

## **Peasholm Patient Survey Action Plan 2018**

### **Background**

The patient group were consulted in October 2017 and confirmed that they wanted the patient survey to be in the same format as the previous year to enable comparison, especially as this is likely to be the last year that this particular survey will be utilised due to the pending merger with Belgrave, Falsgrave and Prospect Road Surgeries.

200 surveys were distributed to patients attending the practice during November 2017 (this represents 2.5% of the practice population with a 99% return rate). In addition the survey was sent out to just over 700 virtual group members (again the return rate was really poor with less than 2% returned despite the form being made more user friendly).

The survey results (see attached Appendix 1) were reviewed by the Peasholm Patient Group on 20<sup>th</sup> February 2018.

The Patient Group were very happy with the results which continue to show high levels of satisfaction overall despite the current challenges being faced by primary care and the GP recruitment issues the practice continues to have. There were some very complementary comments about the overall service delivered by the team at Peasholm.

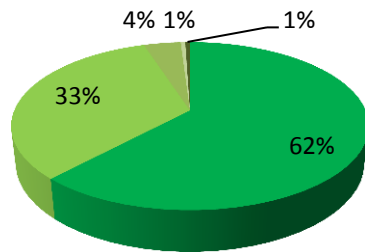
### **Action Plan 2018**

- The Peasholm Patient Group (PPG) will continue to support the practice in their endeavours to recruit another GP in order to reduce appointment waiting times and increase access.
- The practice will promote the services currently available locally for patients suffering from issues relating to their mental wellbeing and publicise these in newsletters, on notice boards and on the website.
- The PPG will support the practice to create a more ambient environment in the patient waiting area.

2016

How friendly were the receptionists?

Extremely Friendly	62%
Very Friendly	33%
Moderately Friendly	4%
Slightly Friendly	1%
Not at all Friendly	1%



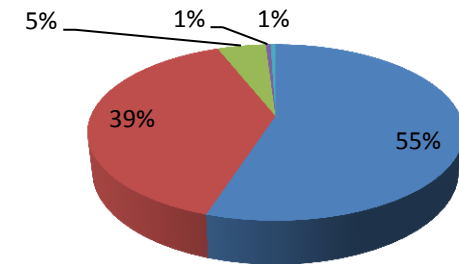
How helpful were the receptionists?

This question was not included in our 2016 survey.

2017

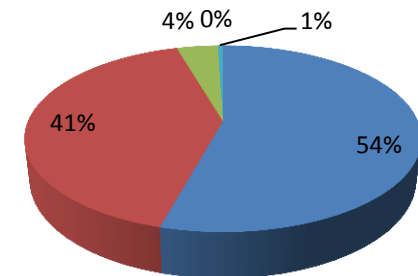
How friendly were the receptionists?

Extremely Friendly	55%
Very Friendly	39%
Moderately Friendly	5%
Slightly Friendly	1%
Not at all Friendly	1%



How helpful were the receptionists?

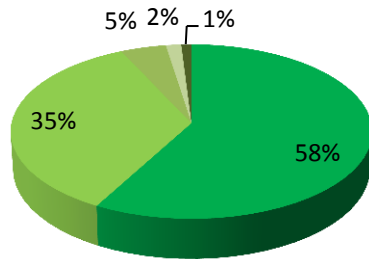
Extremely Helpful	54%
Very Helpful	41%
Moderately Helpful	5%
Slightly Helpful	1%
Not at all Helpful	1%



2016

Thinking about your last appointment, how well do you feel that the member of the clinical team listened to your concerns?

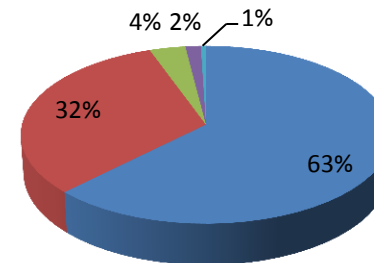
Extremely Well	58%
Very Well	35%
Moderately Well	5%
Slightly Well	2%
Not at all Well	1%



2017

Thinking about your last appointment, how well do you feel that the member of the clinical team listened to your concerns?

