

## ALREWAS SURGERY - Patient Survey 2020

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Thank you to all our patients who completed the survey in November/December 2020. The response rate was our highest so far and your feedback is greatly appreciated.

We were really pleased with the results and the many compliments and useful comments we received about our service during the pandemic, some of which are below.

There is always room for improvement and below are the key themes that were highlighted by patients. We take these seriously and hope that the answers below help to answer these points in more detail.

<b>YOU SAID</b>	<b>WE DID</b>
Booking process – patients need to phone very early in the morning to get a same day appointment	We appreciate this can be a problem but the surgery’s emergency line opens at 8am for emergency calls and appointments are available online every day. The Doctor on call for the day (or Duty Dr as we call it) has appointments every day for the same day in the afternoon that open for booking at 1pm. Patients that need to have some contact on the day will always be booked and particularly elderly, frail and children. This is why advising the receptionist of the issue is really, really helpful. For more general health enquiries, patients can also use Online Consult via our website first. This provides authorised health advice in the first instance and helps to guide patients to correct and up to date information
Receptionists - need to give the reasons to a patient to explain why they need a little information about their medical problem so they can direct them to the correct service.	All receptionists should do this as part of our standard approach. We have reviewed a sample of the calls recorded and can advise that, in most circumstances, this is done. It is also on the welcome message when patients ring.
GP phone consultations – could patients be given a one-hour time slot for their call rather than am or pm?	We do appreciate this comment – we are all patients too! However, this causes practical issues as Drs and Nurses may be in consultations that take longer than 10 minutes or may be called to deal with

	<p>emergencies on the day in surgery causing a delay in dealing with their appointments.</p> <p>We do not wish to make a commitment we cannot achieve. Where patients request a time frame we do our best to meet it, but we do advise that this may not be possible.</p> <p>We will commit to trying to call a patient at least twice within the morning/afternoon session and sending a text message if we are unable to reach them.</p>
<p>Could patients be phoned by a GP who knows about their current condition and has spoken to, or who has seen the patient previously?</p>	<p>We do appreciate that people like continuity and certainly where there is an ongoing issue, doctors will often book patients for follow ups themselves. However, this is not always possible but we would like to reassure our patients that all GPs have the same access to patient medical records so can view the previous consultations for information.</p> <p>We will have a care co-ordinator position in our staff team from the autumn and this role will focus on supporting our more elderly, frail and vulnerable patients and being both proactive and reactive in ensuring timely support is arranged.</p>
<p>Is there any way to ensure that time is not wasted by giving patients a phone consultation first when they are known to need a face to face appointment. Can this be flagged up on the system?</p>	<p>Patients who have communication difficulties, dementia etc. will be given face to face appointments without a phone call first. We have alerts on the records of these patients for the reception team to view early in the booking process.</p> <p>During the pandemic, we also introduced video consultations and methods for patients to send in pictures both by text and email. These services will continue and help GPs to make decisions on whether a patient needs to be seen face to face.</p>
<p>Should patients phoning with mental health concerns automatically be given a face to face appointment?</p>	<p>The spectrum for mental health issues is very wide and certainly face to face is preferable particularly where they are more complex. A phone call can often enable doctors to judge if a face to face appointment is required. Certainly if a patient is in distress upon calling to book an appointment</p>

	<p>this will be passed to the duty doctor as an urgent matter.</p>
<p>Booking an appointment to see a named doctor in advance rather than on the day - is this still available?</p>	<p>Yes it is! Patients may not be able to see the doctor of their choice for a variety of reasons but future appointments are available by phone and online – but they do get booked up quickly. The number of appointments we are offering has increased significantly, but so have our patient numbers and the demands on our services following the pandemic is also increasing. We continue to review our appointments regularly and will be introducing new services in the coming year to ensure patients get to see the appropriate person as soon as possible.</p>
<p>Regular reviews and well man/woman services, are these functioning correctly and are patients aware of these screening services if they are fit and well and not seen regularly for any medical condition?</p>	<p>We have not provided this service for several years now as it was moved out of GP practices by Staffordshire County Council. The service is now provided by Everyone Health Staffordshire with priority going to areas of deprivation. Patients can look at information and book appointments at the following website:  <a href="https://staffordshire.everyonehealth.co.uk/about/">https://staffordshire.everyonehealth.co.uk/about/</a></p>
<p>Are some of the mobile numbers the surgery holds incorrect? Can patients be asked to confirm these when they speak to receptionists?</p>	<p>Yes they may well be as we are reliant on patients advising us that their mobile numbers have changed. Receptionists often request confirmation of the telephone number for doctors to call back on and this is often how we identify a difference. Patient records are updated there and then in these instances. Patients can also complete a form in surgery to update their contact details.</p>
<p>Are patients getting referred to other specialities in a timely manner and receiving test result feedback?</p>	<p>Yes – our referrals are processed within the week (and usually within a few days). Unfortunately, we have no control of how quickly referrals are processed by hospitals and appointments arranged or test results returned by the hospital. We are aware for example that there is a 6 week delay in receiving MRI reports from hospital. Following the pandemic there is increased pressure on hospital services for routine appointments that may have been delayed/postponed due to Covid 19, but our</p>

	doctors and nurses will try to expedite appointments if they feel this is necessary.
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## A SAMPLE OF THE POSITIVE COMMENTS RECEIVED ON OUR SERVICE DURING THE PANDEMIC

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- The doctors were incredibly caring and helpful if they hadn't been there I do not know how I'd have coped
- I like the new process, as quite often issues can be resolved over the phone. I normally request a phone appointment if available before the pandemic, and think it's the way forward in the future.
- In my experience the telephone appointment and subsequent in person appointment were arranged very promptly so I had no issues and was happy with how this was done.
- I wasn't rushed during time with Dr - I felt safe with the system the surgery had taken.
- Described symptoms to the doctor who arranged Blood Test and Face to Face appointment while on the phone. Great process.
- I like that you can talk to the Dr first and possibly quickly resolving the problem with the need of a visit to the surgery therefore leaving an appointment for someone else
- I have found it much easier to have a telephone appointment, it means I can carry in at work rather than having time off.
- Very safe and securely conducted
- Came for my 8 week check after having my daughter and the doctor was brilliant, fantastic bedside manner, a really positive experience
- System was easily accessed, appointments were required without need for prior phone appointment and accommodated no problems
- It's a very efficient service. I needed to photograph my hand and it was an easy system to use. I was very pleased with the whole process.
- Speaking to a doctor to decide whether or not you need to have a face to face appointment is probably the way forward
- I think that the system is effective and cannot think of a way of improving. I have had one video appointment and one in surgery appointment. Both remarkably easy to arrange
- Sometimes a telephone conversation is all that is needed to allay any concerns but it is good to know you can be seen virtually or otherwise if the doctor deems it necessary.
- Talking to doctor before visiting the surgery is a good idea, I did need to visit, but this was worked out during the telephone call.
- The appointment was for a routine flu jab and was very efficiently and effectively done