

2019 Patient Survey Feedback Report

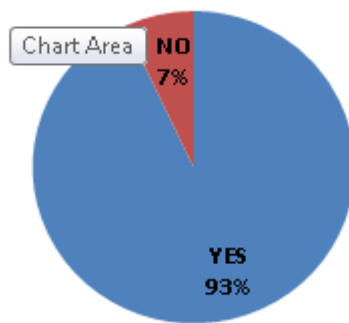
Total number of replies – 504

Consultation times

1. We currently offer appointments between 8.10-6pm Monday to Friday as shown:

	AM	PM
Monday	8.10-12.20	13.10-18.00
Tuesday	8.10-12.00	14.00-18.00
Wednesday	8.10-12.10	13.30-17.40
Thursday	8.10-12.00	13.10-17.10
Friday	8.10-12.00	13.10-17.10

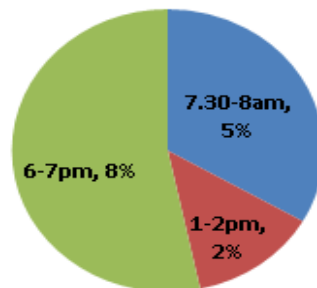
Do our opening times meet your needs?



TOTAL REPLIES

YES	468
NO	33

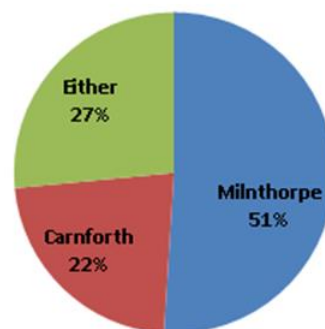
Preferred alternative time slots if available



TOTAL REPLIES

7.30-8am	23
1-2pm	11
6-7pm	42

Preferred Site



TOTAL REPLIES

MILNTHORPE	253
CARNFORTH	111
EITHER	130

2. Consultation times comments:

- a bit short
- difficulty getting to Carnforth
- Saturday mornings would be great
- length of appointment ok but runs late
- Time needs to be longer
- works for me
- no problems
- times offered are more than adequate
- never a problem getting an appointment
- Just right
- 10 min appointment fine but one subject only should be changed to whatever you need to discuss as long as within the 10 min

3. Are you aware that Cumbria Health on Call (CHoC) offer GP, Nurse and Health Care Assistant appointments in the evening and at weekends in Grange and Kendal?

	<u>Total replies</u>	<u>%</u>
YES	189	38
NO	307	61

4. Would you consider accessing the CHoC evening and weekend service?

	<u>Total replies</u>	<u>%</u>
YES	310	62
NO	173	34

5. What, if any additional health care services would you like to see in Practice?

- diabetic eye screen
- chiropody/podiatry
- well woman clinic
- annual prostate screening
- same day bloods
- holistic services
- Support for chronic health conditions ie. CFS/ME

6. We are developing collaborative working within our area; would you be prepared to visit another surgery in our area to access community services?

	<u>Total replies</u>	<u>%</u>
YES	285	57
NO	198	39

7. Would you be interested in GP video and/or online consultations?

	<u>Total replies</u>	<u>%</u>
YES	248	49
NO	234	46

8. Comments on our telephone appointment system?

- good
- useful
- seems to work well
- alright when you get an answer
- good - no problems
- done use cause I use the mygp app
- too much preamble at start of call
- brilliant reception staff – friendly at all times
- very useful and makes things easier
- generally book online
- excellent
- prefer not to be asked what's wrong with me
- recorded message too long
- good to call as it saves on appointment on a lot of occasions
- prompt and helpful
- system of call on the day 'nonsensical' - let people book whatever slots are available – Penalise the idiots who do not keep their appointments!!!!!!

9. Do you use patient online access?

	<u>Total replies</u>	<u>%</u>
YES	276	55
NO	221	44

10. Do you use our text reminder service?

	<u>Total replies</u>	<u>%</u>
YES	369	73
NO	125	25

11. Do you use the MYGP app?

	<u>Total replies</u>	<u>%</u>
YES	185	37
NO	301	60

Positive comments about the app:

- A useful facility. No problems using it so far.
- I really like the app. It's very easy to use and much more convenient to be able to book appointments.
- Needed an appointment quickly and booked online at 4am for an appointment at 11.30 the same day. Very good service. Thank you.
- Thank you for a great service.
- The service is already excellent and I cannot fault the service at all although I do appreciate any business has to look at continuously improving.

