**Greet Medical Practice**

**Patient FFT survey report April 2020 till March 2021**

**Based on the information received by our patients from the FFT survey that we distributed we have calculated data and have looked at the overall experience of the patients at the practice.**

**This report is based on the following data that we have collected**

* **Friends and Families Survey data**

**The practice strives to achieve better patient experience and satisfaction and continues to work on any areas that require improvement. From the feedback, we have established improvement points and are continuously working towards improving the service we offer to our patients.**

**We have a very transient list with a high ethnic minority population, we aim to provide a high quality of service according to our patient’s needs, and the survey is a crucial part of this as the feedback helps us to better understand how we can improve our services. It also provides a better understanding and relationship between the primary care staff and the patients.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely Likely  | Likely  | Neither likely or unlikely  | Unlikely  | Extremely unlikely  | Don’t Know  |
| 209 | 83 | 3 | 0 | 0 | 4 |

**COMMENTS AND FEEDBACK**

The following comments are from patients who indicated that they were happy for these to be made public. All comments are included in their entirety but all attempts have been made to remove details, which could identify specific patients or practitioners.

**Positive Comments**

* Very helpful with the service practice provides helpful doctors & staff.
* Nice manners, polite & friendly. For the first time in years I did not feel any pain for the blood test
* I am happy with the treatment I get
* Been at the practice for years happy with customer service from all the staff & doctors.
* Fantastic receptionist very helpful
* Outstanding doctors and staff, always been seen on time and with the highest customer service.
* Good advice given for healthier lifestyle
* Effective in booking telephone appointments, booking tests and making referrals. Good staff
* Staff are brilliant, and all queries answered fully satisfied

**Comments based on areas of improvement**

* Notice should be given if I need to see a HCA in terms of what I need to do, whom to contact instead of having to wait a long time or told on the phone.
* Don't get appointment on time all the time get told call back. Have to use other service
* sometimes you call and they don’t pick and wait too long at door
* Reason being long waiting times for appointments. Access to repeat prescription is difficult
* sometimes you call and the don’t pick and wait too long at door

From the above comments, we can see that patients find the practice provides helpful staff, good customer care and efficiency in treatment. Patient are extremely likely and likely to recommended the surgery to other individual based on the data that we have collected in our FFT questionnaires.

Besides this, there are still areas that we can improve on to continue to strive to achieve better patient experience and satisfaction.

•**Patient participation group discussion** – In the practice we have a PPG discussion about utilising appointments and what other services are available such as over the counter medication, walking in centre. Extended access appointments etc. We have also introduced a line for ordering repeat medication, which is via the smart care federation. The practice will continue to do the above-mentioned points to improve patient satisfaction.

•**COVID-19** **Telephone Consultations on the day** – The appointment system has now changed to telephone consultations due the current pandemic. This is to reduce the risk of spreading the infection and to keep patients and staff safe. Patients have been notified in the PPG meeting and have been sent out SMS messages to inform them of this change.

•**More staff** – We have now got more staff to answer the telephones at busy times. This will help the number of telephone calls answered during the day and improve the quality of the phone system

•**New telephone system** / **OPTION 1 Added** – the practice has a new telephone system in place. The system has a call waiting option to improve accessibility for patients calling the practice. We have also introduced a separate line for ordering repeat medication via option 1. Patients call the surgery number and select option 1 to order medication via the Smart care team, the medication will then be sent to their nominated pharmacy.

**Improvements made at the practice**

**IPLATO –** The practice has introduced a new SMS systems in which allows us to text patients and informs them of any services they are due for as well as send reminders for their appointments. This improves the communication between the practice and patients.

**Action plan**

* Continue to update patients on any changes to the appointment system due to the current pandemic
* HCA and nurses appointments to continue, patients to be triaged for any symptoms before their appointment.
* Continue telephone/video consultations
* Poster to inform patient to wait by window until member of staff attends them
* When booking appointments to inform the patient of the procedure and waiting times
* Day to day appointments
* Telephone consultation also face to face
* Prescription on line can be order
* Sick note on line
* PPG Microsoft team
* Communication within staff
* Supporting for mental health issue to staff and patients
* Supporting vulnerable patients ref to social prescribers
* Covid 19 vac offering to 45 years and under
* Health check by telephone consultation