

## **Peasholm Patient Survey Action Plan 2017**

### **Background**

The Patient Group were consulted in September 2016 and confirmed that they wanted the patient survey to be in the same format as the previous year to enable comparison.

200 surveys were distributed to patients attending the practice during December 2016 (this represents 2.5% of the practice population with a 100% return rate). In addition the survey was sent out to just under 900 virtual group members (sadly once again the return rate was really poor with less than 1% returned despite the form being made more user friendly).

The survey results (see attached Appendix 1) were reviewed by the Peasholm Patient Group on 7<sup>th</sup> February 2017.

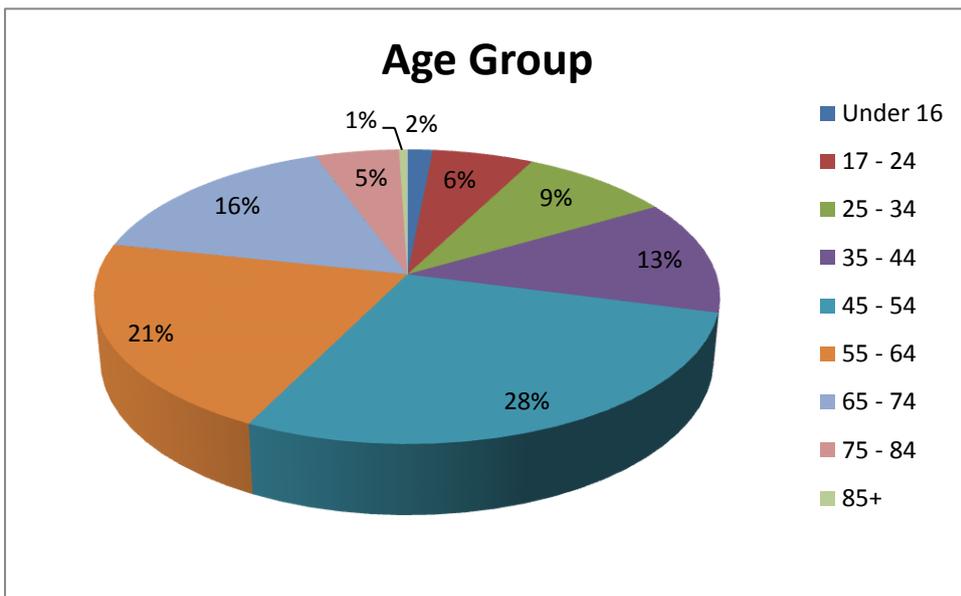
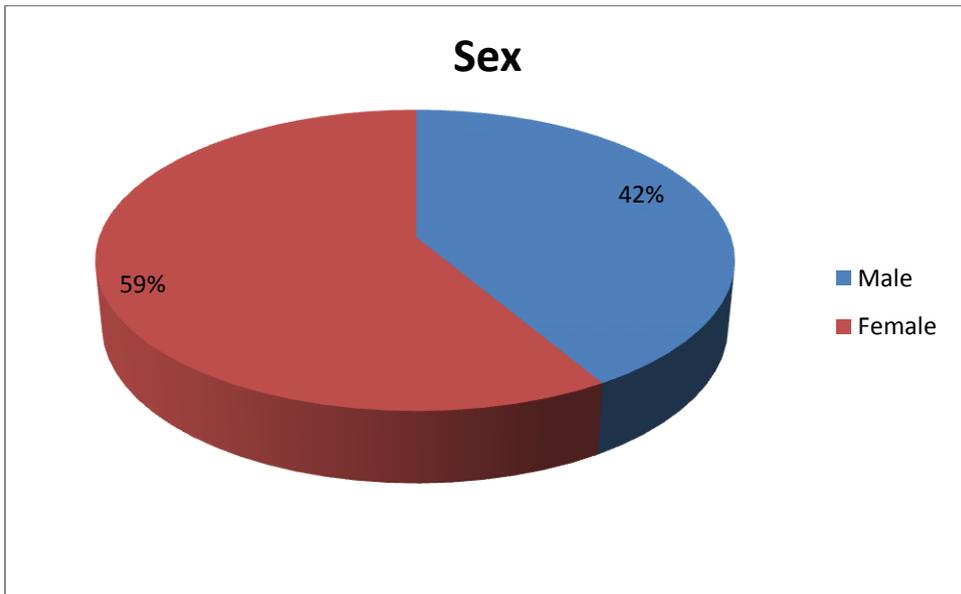
Overall the group were very happy with the results which continue to show high levels of satisfaction overall and in particular some very complementary comments about the service delivered by some of the GPs and Reception.