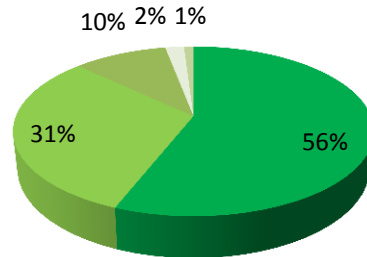
Extremely Well	63%
Very Well	32%
Moderately Well	9%
Slightly Well	2%
Not at all Well	1%



**2016**

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

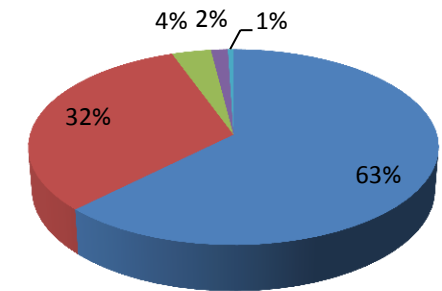
Extremely Satisfied	<b>56%</b>
Very Satisfied	<b>31%</b>
Moderately Satisfied	<b>10%</b>
Slightly Satisfied	<b>2%</b>
Not at all Satisfied	<b>1%</b>



**2017**

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

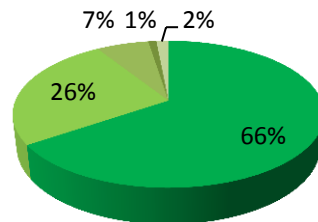
Extremely Satisfied	<b>56%</b>
Very Satisfied	<b>35%</b>
Moderately Satisfied	<b>9%</b>
Slightly Satisfied	<b>1%</b>
Not at all Satisfied	<b>2%</b>



**2016**

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

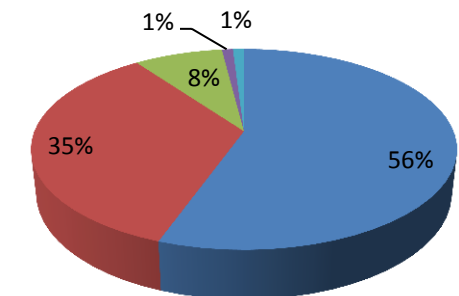
Extremely Likely	<b>66%</b>
Very Likely	<b>26%</b>
Moderately Likely	<b>1%</b>
Slightly Likely	<b>1%</b>
Not at all Likely	<b>2%</b>



**2017**

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

Extremely Likely	<b>56%</b>
Very Likely	<b>35%</b>
Moderately Likely	<b>8%</b>
Slightly Likely	<b>1%</b>
Not at all Likely	<b>1%</b>



## Comments Received in 2017 Survey

### Things we have done well.

#### Staff mentioned by name

- I never feel worried about contacting the surgery with any problems, small or large. I have always felt listened to and encouraged to be involved in any treatment necessary. I especially find my regular medication is so easy to maintain and the team involved are helpful and courteous, especially Val.

#### General Comments

- I have been suffering with an ongoing condition for the last 10 months that has required me to make regular visits to the practice and telephone for advice/information. The care I have received has been excellent without exception amongst all the staff. Thank you very much.
- Since moving from Castle Road Surgery to Peasholm, I have always been given extremely good care and consideration from both medical staff and reception staff and would recommend the practice to others.
- Only visited with my children (2+5 years old) recently. Always very helpful and appointment that same day I rang.
- I find everyone very friendly and helpful and have always explained everything in a way I understand about my health.
- Having experienced many GP surgeries, I genuinely believe Peasholm Surgery to be the best I have ever attended. Reasons include: General clinical excellence, friendliness of the staff, going the extra mile in patient care e.g. real attention to the individual's needs and genuine caring attitude.
- Very pleased, no further comments needed.
- From Reception team to Nurses and Doctors, all extremely nice and helpful. Whenever visiting them, all go out of their way to help always and be there for me.
- For myself, I feel my care is excellent. For my son who has a learning disability and uses health services frequently, I feel his care is outstanding. Doctors, nurses, receptionists and others help him feel welcome and go out of their way to reduce anxiety and provide early appointments and urgent help whenever needed. Thank you.
- I recently visited the surgery for my annual CHD review. I was reminded it was due by text. I needed to have a blood test and then a follow up appointment to discuss the results. Everything was quickly and efficiently arranged. Everything happened on time with no delays. I was able to contact the surgery by telephone to make my appointments without any difficulty and my appointments took place within a few minutes of the times arranged. The nurse was ready for me with the correct information already on screen, greeted me appropriately and was very pleasant. I didn't feel rushed or under any pressure. I felt valued as a patient and my results were discussed professionally and appropriately. I was given some relevant and appropriate advice. Overall I am a very happy 'customer' of Peasholm Surgery.
- Very accommodating and understanding of those with special needs/learning difficulties. I am always happy to attend.
- Wise people.
- Surgery staff v. good.

