

Learning from Patient Experience – You Said We Did

Month of: November and December 2023

YOU SAID.....

Friends and Family December 2023

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

Very Good	- 75
Good	- 10
Neither Good nor Poor	- 1
Poor	- 3
Very Poor	- 5
Don't Know	- 0

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

Very Good

Very good	Very helpful
Very good	Very good doctor and on time
Very good	Staff polite appointment on time
Very good	She will go that extra mile to get my leg sorted
Very good	Very helpful, give the time needed and really professional
Very good	Nurse was excellent best nurse uve seen at practice
Very good	Because you are responsible for patients' issues and their conditions are important to you.
Very good	My problem was getting very worrying. The nurse dressed it and made my next appointment
Very good	Dr Harte is great with the kids
Very good	Good Communication
Very good	
Very good	Friendly, helpful, put me at ease
Very good	Dr aslam was excellent
Very good	Looked after very well
Very good	Nurse was lovely
Very good	On time, treated well.
Very good	Receptionists are helpful
Very good	No waiting nurse very helpful and kind and answerd
Very good	The nurse Lizee was very kind and caring. She explained everything to me as we went along.
Very good	Not a long wait in the waiting room before seeing the doctor
Very good	Lovely friendly nurse
Very good	
Very good	Clear no nonsense advice and follow up arranged
Very good	Didn't have to wait consultation on time. .doctors patience.
Very good	Good service
Very good	I was listened to carefully by both the HCA who acted quickly on the information I had given
Very good	Very efficient.
Very good	We were seen before our time,very helpful

Very good	Cannot fault the service
Very good	Because the person who I saw was good
Very good	Because I didn't have to wait long after I arrived and Dr. Gray was able to help with the topic
Very good	
Very good	Because she listened to everything I said and acted on it
Very good	The Dr my dad had to see was very clear and thorough with his chat
Very good	Dr was fantastic
Very good	Everyone is very helpful.
Very good	Good staff and doctors
Very good	The nurse was very good
Very good	Very good...had a call back and got medication in good time.
Very good	Everything went well
Very good	
Very good	Quick appointment
Very good	Nurse I saw was very thorough and friendly also receptionist was helpful with information w
Very good	I was satisfied
Very good	Was seen on time and was treated efficiently
Very good	I was given a good attention
Very good	Always can get an appointment if you phone at 8.am
Very good	Friendly staff ,appointment on time
Very good	Just excellent
Very good	Dr Harte was friendly and empathetic as always. Understanding of issue. Kind and profession
Very good	Very good service from Doctor
Very good	Doctor and receptionist really caring
Very good	Prompt appointment
Very good	The dr was very friendly and welcoming. We was seen few minutes after arriving
Very good	I was given an excellent explanation on my medical conditions and medications. The staff is v
Very poor	
Very good	Very good service very nice nurse
Very good	Called into appointment on time& meds given
Very good	Very thorough examination and explanation
Very good	Good caring service all round
Very good	Just perfect
Very good	The doctor was very helpful and thorough
Very good	The nurse I saw listened to me about my medication and was very helpful
Very good	because its may have saved my life
Very good	Very competent and professional in taking my clips out and checking my wound
Very good	My needs where meet
Very good	I have been looked after well
Very good	A very professional service
Very good	Good
Very good	Because I needed my health sorted and hopefully the medication will do the trick
Very good	Very helpful thank you very much
Very good	
Very good	I was seen on time, the nurse was friendly and informative.
Very good	I am looked after well with my legs requiring dressing avery 4/5days
Very good	Felt respected and listened to
Very good	Because it was very good service

Good

Good Good service
Good every time they helped us
Good Prompt attention
Good Very professional
Good Prompt attention
Good Because it took 2 weeks to see me and now I'm using an inhaler
Good Receptionist excellent 🙌
Good Good service
Good Was listened to
Good My problem was addressed to my satisfaction

Poor

No comments

Very Poor

No comments

Passive

Neither good or poor I waited over 30 minutes in the waiting room for my appointment.