### **Action Plan 2017**

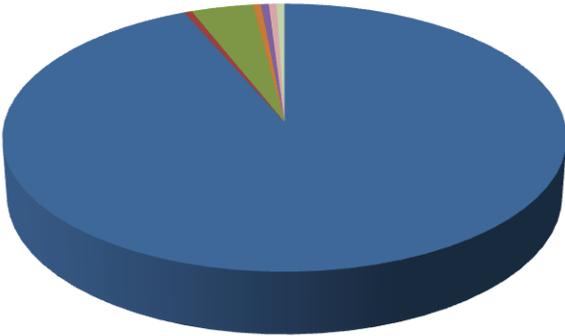
- The Peasholm Patient Group (PPG) will continue to support the practice in their endeavours to increase access to all professional disciplines. The practice is in the process of converting 3 previous admin offices to clinical consulting/treatment rooms to enable this.
- The group would like to help with the promotion of the self-care Agenda by working both with the practice and the wider Scarborough Ryedale Clinical Commissioning (SRCCG) Patient Forum Group. Awareness to be raised via existing internal links (newsletter, patient waiting area, practice website) but also contributing to initiatives worked up by the SRCCG Communications and Engagement Officer in conjunction with Scarborough Borough Council.
- The PPG will support the practice to make better use of the Jayex Board when calling patients, by extending the length of time details are displayed and looking into the possibility of the bleep being sounded twice to raise awareness.

APPENDIX 1

Patient Survey December 2016

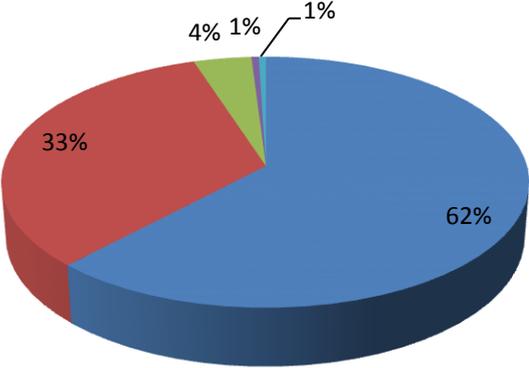


### Ethnicity



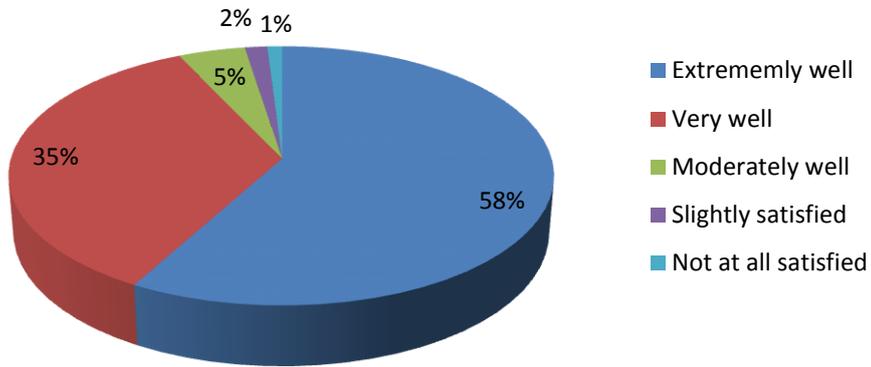
- British
- Irish (southern)
- Any other white
- White & Black Carribean
- White & Black African
- White & Asian
- Any other mixed
- Indian
- Pakistani
- Bangladeshi
- Any other Asian

### How friendly were the Receptionists?

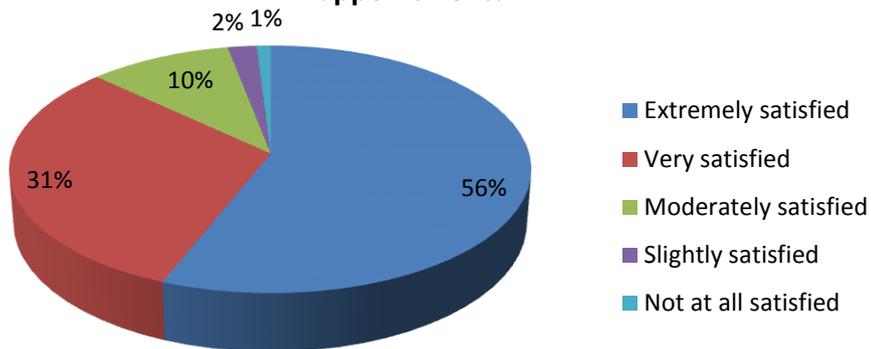


- Extremely friendly
- Very friendly
- Moderately friendly
- Slightly friendly
- Not at all friendly