- Very happy with the surgery staff.
- I have been with the team a long time and am very happy, thanks.
- Excellent, efficient service, when I have had to use this service which is not often.
- Everyone at the surgery has been brilliant over many years and very, very helpful.
- I have always been treated well by all the staff.
- They have always been a great surgery with me.
- Excellent care, very much appreciated.
- Excellent service.
- All staff friendly + helpful. Very happy with the people.
- New to surgery and really happy, smooth transfer from previous surgery. Referrals and appts quicker and more accessible than London Borough of Greenwich.
- All the staff, doctors and nurses are very good and look after me and my family extremely well, they all get top marks from us. Thank you all.
- Always been very helpful and efficient with any or all my health care. Find my doctor a good listener and always never good much bother for her to find out any health needs.
- Thank you.
- Very helpful when needed.
- I really appreciate how easy it is to get an urgent appointment especially for my young children!

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

- It would be good to know what Doctor is classed as my Doctor.
- I wasn't seen by the people I was supposed to have been seen by.

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

#### **Access**

- Today I have taken an emergency appointment or otherwise had to wait two weeks. I feel guilty using an emergency appointment as I am still at work but feel two weeks is too long to wait. A walk in and wait would be useful but I realise hard to implement.
- One occasion where receptionist on phone was very difficult organising phone appointment - had to argue to get what I wanted. PLEASE change the music on the phone- horribly aggressive drums, like gunshots, loud rock music, I'm sure I'm not the only one who wants to hang up. It's completely inappropriate. Suggest something calming, classical music is ideal.
- I'm sure this is the same with any practice but it can take a couple of weeks to get a 'continue' appointment.
- Receptionist depends who you get. Always find it hard to see who you want to see and long length of time to get an appointment, is a joke!
- I had to wait nearly 2 weeks for an appointment.
- Helpful to see doctor and nurse downstairs.
- It takes a long time to get an appointment with a doctor if it's not an emergency appointment.
- A very good surgery, sometimes difficult to get an appointment. Due to poor funding by the government.

- I'm not happy with the length of time you have to wait to see a doctor.
- Was advised to take imodium where as at A&E advised not to. Never able to get an appointment. I work - due to this, no appointments
- Appointments are usually so hard to get with any doctor not a specific one. If this could be improved it would make this doctor practice so much better for all: patients and receptionists.

### **Service Related**

- Cost of ringing in to cancel appointment is too much.
- Have been a patient at this practice since 1979 as has my wife. Seen many changes for the better, all in all we are satisfied with the service provided. Although I believe as seniors we should have twice yearly check ups as previous. Is it an NHS cut back?
- Leaflets on mental health towards ex armed forces, for example point of contact of feeling depressed. Local centres that could help. Firstlight (Scarborough).
- I felt disregarded because of my age. It's not fair that my treatment is different or lack of it.
- Overall great surgery but I would like to see a little more empathy and compassion when dealing with mental health care issues, especially locum doctors.
- I find Dr X to be a very abrupt, impatient doctor.

### **Building Related/Call Board**

- Seats look worn, maybe cleanable fabric would be better.
- The waiting room is often too overcrowded. It feels germey and unhealthy. Too many people crowded. Babies sitting really close to people coughing and sneezing.