Patients Comments and Suggestions Made in the Surgery

Via Online Website – None this month

NHS Choices Comments

None this month

Patient Comments from Patient Survey Carried out in November 2023

Shorter wait times for appointment, I waited 2 weeks which is to long really
I'm quite happy with the system.

It's always going to be the 8 am to make appointments

Could make emergency appointments quicker, eg .sever pain.

Just the length of the wait for an appointment luckily the result was positive

I am personally happy for appointments by text or email. In that event I would feel more confident if I could acknowledge receipt of the appointment so that we both know that I will be attending.

Why is the surgery always empty but cannot get to see a doctor for 14 days????

have all doctors available to book appointments with not just one

No very satisfied with the practice

I've never been a regular visitor to the surgery unfortunately a bad back and high blood pressure specially the latter has meant that I've been seen by a GP twice, Health practitioner twice and nurse twice within the past 6 weeks, whilst having to wait 2 weeks to see my preferred GP since then I have received great care and attention, my high BP gave me quite a scare GP and HP have been very supportive, resolving back issue has been frustrating in that actually seeing a physio face to face took a while giving cause for concern, I acknowledge that the service is stretched could do with a more robust plan to see first time patients sooner

I would like to be seen by a gp in house every 12 months

Because I work it is hard to get an evening appointment I think it should go back to the old ways evening surgery should be for workers only

15 days was too long

I phoned for a appointment but was offered a call back which I received and the doctor gave me a prescription for antibiotics which I was pleased with.

I'd like to be able to get an appointment within at least 2 weeks

Don't understand why can only book an appointment in 2 weeks time when there are appointments available the next day

As usually unable to get an appointment on the day - last time I called at 8am auto message said phone lines full and I was cut off - more online appointments needed

See a doctor sooner other than an emergency

Sometimes there are no appointments on system.Appointment may not be emergency but I think sometimes 3-4 weeks is a long time to wait to see GP

I rest my case. I have an appointment with doctor gray on the 8th of December, so it's been over 3 weeks

If I can be supported with an telephone interpreter that would be more helpful for a non-native speaker.

Always happy with the Surgery

None everything is satisfactory

Quicker Opa required

Starr seeing face to face not telephone

Nothing at all I am very pleased

Why can't I book an appointment at the surgery?

Make appointment wait short

None for this appointment

None for this appointment

Hopefully, in the future, waiting times will get shorter. With extra doctors or patients using chemists, for minor ailments

Sooner appointment

Don't know about the new system

Make it easier to see a doctor

More options for appointments to be booked on line .

I would prefer to see my regular Dr rather than a locum

Not at this time, since I visited the surgery at the beginning of October this year, the first time for approx 5 years, I'm well happy with the care and treatment I have received for r

My time at the surgery was first class

More doctors

I would like more available appointments for patients

WE DID

The practice analysed the data as above and the following was discussed with the partners on the 8th January 2024:

- Overall, the team felt that the feedback was very positive
- Patients felt that we offered a good service, and our staff were friendly and approachable, helpful and caring.
- We received 1 poor comment about the wait in the waiting room to see a GP. We believe this was to see a locum doctor who tended to run behind schedule and was not a permanent member of staff. However, this feedback would be forwarded on to the locum.
- Negative feedback around the patient survey carried out in November was around the practice appointment system. Some patients were unaware of the new system and there was some ambiguity around how long patients had waited for an appointment. 25% of the 55 patients questioned stated they waited longer than 15 days for an appointment. However, this did not explain what type of appointment they were waiting for as it could have been a follow up which was required in the future ie. More than 2 weeks time, or the patient themselves might have wanted an appointment for a particular date, time or GP. The team decided to discuss this with the PPG on the 16th January 2024 with a plan of re-running the patient survey but with more specific appointment questions around why the patient booked that appointment and were they happy with that.

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