

Patient Survey Summer 2020

Above national and local average:

- Find it easy to get through on the phone
- Were offered a choice of appointment when they last tried
- Were given a time for their last appointment
- The healthcare professional they saw or spoke to was good listening to them
- Describe their overall experience of this GP practice as good

Equal to local average but above national average:

- Satisfied with the general practice appointment times available
- Described their experience of making an appointment as good
- The healthcare professional they saw or spoke to was good at treating them with care and concern
- Involved as much as they wanted to be in decisions about their care and treatment

Below national and local average:

- Found the receptionists helpful
- Usually get to see or speak to their preferred GP when they would like to
- Were satisfied with the appointment they were offered
- Took the appointment they were offered
- Say the healthcare professional they saw or spoke to was good at giving them enough time
- Had confidence and trust in the healthcare professional they saw or spoke to
- Felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
- patients felt their needs were met during their last general practice appointment
- patients say they have had enough support from local services or organisations over the last 12 months to manage their LTCs

Survey results discussed as a practice team in Quest September 2021 and between management & supervisors

The survey was discussed at length with the whole practice team. These were very disappointing all in all and the below actions and/or changes are to be made:

- 1. Hub appointments at Brimington need to be offered more to give more patient choice*
- 2. When we now book a telephone appointment we now give the patient a two hour window of when the GP will call*
- 3. Econsult allows patients to request a particular clinician*
- 4. The admin rota will be updated to include dedicated staff answering the telephone, in addition to this the Px team will have allocated times of the day where they will answer the surgery phone lines*
- 5. Operations manager and Admin supervisor can now monitor the call waiting times to see where we can improve further*
- 6. The practice to look at where we offer pre-bookable appointments throughout the day to help with patients that work until late afternoon/tea-time.*
- 7. We are now able to ascertain whether a patient has been seen before by a particular clinician.*
- 8. We now have a Nurse Practitioner and social prescriber to assist in supporting patients with their mental health needs.*
- 9. Customer service training for Sept QUEST for admin.*
- 10. Admin to ensure appointments are booked in for face to face whenever needed not telephone first. Admin to use the tracker whenever on the phones*

On review of all of the above the practice was disappointed and in October 2021 decided to contact 30 patients who had all recently had either a telephone, Face to Face or eConsult consultation within the past 4 weeks to check whether the improvements and changes we had made since the 2020 survey showed any improvement.

Whittington Moor Surgery extract of patient survey to approx. 30 patients who attended the surgery within the last month

How helpful do you find the receptionists at your GP practice?

100% helpful
CCG average 90% national average 89%

How often do you see or speak to your preferred GP when you would like to?

50% usually get to see preferred GP
40% Do not have a preferred GP
10% never
CCG average 40% national average 45%

Were you satisfied with the appointment (or appointments you were offered)?

85% satisfied
CCG average 83% national average 82%
100% took the appointment

During your last appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

95% had confidence
5% did not
CCG average 97% national average 96%

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

100% yes or not relevant
CCG average 88% national average 94%

Thinking about the reason for your last general practice appointment, were your needs met?

95% yes
5% no
CCG average 95% national average 94%