Negative comments about the app:

- Can't get in to it.
- I don't use it as I can't order my wife's medication although I can make appointments which are less important.
- I find that when trying to book an appointment it will be unavailable by the time I've finished.

App suggestions:

- To record accurate weight and blood pressure monitoring and also to allow more than two appointment bookings.
- I do not know how to translate MYGP.
- Enable you to change appointment easily; it sometimes looks as though your original appointment is still in the diary.
- Video appointment and a facility to directly ask the GP questions. If I could ask my GP direct it might save me a visit.
- When you delete medication – allow user to keep a record of what was taken and when, so you can look back to track progress.

12. Do you use online access or MYGP to order repeat prescriptions?

	<u>Total replies</u>	<u>%</u>
YES	220	44
NO	276	55

13. Have you signed up to electronic prescribing with your chemist (prescription digitally signed by GP straight to chemist, no need for paper script)?

	<u>Total replies</u>	<u>%</u>
YES	253	50
NO	244	48

14. Park View has a self- check in kiosk; are you aware you can make appointments via the kiosk?

	<u>Total replies</u>	<u>%</u>
YES	27	5
NO	58	12

15. We have a small Patient Participation Group (PPG) made up of a group of volunteer patients and the practice administrator, they meet quarterly to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice. Some PPG members who are unable to attend the meetings contribute 'virtually' to the group via email.

Is this something you would be interested in? If so please ask to speak to Hannah at the surgery

	<u>Total replies</u>	<u>%</u>
YES	11	2
NO	74	15

16. Do you feel isolated or know someone who is? If so, do you have any suggestions for how we could help in the surgery?

- Information on counselling
- Listening service like at Ash Trees
- Befriending service
- Liaise with AGE UK
- Maybe give a little questionnaire to patients to fill in whilst waiting. So suggestions maybe and the option for help if someone needs it, without having to ask.

- At 94 and a widower I would welcome a call occasionally just to see how I am doing and to discuss any minor problems for which I don't need to see a Doctor.
- Maybe a conversation with each feeder village community to alert you as to what is already going on the ground would be helpful.
- If reception staff were friendlier people would be more likely to come and feel at ease to talk about their isolation and be more inclined to think they were valued.
- Maybe canvas a role of patients who would be willing and able from time to time to visit and help.
- More social prescribing and signposting to groups.
- Maybe weekly groups for those who are isolated or a programme of volunteers who do house calls for a chat and cup of tea.

17. We refurbished reception at Milnthorpe last year to improve patient confidentiality; do you feel this has worked or do you have any further suggestions for improvement?

Positive comments:

- The refurb has improved the overall aesthetic of the practice and I look forward to the outside having a repaint.
- I think it's an improvement to the look of the entrance area. The staff are always great.
- I think the confidentiality aspects of the surgery's operation are fine.
- It has improved confidentiality and is appreciated.
- It looks a lot better and there is more privacy for the staff when on the phone.
- To an extent – some patients in the queue do not seem to comprehend the fact that there is a place to wait until their turn.
- With the check in kiosk and online access I haven't used reception in quite some time.
- feel it's worked
- patient confidentiality has improved
- works really well and nothing to improve
- I think this practice has got it right

Negative comments:

- Not entirely. The receptionists have shouted from the back desk without knowing if there were other people in the queue.
- feel sorry for the lady working on her own
- When the door is wedged open I can see who is in hospital and who has died. Not good.

Suggestions/ideas:

- Too quiet in the waiting room – maybe have BBC news on the TV. Had this in my last surgery and helped calm the atmosphere.
- Background radio would assist.
- More comfortable chairs please.
- The kiosk for booking in leaves your contact details available for others to see. Maybe a screen around it?

