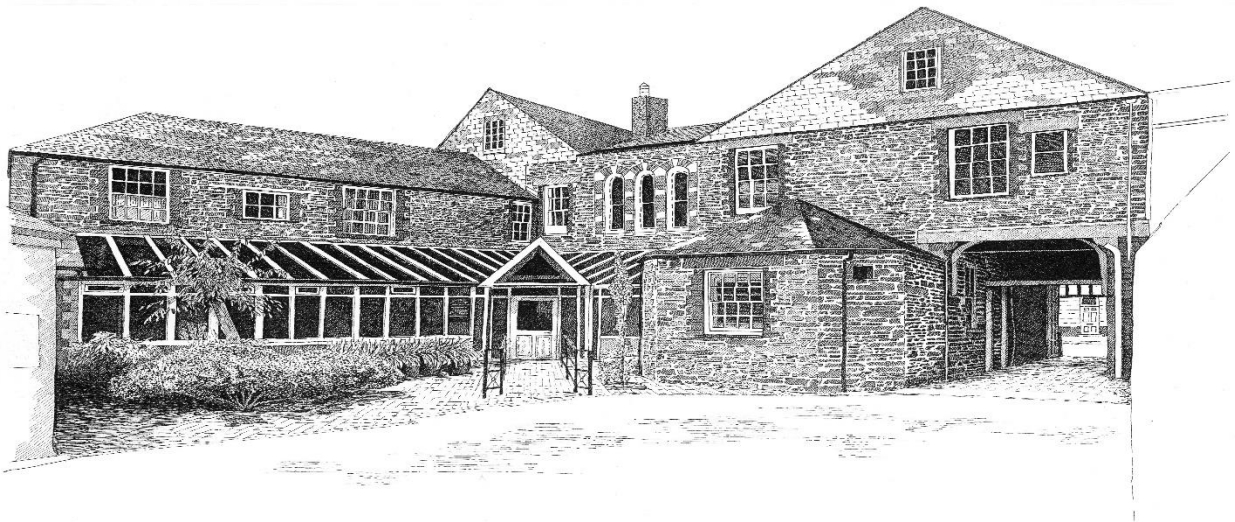


Rosedean House Surgery

Patient Survey 2020/21

Results:



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How is the Practice responding to the Survey results?

Do you have any long-standing conditions?	201 yes	
Do you have a disability?	Yes	No
	51	250
Sex (M/F)	Male	Female
	101	213
Occupation	Employed	Retired
	89	181
	Unemployed	Housewife/carer/student
	18	17
Ethnic origin	White	Black
	294	1
	Hispanic	Asian
	1 Mexican	1 ¼ INDIAN ¾ WHITE

rating	excellent	Very good	good	fair	poor
Ability to get through to practice by telephone	26	85	72	78	44
Ability to access online services	43	65	66	44	24
Helpfulness of receptionists	117	105	55	31	7
Opening hours of the practice	43	100	95	43	7
Waiting times upon arrival for appointments	57	101	101	36	12
Quality of care by doctor	138	96	58	13	4
Quality of care by nurse	128	90	56	12	2
Quality of services	80	95	74	41	10
Quality of info on website	48	90	71	43	6
Accessibility of practice	63	90	77	44	25

Are you aware of all the patient services online?	227	Yes	62	No
Has your use of our patient services increased during Covid 19?	102	Yes	180	No

Finally, would you recommend this practice to your family and friends?	261	Yes	33	No
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Comments by Category

No Comments	125
Positive Comments	97
Dispensary	30
Doctors	15
Online Access/ services	18
Getting through/Phones	73
General/Miscellaneous	49

Most Common Comments:

Dispensary –

- ❖ Difficult for people who work 9-5 to pick up
- ❖ Prescriptions not ready on time
- ❖ Long queueing time and sometimes staff can be a little abrupt and appear rude

Phones –

- ❖ Long wait times
- ❖ Holding music annoying
- ❖ Long Covid 19 message
- ❖ Stay at one place in the queue for ages

Online Accessibility –

- ❖ Many patients don't use the online services due to not having access or poor internet connection
- ❖ Like talking to a robot
- ❖ Services rely on patients being technically proficient.

General Comments –

- ❖ Want to see the same doctor every time
- ❖ Paying for parking is an issue
- ❖ Some patients feel neglected

Doctors –

- ❖ Patients haven't been able to speak to doctors
- ❖ Face to face conversations is wanted
- ❖ Doctors are hard to access

Positive Comments –

- ❖ Excellent practice
- ❖ Lots of praise for community flu vaccination programme
- ❖ Great staff

315 patients responded to the Survey.

How is Rosedean Surgery responding to this Survey?

Dispensary: The Survey was conducted during the height of the Pandemic when we had to work differently to protect patients and staff whilst maintaining our healthcare service. Those patients that did comment mentioned queueing times, opening hours, staff attitude and mistakes/missing medication/not ready.

- Opening times are 08.30 – 18.00
- Operating a one in, one out system which seems to have reduced queueing times
- We have our Clinical Pharmacist and Pharmacy Technician overseeing more of our medicines management, medication changes from discharge summaries and dealing with queries
- Our Patient Advisers have also had additional training around medication queries to better help our patients and provide additional support for the Dispensary team.

Telephones: General dislike for how long the message is, waiting times and difficulty in getting through. We are currently looking at our messaging and changing how we work.

- Shorter message
- Having different options i.e., Option 1 – book an appointment, Option 2 – results etc
- We are also looking at a new telephone system entirely as we experience glitches in our current system with patients ‘on a loop’ and waiting too long. We are constantly in touch with our telephone provider over these issues.

Doctors: Generally, patients feel they haven’t been able to speak to doctors and they are hard to access. F2F appointments wanted.

- We have eight GPs working across the week, three of which are regular locums.
- We also have three student doctors, and we continue to recruit for another salaried GP
- We have a Physician’s Associate and Mental Health Practitioner
- We also have now employed three highly qualified Advanced Nurse Practitioners
- Throughout the Pandemic we have seen patients face-to-face when needed. We also have continued to home visit throughout the past year patients that need a home visit and continued to see sick children as a priority
- We are telephone triaging so all patients get a phone call initially, and then we will see patients face to face if that is necessary.

General: Paying for parking is an issue. The Practice has now outgrown the premises and patients want to see the same doctor every time. Practice understaffed.

- We now have fully staffed teams in Dispensary, Clinical Admin, Nursing and Reception which we did not have this time last year
- We are actively looking at all our options regarding our current space and conducting feasibility studies on expansion to include parking