



## **Darwen Healthcare Patient Participation Group Patient Survey 2018**

This year's patient survey was completed in both hard copy format and an online version and we received 102 hard copies along with 252 online copies.

The survey was completed across all age groups although 69% that were completed were in the 45 -74 Age Group with 31% being outside of these ages.

### **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 patient's preferred method for ordering. 71% preferred to order using digital means i.e. Patient Access or email with 29% using other means i.e. 14.73% using telephone and 14.27% using post or face to face. The prescription telephone staff are continually busy and we were delighted that 68.04% out of 70% found them to be helpful.

### **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 would you be prepared to see another qualified member of our clinical team and please to advise that that 100% of surveyed patients would see another clinician. Of the surveyed patients 88% seeing another clinician rather than a GP found them to be very helpful, of those that were not happy below is a snapshot of their views

### **Free text comments received:**

- A number of patients asked for more GP Appointments after 5:00 pm.
- Only my doctor can change my meds no point in seeing anyone else.
- Referred to clinic nurse for blood pressure following an angiogram and asked to Buy!! Blood pressure monitor
- Unable to prescribe so a further appointment had to be made with the GP
- Rude and rushing member of staff
- Inexperienced junior who had to refer me to more senior doctor
- The lady insisted I was 35 even though I am 33 it was very offensive. She continued to insist I was over 35 throughout the appointment.
- No confidence in the advanced nurse practitioner I saw.
- Not a fully qualified doctor so basically said come back and see the doctor.

### **Preferred method of booking routine appointments and providing information:**

69% of surveyed patients preferred to book their appointment by telephone with 27% preferring digital means of Patient Access or Email and the remaining patients booking face to face. Around 60% of surveyed patients saw their preferred GP and this is something that the practice is looking to improve on along with more GP Appointments after 5:00 pm. 91% of patients surveyed found the last GP Appointment they attended as being helpful and the waiting time to see the GP after arrival at the practice had improved with just 11% having to wait 30 minutes or more. Our appointments can run over especially if the clinician is dealing with a complex matter and I am sure that most would agree that they would wish the clinician to be thorough rather than having to return unnecessarily.

The practice has tried to be innovative in the way that we can provide advice rather than at a face to face appointment and of those surveyed 43% had found it helpful with 57% not having received advice other than at a face to face appointment and one comment was received in relation to not being happy:

#### **Free text comments received:**

- Conflicting information between hospital and surgery in regards to timescales for test results. 7 weeks of waiting, results still not received and nobody seems willing to take ownership to find out what is happening and keep the patient in the loop.

#### **Other Styles of Consultations:**

63% of patients surveyed would be happy to consider other forms of consultations other than face to face such as telephone, online messaging, skype, email and group consultations all being ticked as alternatives.

#### **Preferred option of receiving blood results:**

The practice was really pleased that over 64% of patients would like to receive their blood test results by online access to their medical record or by text message rather than accessing by telephone during the standard core working hours.

### **Reception Team:**

Our reception team do a wonderful job and we are really pleased that over 92% of patients surveyed found them to be helpful. However, please see

### **Comments Received:**

- They do need more training towards helping people with mental health and autism.
- Usually great but last interaction to find out test results were very poor and still no idea what the test results are after 7 weeks of waiting
- Awful hate dealing with the reception team at Darwen...like to think they are the doctors. Snooty attitude.

### **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. 89% of patients surveyed thought they were really helpful. 78% of surveyed patients who had seen a nurse understood the information being provided.

### **Free text Comments Received:**

- Last time I saw a healthcare assistant/nurse I was not impressed with the attitude shown to me.
- I didn't like the lack of pleasantries when I went to have my blood taken. Very formal and only spoke when necessary to me but chatted to fellow nurse.

### **Failed to attend Appointments:**

A total of 2000 GP/Nurse Appointments were wasted last year by people not attending booked appointments with the cost to the practice in time being £47,500. The survey showed that 68% patients were aware of this and 98% of those that were surveyed felt that the practice should take reasonable measures to ensure that future appointments are not wasted

### **Friends & Family Feedback:**

313 surveyed patients would recommend our GP Practice to friends and family, 27 patients neither likely or unlikely to recommend our GP Practice to friends and family and just 14 who were unlikely to recommend us.

## **Free text Comments Received on Friends and Family Feedback:**

- Because I find them very helpful and caring
- Never had any problems here
- It's a good practice
- Always have good service. Very efficient and helpful
- Good friendly service with people who care about others.
- Since registering with the practice in Aug '17, I have found the staff and GPs extremely helpful, and efficient and totally professional
- Can't fault the service here
- I have not needed to see a doctor, thankfully, since I joined the practice
- I have been with this practice for over 30 years and never had a problem, I have always found everyone friendly and most helpful.
- They can be helpful most of the time
- Great dedication people, a great team
- I have been with this practice for over 35 years, lovely staff, brilliant doctors and very satisfied with everything
- Always found them supportive
- I have had no problems with the GP practice
- Always as helpful as possible when booking appt
- This is an outstanding GP practice
- Central location but could do with more patient parking
- I've been to other surgeries and haven't been impressed
- Have had issues regarding medication though not fault of this GP practice
- Obvious different levels of expertise. Sometimes not the easiest to get an appointment within 2 weeks
- Reception staff are always friendly face to face and over phone. wait for appt isn't very long
- You can't fault the service from staff and GPs
- Other than one GP who can't see myself or my family the rest of the GP team/nurses are fantastic. I would prefer to see my GP or 1 particular nurse as they know who I am and my history but on a whole this surgery is brilliant – thanks
- I have always been happy with the service of DHC and my GP Dr Sudell
- I have never had anything other than politeness, helpfulness and respect in my dealings with Darwen healthcare
- Staff always been helpful
- I listen to others and often hear about other surgeries and how they communicate with patients. This surgery staff are first-class with interpersonal skills.
- It's now a very big practice and when you see a different GP every time you feel that you need to keep explaining what you have come for
- It can sometimes be very difficult to get an appointment

