

Learning from Patient Experience – You Said We Did

Month of: January, February, March and April 2023

YOU SAID.....

Friends and Family January - April 2023

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

Very Good	- 71
Good	- 15
Neither Good nor Poor	- 3
Poor	- 0
Very Poor	- 1
Don't Know	- 0

Friends and Family Comments (copied exactly word for word):

Recommended

Taken in on time & friendly staff

Was seen last friday at surgery and sent to A and E for X-ray. Because of doctors notes, I was seen quickly. Brilliant. Waiting for phone call now from s@rom surgery? @ery?

When I had my stroke the surgery looked after me and got an ambulance to take me to hospital

I was really pleased

My only concern was I never received a text for my flu jab. However by phoning the surgery yesterday I was booked in for today. The service today was okay.

I saw a Dr this morning she was very thorough

Friendly and Professional staff

Wasn't kept waiting, very pleasant staff

The nursing staff and the reception staff were very helpful when we went there for appointment

The nurses were very thorough and got another problem sorted without getting to see a doctor much appreciated

Because since being at the practice I have had no problems whatsoever

The staff were kind and friendly

I went right in to see the person looking after me she was kind and considerate and friendly she made sure that I had my dressing in place until my next visit

Service was perfect never had a problem with the surgery staff are great too

Very quick and friendly service

Quick in and out clean no problems

No waiting .nurse very helpful .

Nurse was very helpful and took time to listen

Appointment was on time, both doctor and nurse were very professional and helpful

I like the service

It ran like clockwork... no waiting... appointments seem to be working !!

Appointment went as expected and on time without issue

Called up to get by b12 injection administered and it was done the same day

I was seen on time by the Dr who was very good
I did not wait, I found out all I wanted.
Because Catherine the nurse was very polite and helpful
helpful and understanding, listened to what i had to say
Be cause was good.
Excellent service always helpful and friendly
Yes because you have looked after my husband and me thanks again x
Very organised only waited 2 mins to go in great service and nurse very helpful
Didn't have to wait long for consultation with doctor .doctors patience felt relaxed during
visit to surgery.
Helpful reception staff
I arrived early for my appt and was seen almost straight away. Marie was so informative and
explained procedure very well.
Very good service
Did not wait long got my flu Injection and straight out.
Patient service but I do hope if our doctors could speak slower as possible with non native
speakers
Friendly staff and good care
Service was quick and efficient and reassuring
Fast service
The receptionist was really helpful and the nurse and doctor also
I was satisfied how i was looked after on my health check
Very patient with me
Because it was good
Because the two nurses was very .
Appt with hca
Satisfied with treatment I received, pleasant and friendly
Seen quickly, nurse was very good as always
Caring and efficient service.
I was put at ease by the nurse and she made sure I was comfortable and happy.
Nurse was lovely
Information and statistics explained during my visit were very helpful in making decision's
about ongoing treatments and personal healthcare.
The practice nurse is really good the receptionist professional and the doctor's secretary
very helpful and professional.
The nurse I seen today was lovely
Went in on time and the nurse was friendly and helpful as always.
Dr iftikhar is always very good. - he is attentive when he sees you and he has done a follow
up for me
Appointment on time and nurse very professional
Because I found them to be very good
Clients are attended to promptly.
1- Very good I was treated very well not at all rushed and felt comfortable.
The doctor was brilliant in explaining in no rush
I was very pleased
Receptionists always very helpful. First class care from doctor.
I gave the practice 1 because my appointment was from a telephone appointment and
Helen the receptionist was very helpfui afterwards trying to loc@
locate a prescription item.@item.
Marie and Dr iftecar where on the ball
Fitted me in on same day
I have given my Aoswer because my GP has supported me in a very difficult time

Not Recommended

Never get to speak to a doctor, I'm looking into moving surgery' my last doctor took time to see you as in I have never seen my doctor at Churchview and @ and have a lot of health problems @lems

Passive

None recorded

Practice Score: 'Recommended' Rank For January 2023

Your Score: 92%

Percentile Rank: 60TH

Practice Score: 'Recommended' Rank For February 2023

Your Score: 100%

Percentile Rank: 100TH

Patients Comments and Suggestions Made in the Surgery

Via On line consult/Accrux –

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 17th April 2023:

January and February 2023 showed extremely good patient responses and the patients seemed generally happy with the practice. The whole team was congratulated, especially as we were shown to be on the top-ranking during February.

However, the software the practice used for gathering Friends and Family feedback was decommissioned by the ICB and there was no electronic patient feedback for March and April. The practice, therefore, relied on verbal feedback received from patients during these months and this resulted in quite negative feedback around 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.

The practice listened to patients' opinions and feedback over the last 4 months. The patients wanted to be able to be given an appointment on first contact with the surgery and they wanted to be able to book ahead instead of only booking an appointment on the day.

The practice also discussed the new contract changes that included patients being offered an appointment within the following two weeks on first contact with the practice.

We analysed the appointment system over the last month and looked at:

- The amount of slots available (face to face/telephone/video)
- The slot type offered (emergency/urgent on the day/routine and follow up)
- The amount of phone calls received daily, looking at any peak in a particular day.
- The times of any peak phone calls.

The practice had a surge of phone calls at 8am every morning as this is when the appointments were released for the day. This caused huge queues on the telephone system and made patients feel frustrated and angry.

The structure of the appointment system was also discussed as the practice was offering large amounts of emergency appointments but not enough routine or follow up for patient demand.

There was a higher demand for appointments during Mondays, following the weekend and Fridays, before the weekend.

The practice realised it was time to try something different and discussed different appointment system options. The following system was thought to be the best for the surgery:

- The GPs will have a mixture of emergency/urgent on the day appointments followed by routine appointments which will be available for patients to book up to 2 weeks in advance. Emergency appointments will still be available on the day.
- The GPs will also have dedicated follow up/results clinics.
- Patients will be able to choose between telephone, face to face or video consultations.
- Appointments are available to book, via telephone, face to face at reception or online via Patient Access or accrux.
- Patients will also be able to contact the practice via Accrux and an online request form.
- The practice will continue to provide additional locum appointments during Monday and Friday.

The receptionists have been trained in signposting and will be able to follow the flow charts and procedures put in place by the GPs to allow them to signpost the patient on to the most relevant service:

- GP appointment
- Practice Nurse
- HCA
- Physician Associate
- Pharmacist
- Mental Health Practitioner
- Social Prescriber

This new system was put to the Patient Participation Group for discussion and ideas for improvement on the 24th April 2023. The PPG thought this was a very positive change and

agreed with the new proposal. A new PPG meeting will be held in 3 months' time to look at how the new appointment system is going and to address any problems.

The practice aims to provide enough emergency appointments daily and routine appointments bookable within 2 weeks with the aim of fulfilling patient demand. We will continue to audit the appointment system over the following 3 months, and the results will be analysed and discussed at both PPG and practice meeting level.

This change will be communicated to the practice population via text message, posters in the building, the practice website and practice newsletter.

The practice also aims to run a patient survey in August around the appointment system to obtain as much patient feedback as possible. Possible questions for the survey will be discussed at the next PPG meeting.