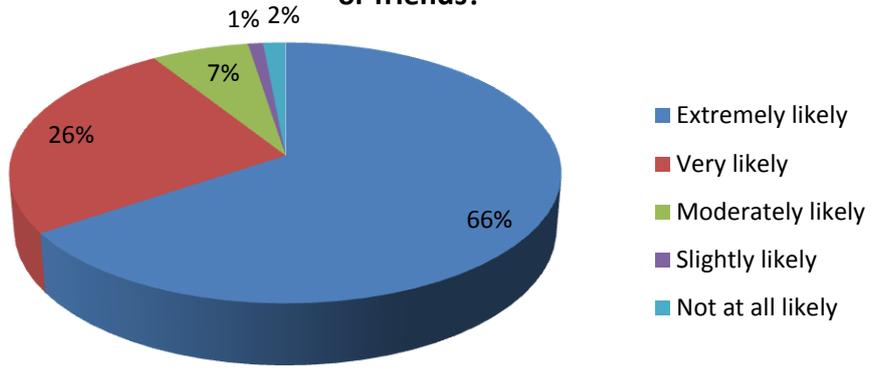
**How well do you feel that the member of the clinical team listened to your concerns?**



**How satisfied were you with the outcome of your last appointment?**



**How likely are you to recommend the practice to family or friends?**



## Comments Received in 2016 Survey

### Things we have done well.

#### Staff mentioned by name

- I see Dr Guest every month unless for my Asthma and I must say I am very happy to see her as she knows everything about me and I would see her all the time, she listens and is a nice GP all in all I wouldn't want to change who I see, plus she listens and is very caring.
- Dr Hutchinson is a superb doctor. I feel at ease with her. She has helped me so much this year, many thanks.
- Dr Little is fantastic.
- Dr Little was extremely nice and very good and listened.
- Dr Little has been excellent in helping me, he really listens. Some members of the reception team are more sympathetic and helpful than others, I have phoned up in a distressed, pain related state a couple of times and got very different responses from the reception team. Overall however I would say very helpful.
- In particular Dr Little is a credit to the team.

#### General Comments

- Staff have improved on reception in the past I would have complained but now every single one I have dealt with are not just efficient, which they always were, but caring, compassionate and understanding, deserve praise as it is too easy not to be in a busy practice. But they have made the time and effort, I for one appreciate it deeply.
- I feel I have received sensitive, first rate care from all members of staff I have come into contact with.
- Always polite and friendly, no complaint from me. Been coming here for 20 years very happy with the service.
- I transferred (as did my wife) to this surgery as a result of our own GP in another practice leaving and as a direct consequence of seeing first-hand how the surgery was with the clients in the community that I support. I have absolute 100% trust and satisfaction that any / all aspects of my care and health will be supported by this caring and professional team.
- Very good receptionists and good doctors.
- Always pleasant on the phone as well as face to face equal happy patients, Happy Christmas.
- My Family and I find that all the staff are very kind and helpful, they work very hard but they always have a smile on their faces which makes us feel good even at difficult times. With all our thanks!
- Genuinely good and meet all my requirements.
- I'm new to the area from March. I have found everyone extremely helpful, polite and courteous.
- Everyone is helpful at Peasholm Surgery.
- The reception staff are always cheerful, helpful and good humoured. It makes a significant difference. I always feel the staff have time for you and don't rush the appointments. It's a brilliant surgery.
- I was concerned when Claremont became part of Peasholm, but quickly settled into the 'new' practice. Whether face to face or by telephone, the

reception staff are always pleasant and helpful, the medical staff I have seen have been equally pleasant and very professional.