18. Finally, do you have any other suggestions/comments for what's working well or to improve the practice?

Positive comments:

- reception team always helpful and polite - my wife and I value the service and feel privileged
- Keep going - 5 *
- Very happy with the service
- Access online for appointments and prescriptions is excellent
- Always pleased with the appointment system. Other surgeries have very user UNFRIENDLY systems where patients can't make an appointment in advance, only on the day. Please keep the system you have.
- Being seen quickly is the most important thing and you have been able to do that for me and my family.
- Geraldine on reception at Carnforth was super helpful when I came for an appointment last week. She helped me set up mygp and answered all my questions, thanks.
- I am very satisfied with this practice; please do not amalgamate with any other practice.
- I cannot fault the service and care I have received from Park View from the receptionist to the practice nurse, GP's and HC support team. I did like having my medicines review with a pharmacist, very different conversation which was useful.
- I have been impressed at how quickly I can get an appointment both emergency and routine. The speed of this is very good compared to friend's experiences in other areas. All staff I have met have been professional and pleasant. I would recommend this surgery to other people.
- I love patient access; everything is so much easier now.
- I use the repeat prescription request online which in general works well, however there is no date shown when the request has been approved and the prescription is with the pharmacy.
- I was impressed by the way the ICC worked to keep my late wife at home in the terminal stages of her illness.
- Keep Dr Smith, she is simply the best GP I have ever dealt with.
- Keep on doing what you are doing. I have no complaints only admiration for all of the surgery staff. You have not lost the 'patient/doctor' relationship in your surgery and that's what makes it leaps and bounds above any surgery in the area.
- Reception attitudes have vastly improved from about 3 years ago.
- We have always found this a very efficient practice, with prompt appointments and very professional staff at all levels. We count ourselves fortunate.
- When I last needed to see a GP I was pleased with the availability of appointments. I don't know if this has stayed as good but I hope it has. Thanks!

Negative comments:

- Need to show some creative thinking for the waiting room. It seems to be large and the temp too variable.
- check in space inadequate
- experiencing problems of items going off my repeat prescription
- Offered appointments in Carnforth - can't get there and why do Carnforth offer flu vaccs before Milnthorpe.
- Every time I visit the surgery it's never on time which then puts everything else out. Sorry that's the only issue
- I find some doctors more helpful yet some seem to go out of their way to be as unhelpful as possible, same for some of the receptionists. I would like to see all with the same interests, helping as much as possible.
- It's extremely annoying when you have to listen to a rather long pre-recorded message about health issues that may be unrelated to your personal circumstances. Given the choice I would like to communicate my current concerns when the phone is answered.

Suggestions/ideas:

- a chiroprapist
- volunteering to pick up patients for their appointments
- Please let the more vulnerable have the flu vacc early and not have to queue outside
- Is it possible to have the option of being notified by the app that test or scan results are in?
- Need a better waiting area at Carnforth but the staff are great there.
- I regularly attend asthma reviews, where I am asked about my physical health and necessary tests are carried out. There has never been an enquiry related to my mental health which is concerning, given the increased emphasis on mental health nationally.
- Do you provide GP telephone appointments as feel this would be worthwhile to discuss a problem that doesn't need much time or visit to the practice?
- Perhaps a TV with some news while you are waiting or some nice relaxing music. Or even the odd up to date newspaper...it can be a bit boring in the waiting room.
- Excellent service and support from all the Practice staff. As an aside it would be great if the health service would allow patients with hearing aids to obtain spare batteries from any local pharmacy on production of the hearing aid log book instead of having to go to the nearest hospital.
- Reduce the size of the waiting room. There's a considerable area in the middle of the Milnthorpe waiting area that's unused. It needs thinking and planning carefully but reducing the size would not impact unduly on the patient experience, but would undoubtedly give the practice more room. My final comment, the GP/Patient rooms are looking a little tired and could do with something of a refurbishment.
- The ambience in the waiting room is a bit cold and clinical. Needs a bit of art work perhaps?
- We have a pleasant and efficient staff and doctors always and long may it remain so. You might move the surgery down the hill a little in Carnforth but maybe the climb up the hill does me good at 94.
- More GP Training on CFS/ME