

Patient Feedback

Report for January 2015 PPG meeting

Sources of feedback

- GP patient survey
- Friends and family test
- Patient complaints

GP Patient Survey Results

Updated January 2015

<https://gp-patient.co.uk/>


De Montfort Surgery


Student Hc, 100 Mill Lane, Leicester, LE2 7HX


Practice
overview

Patient
experiences


What this practice **does best** ?


 **92%** of respondents are satisfied with the surgery's opening hours
Local (CCG) average: 77%

 **84%** of respondents would recommend this surgery to someone new to the area
Local (CCG) average: 70%

 **71%** of respondents usually wait 15 minutes or less after their appointment time to be seen
Local (CCG) average: 62%

What this practice **could improve** ?

 **67%** of respondents say the last nurse they saw or spoke to was good at explaining tests and treatments
Local (CCG) average: 87%

 **51%** of respondents find it easy to get through to this surgery by phone
Local (CCG) average: 69%

 **76%** of respondents say the last nurse they saw or spoke to was good at listening to them
Local (CCG) average: 88%



457

Surveys sent out



42

Surveys sent back



9%

Completion rate

100% had confidence or trust in the last nurse they saw or spoke to

99% had confidence and trust in the last GP they saw or spoke to

93% say the last appointment they got was convenient

92% are satisfied with the surgery's opening hours

90% say the last GP they saw or spoke to was good at listening to them

88% say the last GP they saw or spoke to was good at giving them enough time

87% were able to get an appointment to see or speak to someone the last time they tried

85% say the last GP they saw or spoke to was good at explaining tests and treatments

85% said the last nurse they saw or spoke to was good at treating them with care or concern

84% would recommend this surgery to someone new to the area

84% find the receptionists helpful

83% say their last GP they saw or spoke to was good at treating them with care or concern

83% describe their overall experience of this surgery as good

82% say the last GP they saw or spoke to was good at involving them with decisions about their care

77% say the last nurse they saw or spoke to was good at giving them enough time

76% say the last nurse they saw or spoke to was good at listening to them

76% said the last nurse they saw or spoke to was good at involving them in decisions about their care

71% usually wait 15 minutes or less after their appointment time to be seen

67% said the last nurse they saw or spoke to was good at explaining tests and treatments

66% describe their experience of making an appointment as good

55% with a preferred GP usually get to see or speak to that GP

51% find it easy to get through on the phone

41% feel they don't normally have to wait too long to be seen

Friends and Family test

118 responses- December

107 responses so far in January

Scores so far

- Results in December – 91% would recommend the practice to family or friends if they needed similar care or treatment
- Results in January -89% of respondents would recommend the practice (to 26 Jan- full results will be published at the end of the month)

December 2014

- Comments overwhelmingly positive:
 - Friendliness of staff
 - Care provided
 - Quality of staff and doctors
 - Pleasant and clean environment

Areas of dissatisfaction- Dec FFT

- Not very easy to get an appt
- Some unhappiness with appts releasing only 7 days ahead (although most folk find system is better than it was)
- Dr running late
- Phoning at 8am for an appointment

Complaints

Received in last 12 months

Summary of 2014			
Number written complaints	11		
Number verbal complaints	34		
NB- complaints where more than one issue raised were treated separately so above number don't correspond with total issues			

Aspects of care complained about	Written	Verbal	Total
Clinical Care	3	7	10
Prescribing	0	5	5
Attitude	4	4	8
Administration	0	6	6
Policy/Procedures	3	8	11
Referral	0	3	3
Premises	0	0	0
Hospital Care	0	2	2
Communication	1	2	3
Re external worker and referred to service	2	2	4
Withdrawn/not pursued	0	2	2
Total	13	41	54

Justification	Written	Verbal	Total
Fully justified	4	20	24
Partially justified	3	10	13
Not justified	2	7	9
N/A response due from another agency	2	0	2
Withdrawn/not pursued	0	2	2
Total	11	39	50

Themes	Actions
Difficulty in getting appointments	Changes made to appointments system from November.
	Capacity and demand audit being run Dec 2014 and Jan 2015
Mistakes made by inexperienced staff	Individual coaching completed at time.
	Update and improve induction process for next round of recruitment (completed and ready to be implemented in January 2015 when new receptionists start.)
Courtesy	Customer care course has not been arranged. Jane Smart to arrange Q4.
	Need to develop better protocol for booking patients into Gynae GPwSI appts.