- Overall I am satisfied with the service at Peasholm. Access to appointments is generally good.
- Excellent facility - well run.
- Excellent.
- This surgery is extremely helpful and all the staff are friendly and approachable.
- I came to the surgery for my annual CHD review. I was quickly put at ease and everything was explained to me. I know I am overweight but this was dealt with in a sensible, none judgemental way, which I appreciated. I always have to ask which room I am to go to and wondered if this could be on the electronic display when my name comes up? I am very happy that Peasholm Surgery is my GP practice.
- Keep up the good work.
- Very happy with the practice on the whole, the opening hours are very useful, especially when in full time work. I've never had a problem getting an appointment quickly and I'm very satisfied with the level of service my family have received.
- I feel very happy with all the doctors at this surgery, they listen to what I have to say, my ailments and examine me accordingly.
- The staff are kind and courteous. Where ever possible the reception staff will provide any appointments that you ask for. The clinical staff are very professional and helpful, a recent visit to the travel clinic proved very helpful once our trip was underway. We enjoy being part of this practice as patients.
- Everyone is so helpful.
- All fine.
- I have had contact with the surgery this year concerning my late father and daughter, I have been very happy with the care they have been given.
- I came to Peasholm with the Claremont surgery intake and I have been made to feel welcome, both as a person and a patient.
- A happy and effective practice.
- 1st Class service, seen very prompt, a credit to the NHS.
- Never had a problem with getting an appointment to see someone in an emergency, I would not change my doctors to another as these know me and my family, always helpful from reception.
- Thanks to all the team for excellent service.
- Very happy overall.
- Everyone is very friendly.
- All the staff at Peasholm Surgery are extremely understanding, friendly and kind. They always do their best for you. We moved to the area recently and are really pleased about their helpfulness and kindness.
- Wonderful practice and lovely staff. Thank you for all your care.
- Out of all the practices I have attended, your practice is the best.
- Everybody at the surgery is very helpful and very friendly. Nothing is any bother for them, they go out of their way to make you feel welcome.
- I find the staff at this surgery very helpful and do a good job.
- I am very pleased that the practice can deal with things quickly if they appear to be urgent.

- Lovely friendly service, always manage to get you appointments to suit you.
- I think the staff are all very friendly and helpful. I feel well taken care of.
- Everybody is also kind and helpful. This is why I don't want to move to a GP in Sherburn as I had been with old group all my life.
- All members of staff are always happy to help in any way they can. Would highly recommend the practice to anyone.
- As a general rule I always get help when needed and the staff are friendly.
- Always high standards of patient care and communication, by all members of the practice.
- Having transferred from Claremont, I find everyone very friendly, helpful and professional. I have seen several of the nurses and HCAs as well as the doctors and would wholeheartedly recommend it.
- Reception staff are polite and helpful.

### **Neither Positive or Negative Comments**

- I have only seen nurses or health care assistants recently and do not know of the current doctors.
- The doctor I usually see has retired.
- Make doctors bigger.

### **How we can do better - comments to consider**

#### **Access**

- I was appalled at how long I'd have to wait for an appointment (10 days). However the receptionist was extremely helpful as she realised that, although not an emergency, I needed an appointment as soon as possible. She advised me to telephone at 2pm when any unused emergency appointments would be available. This I did and was given an appointment that day. I was very pleased and grateful.
- Find it difficult to get an appointment.
- The only comment I have really is the length of time I've sometimes waited was over an hour after appointment times.
- Waiting time for an appointment is far too long.
- Getting suitable appointments is becoming a problem with waiting time being extended all the time.
- Since the merge availability of appointment times is rubbish, I appreciate that if an emergency then would probably be able to be seen, but most appointments over a week in advance normally two weeks.
- Surgery is very busy, sometimes takes a while to get an appointment.
- I am 84 years of age and when I asked to contact a GP today I was informed that I would have to wait until Jan 17. The delay immediately caused me distress due to me not knowing the outcome of my recent heart investigation at SGH. I had to ask my daughter to ring you today and you did however get an appointment for which I am grateful. I find the staff here very polite and helpful but was disappointed when I was told I had to wait to get my hospital results. I find Dr Little to be very kind and feel he genuinely takes the time to listen.

**Service Related**

- Doctors vary on their ability to understand mental health vastly. Some staff I would rather not see at all due to feeling un-listened to and on one occasion being told I was lying about what I'd been told about a physical health issue which is causing me stress.
- Normally I would have ticked extremely well and satisfied, however basing it on my last appointment I did not feel like this.
- As I am currently on sick from work it seems to take a while to receive sick notes after asking.
- Lost all trust in doctor after a recent incident.

**Building Related/Call Board**

- The 'next patient please' name caller board is on the wrong wall. Otherwise this is a brilliant surgery.
- The sighting of the electronic call sign for patients is very poor, only 4 seats from which it can be comfortably viewed. Also quiet buzzer with names displayed too briefly. Most consulting rooms require access via steps.
- Would help me as a patient if the lights could be dimmed down a bit in the waiting room as I have photophobia.