



Darwen Healthcare Patient Participation Group Patient Survey 2019

This year's patient survey was completed in both hard copy format and an online version and we received 101 hard copies along with 278 online copies which is an increase of 25 on last year's survey.

The survey was completed across all age groups although 74.73% that were completed were in the 45 -74 Age Group with 25.29% being outside of these ages.

It was interesting to see that the survey confirmed that still many patients do prefer to contact the practice by telephone however more were now making contact by digital means such as Iplato, GP App, Patient Access and email.

Patients still had issues with parking spaces but sadly this is out of our control. The building uses a system of background music controlled by buildings team and due to a patient complaint last year the practice did advise that we would add a question about the background music to the survey and found that 78.84% of patients found this music welcoming with 21.16% who did not.

Reception Team:

Our reception team do a wonderful job and we are really pleased that over 89 % of patients surveyed found them to be excellent or very good.

Prescription Issue:

The practice has worked hard over the last 12 months to streamline the process of ordering prescriptions and we particularly wanted to gauge whether patient's prescriptions were completed on time and the survey confirmed that 85.45% were in fact ready. We also wanted to gauge how quickly prescription staff responded to queries and how effective the staff were in resolving problems. The survey confirms that 89.34% of those that answered felt they were excellent and effective and over 91% advising that the staff were helpful and courteous.

Urgent on the Day Appointments:

The practice continually assesses the appointments needed and has expanded the clinical team to ensure that we have the required capacity. It was important for us to know if there was no GP Appointments available which other qualified member of our clinical team would you see and that the result of this would gauge how much patient education we would need to do to highlight the other clinician skills. As we expected we have had Advanced Nurse Practitioners in practice now for over 5 years and therefore expected them to be embedded in the team and for patients to know what they did.

The survey confirms that and please to advise that that over 94%% of surveyed patients would see an Advanced Nurse Practitioner, 70% would see a Physician Associate, 69% a Paramedic and 57% a Clinical Pharmacist. One key comment was that they would see any of the above providing that any serious conditions were referred to a GP for a second opinion and would like to have pre-bookable appointments with them as well. Of the surveyed patients of those that were not happy to see one of the above clinicians below is a snapshot of their views

Free text comments received:

- Not highly trained
- I do not know what others than an Advanced Nurse Practitioner can do.
- Fancy name for someone wanting to be a doctor
- Not trained to determine condition
- Not highly medically trained
- I have a limited knowledge of what some of them can do could we have a patient information leaflet.

Preferred method of booking routine appointments and providing information:

70% of surveyed patients preferred to book their appointment by telephone with 24% preferring digital means of Patient Access or Email and the remaining patients booking face to face. Of patients surveyed 36% preferred AM Appointments, 21% preferred late afternoon clinics after 5pm, 17% preferred extended hours with 26% able to attend anytime.

It is always difficult to ensure that patients see their preferred GP due to a number of reasons such as Annual Leave, GPs working part time etc. however of those surveyed looking back at their last appointment attended confirmed that 57.45% of patients did see their preferred GP, with 23.94% not seeing their preferred GP an 18.63% answering not applicable.

Nursing Team:

Our Nursing Team work incredibly hard and they are continually receiving updated clinical training to keep up with the constant changes within the NHS. It was important to us that we gauged what patients felt and the survey confirmed that 87% who had seen a practice nurse felt that the nurse was very good at explained well about explaining about the medical condition including it their condition had improved. However, what was really wonderful was that of those that had seen a nurse over 94% felt better able to manage their own condition following the practice nurse input. It seems reasonable to suggest that investing time and resources in the training of nurses does improve patient care.

Healthcare Assistants:

Our Healthcare Assistants also work incredibly hard and the survey confirms that 97% of patients surveyed that had seen a Healthcare Assistant felt confident in the way the tests/condition were explained with 96% understanding everything and 96% feeling that the Healthcare Assistants were knowledgeable and well trained.

Failed to attend Appointments:

Following on from last year's survey the practice is now robustly sending out letters to those patients that fail to attend an appointment along with a copy of the failed to attend policy.

Friends & Family Feedback:

330 surveyed patients would recommend our GP Practice to friends and family, 40 patients neither likely or unlikely to recommend our GP Practice to friends and family and just 7 who were unlikely to recommend us and 2 who didn't know.

