

Special Edition – Patient Feedback Newsletter Q4

The last 3 months we have yet again had extremely positive feedback from patients through our Friends and Family Test surveys.

The average responses for this period were as follows:

Qtrly Avg Very Good or Good	Qtrly Avg Neither Good nor Poor, or Don't Know	Qtrly Avg Poor or Very Poor
96%	2.5%	1.5%

These are great scores and even show a little improvement from the reporting earlier in the year, so it looks like we're getting things right for a lot of our patients. However, we know we can always find things we can improve on and we do make mistakes from time to time. Some patients can also find understanding our systems and processes difficult and why they can't get an appointment as quickly as they'd like.

We do appreciate comments on how we can improve from our patients and during October to December some of the feedback highlighted the following:

Ease of making an appointment or length of time before getting an appointment – this seems to be the biggest issue for our patients, every month. We wish we could do more for your all, but we simply don't have the funding to meet the demand. We have to work with the staffing and resources available to us as well as physical space. We do try to ensure we're always doing the best we can to enable fair and clinically safe access for all our patients. We are working on some up-to-date information to release to patients soon about appointment booking.

Long wait times in the surgery – This seemed to still be an issue during the last quarter, we apologise for any delays. Sometimes clinicians get held up in meetings, get stuck in traffic on their way to work or on their way back from visits, or may have been needed to help with an emergency. We also don't want to rush any patient who may have complex health matters to discuss but then you will get the same care and respect when it's your turn.

We are looking into live patient updates for our waiting rooms so patients can be informed if a clinician is running very late.

Staff attitude – there seems to have been a significant reduction in these comments from earlier in the year which is great to see. This really shows how your feedback has helped shaped our training and made a difference. All our team work with us to help people so they would never want to be seen as rude or difficult. We have worked on how they phrase and explain things to patients which seems to have been well received by patients.

There haven't been any comments about us being short staffed either. A new GP has just joined us, Dr Kemple, so we are currently fully staffed.

Premises – there have been a few comments relating to our premises, and we are going to be acting on these but they will take time to implement:

- We are getting automated front doors installed soon
- We are going to try to make a neurodiversity friendly waiting area/time.
- We are going to improve signage

Communication and Processes – there are definitely improvements to make here and we will try to do so. Sometimes it's a technical error or a human one when something doesn't work as you expected but from the feedback received there are things we should consider improving our communication on, and try to make things better, particularly around explaining why we are asking you to come in for tests or repeat tests.

COVID Vaccinations - There were definitely lots of patients expressing they would have preferred to have been able to have their COVID vaccination with us. When the next vaccination campaign goes live, we will see if this is more viable for us to do. We, along with several other Practices across the country have provided feedback to the commissioners and NHS England so we are hopeful changes will have been made to make it better. We will provide updates when we know more.

Thank you to everyone who responded to the Friends and Family test, your input to help our Practice improve is invaluable.