- Always get good results from the doctors
- The staff are quick to respond, flexible and help beyond their role in order to make you happy
- My family and I have always had appointments when we need them and the service and conduct of staff is friendly and professional
- Very friendly & helpful
- Never had a prob getting appts always feel listened to and supported
- Family moving to the area is likely in the next year
- Never have a problem - other than getting through on the telephone
- I have always been very satisfied with this practice, which can't be said of others
- We are very happy with our GP practice
- All GPs within the practice whom I have received have given good care and are easy to talk with. Have recommended
- Been very happy with the service, not had to use it for anything other than routine appointments so far
- I am generally very satisfied with the practice
- Limited public transport to reach the health centre and not many out of hours options
- I have always been happy with my consultations with GP, Nurses and other clinical staff
- Always very happy with treatment/advice given
- Majority of friends and relatives live outside area
- Have not had to visit the practice for a while so can't say if things are better or worse
- CQC grading
- Based on my own personal experiences
- Have always been happy with the care I have received. I do not use the practice regularly but when I do I can make an appointment and have received timely appropriate care
- Always caring and helpful.
- Always able to see someone
- My Husband and I have received excellent care from the practice for many years
- Generally I have been happy with the service that I have received
- Have advised friends to join the practice when they were unhappy with their doctors
- It's an excellent service
- Very satisfied with the practice over many years
- Always been ok .happy with service
- Appreciate the professionalism and courtesy.
- I have found that the practice nurses in particular are all willing to go that extra mile. Also, I have excellent support through talking and health therapies

- I have always found the practice to be helpful especially after heart op
- It depends on which doctor I see and how I'm feeling
- Good GPs and great nursing team. Reception staff are friendly and helpful most of the time
- Excellent service all round
- I have never had any problems with the service I have received
- Because the clinics for my needs are based in one building
- I do feel that the whole team try their best to help under difficult circumstances
- Very good treatment
- The team seems to be ok with me
- Always been satisfied with service. Service seems better than related by users of other practices
- Very proactive never had any problems with the service
- I am satisfied by our group practice and compared to others ( I have heard) they come out best
- I find the practice to of a very high standard
- Have recommended this GP Practice to family members, all of whom have switched to this practice
- I find the practice to of a very high standard
- I have been with this practice for a number of years and have received ongoing changes regarding Doctors or other by either letter or phone i.e when Dr.Clayton was leaving the practice he sent a personal letter to myself which i thought was excellent and have found the staff to go over and above the call of duty when i have had a query - the service you provide is excellent. Thankyou
- Excellent reception staff, they are the key point of contact and I always find them helpful, polite and accommodating
- They are a very good practise and the Doctors and nursing staff all look after you
- There is no follow up after referred tests to check outcome. An absolute disgrace
- Can never get appointment
- Always had good service.
- Have always received excellent care
- Because the service and attention received is as good as it gets.
- Always have a positive and professional experience
- Because Dr's, Advance practitioners, & Nurses are very thorough when diagnosing illness, and give the best treatment they possibly can.
- Computer check in screens often do not work and doctor request for next patient not working facing chairs

- Can never get an appointment. Prescriptions are ordered and never ready on time. Awkward to collect prescriptions. Given incorrect opening times. Appointment wait time not so bad last time but usually in excess of 40 mins. Never see same Dr twice. Inside is dirty. Prescriptions in pharmacy take far too long. Long hold times on phones. Not any late appointments available ever. Dr's verge on rude and usually treated like an idiot that is being a hypochondriac despite the fact I never go to the Dr.
- Because I have always been treated very promptly and to my satisfaction
- Friendly and committed staff
- Always been good, & if mistakes have been made always rectified
- Awful service. Can't get appointments. Never see own doctor
- I have always found the practice very helpful
- I am always looked after
- Consultations not rushed, and the majority of the GP's are very approachable and friendly and take your concerns seriously.
- Always been able to get appointment and advice in reasonable time
- Had results given to me inappropriately by an unqualified member of staff
- On the whole I am happy with the service provided. There are a few slight niggles but nothing major
- Because it is an excellent practice
- The Practice is forward thinking and reactive to Patients and their needs
- Because I believe the practice has commitment to provide good health care

### **Practice Action Plan:**

- 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.
- Ensure that all patients being referred for hospital test are given the information leaflet advising who to contact for the results.
- Provide some training for Non-Clinical Staff in dealing with patients who suffer with Dementia and Mental Health.
- Ensure that telephone calls are made daily to patients who fail to attend their appointments
- Promote other ways in which patients can gain access to their blood results rather than phoning in
- Create a patient leaflet as to why receptionists ask for information prior to booking an appointment
- Continue to improve the continuity of care for patients
- Ascertain how the practice can provide earlier or later GP Appointments these may not necessarily need to be face to face.