See comments on next page:

Free text Comments Received on Friends and Family Feedback:

- Cannot praise all involved enough
- On the whole efficient, effective service
- Efficient, knowledgeable and friendly
- I can get a same day appointment if needed
- Well run practice keep up the good work
- This practice strives to fulfil the needs of patients and it shows
- Good doctors, and great reception staff and nurses.
- Everyone goes above and beyond, Great Practice
- This practice is run in a very professional way
- Excellent staff and clinical team
- Best practice in town by far
- This is an excellent healthcare facility. I have never come across one so organised with such courteous reception staff. Thank you for looking after us so well and also encouraging breastfeeding.
- Excellent service
- The practice seems to be in the forefront of good practices
- People and facilities excellent
- Excellent care from GP, Physician Associate and Practice Nurses. Efficient support from the receptionist and prescription clerks.
- Always excellent service
- I largely only order prescriptions (online) and attend annual check-up with nurses so do not have regular contact with my GP or his associates and I am perfectly satisfied with the service I receive
- Friendly and understanding
- Best practice in the North West
- Excellent GPs and Nurses
- Always receive polite, helpful and respectful service, my sincere congratulations and appreciation for this.
- I find the practice very efficient with friendly and courteous staff and EPS for prescriptions is excellent
- Confident in getting an urgent appointment when needed
- Very confident that I am receiving excellent care
- Every confidence in my GP and Practice after heart surgery and diabetes
- Because the practice responds to my needs promptly and if necessary rings me back
- Well run surgery and helpful staff
- Father with different practice and have recommended he transfer every time he complains about his surgery. I was originally with same surgery as him and changed as felt it was unprofessional. Had much better service at this surgery and can get appointment more easily a day better range of times rather than strict 9-5.

- There's no drama or obstructive practice here so the only concern is whether the illness is serious or not
 - It's a large well managed unit that runs as good as I think it should
 - You get great care and staff treat you with respect and listen very helpful along with a brilliant practice manager Ann Neville
 - I feel that in the surgery on the whole has improved in recent years. The receptionists are helpful, friendly and professional and although you may see different doctors each time I found during a recent bout of illness they were all very thorough and my treatment appropriate and the advice given very helpful
 - Each GP has a specialism as well as a vast general knowledge not all practices have that and that makes ours stand out from the rest. I was sad when my GP was changed as I felt he was like the old fashioned GP he knew me, my family and my background history without having to check his notes, that I miss
 - Everyone pleasant. Problems dealt with Don't have to wait long for appointments
 - I would recommend this surgery to anyone things are explained very well I have been most helped at this surgery than previous surgeries, the only slight remark is waiting times but for the wait you value the advice/help/treatment.
 - Easy to get appointment. Polite & helpful reception staff. GP listened and explained well
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- Too long waiting to see the GP once arrived
 - I have issues but the reception staff formidable and not courteous
 - Long wait to get an appointment with your own GP
 - I believe you need to see your own GP so that information can flow easily without having to repeat the same information to another clinician
 - GPs are usually good however during the last month waiting times in the waiting room after arrival have been lengthy
 - I can only re-order my prescriptions 28 days after the previous issue and if it falls on a weekend or bank holiday can cause a delay in getting my medications
 - I would rather be given my prescription than sent electronically
 - Too big too busy too hard to get an appointment
 - Not able to see my own GP for a while

Practice Action Plan 2018: You said and we did (over page)

- Increase the number of telephone appointments but ensure that Reception staff have a list of what can be booked into a telephone appointment and look at other digital means such as online messaging and skype.
- **Achieved Telephone Appointments slots and results to be available digital as from September 2019**
- Ensure that all patients being referred for hospital test are given the information leaflet advising who to contact for the results.
- **Achieved**
- Provide some training for Non-Clinical Staff in dealing with patients who suffer with Dementia and Mental Health.
- **Achieved : Online Training provided**
- Ensure that telephone calls are made daily to patients who fail to attend their appointments
- **Achieved: Amended to sending out letters**
- Promote other ways in which patients can gain access to their blood results rather than phoning in
- **Due to commence September 2019**
- Create a patient leaflet as to why receptionists ask for information prior to booking an appointment
- **Achieved: Completed 2019**
- Continue to improve the continuity of care for patients
- **Partly Achieved: On-going increased the clinical team so that more GP Appointments available**
- Ascertain how the practice can provide earlier or later GP Appointments these may not necessarily need to be face to face.
- **Partly Achieved: Additional extended hours appointments 630-7:15 on a Wednesday**

Practice Action plan 2019:

- Develop patient information leaflets describing the roles of Physician Associate, Paramedic Practitioner and Clinical Pharmacist and advertise on TV Screen
- Offer pre-bookable appointments with all middle tier of clinicians
- Continue to offer extended hours appointments and increase including non-face to face
- Reduce waiting times in reception waiting area by extending the length of the appointments.