	Total Call Time for the Month in Hours and Minutes
October	3833	3656	95.38%	23	177	125: 18
November	4197	4006	95.44%	1:02 *	191	146:05
December	3641	3441	94.50%	37	200	131:22

1 Queues

*This was an unusual wait and therefore, we looked at the date of the call and investigated further. This occurred on Monday, 14th November 2022. The phone call was picked up at 6.34pm, but we are not sure why as the surgery closes at 6.30pm and the answering machine is automatically put on. The practice received 234 calls that day and 21 calls were abandoned. The reception team were fully staffed apart from 1 member of the team being on holiday and we cannot see why this would have occurred. The Assistant Practice Manager will contact Redcentric to find out what happened with the system that day.

Apart from receiving a higher number of incoming calls during November we were unable to see why there seemed to be a problem on the 14th. However, Redcentric (the practice phone company) are now investigating if there was a problem with the system on this date.

2. Not being able to obtain an appointment on the day.

Wednesdays were highlighted as a problem as the routine doctor for that day had previously held a clinic where patients were booked in for review, not leaving any appointments free for on the day. This just left the on call GP clinic free to offer on the day appointments and was therefore, limiting the amount of appointments offered for that day. We have now reorganised the clinics to ensure all the routine doctors morning appointment slots are free to be offered on the day, thus increasing the amount of on the day appointments offered on Wednesdays to equal Thursday and Friday.

Having to ring 3 consecutive days if unable to obtain an appointment on the day before given a routine appointment for the future.

The practice sees this as a positive aspect with regards to the appointment system. Many practices nationwide now run a system whereby patients have to call on the day for an appointment but to ensure patients are not continuously ringing the surgery day after day the practice introduced the 3 day rule. We don't know of any other practice that offers this additional service.

3. Long waits in the surgery before the GP actually saw the patient.

The group discussed this matter in detail and one of the complaints stated they arrived at 12.10pm but they weren't seen until 12.17pm. Therefore, the patient only waited for 7 minutes before they were called in to the consulting room. This is a totally unrealistic expectation. Unfortunately, not every patient can be dealt with within a 10 minute slot face to face and sometimes appointments do run over if the patient has complex needs. Since the end of Covid ruling the practice is seeing approximately 50% of appointments face to face and as more patients request to be seen face to face there is more likely hood that patients will need to wait a little in the waiting room. This is due to good practice and exceptional GPs who are extremely thorough in their examinations. This problem can also occur when patients attend earlier than their appointment time. To try and avoid this happening in the future we will add to the reminder text "please try and keep to your appointment time and avoid arriving early". We will endeavour to try and see every patient on time but we can only apologise if there is a delay and the receptionists are trained to keep all waiting patients updated.