

Rookery Patient Survey Analysis: May 2022

Thank you for taking the time to complete the questionnaire. Like last year we tried to keep it as simple as possible to complete to allow you to provide the Practice with feedback on its' current performance.

Participation in the survey was lower than last year with 893 responses compared to 1348 in 2021. We added a comment box this time round and it's fair to say there was some strident feedback left. Some observations were very complimentary, which is hugely appreciated in these difficult times, but some less so with some food for thought for all of us working for the Rookery.

The results of the survey are as follows:

1. **The Practice is still, mainly, conducting telephone assessments before offering a face-to-face appointment (if needed). How happy are you with this?**

Of those who expressed a preference:

60% satisfied / 40% dissatisfied

We still have the telephone first policy in place because we still need to limit the amount of patients we have in the Practice at any given time. For most of the population the Covid restrictions at work have lifted and, if you're well enough to work, then you can continue to do so even if you test positive. The rule on isolating hasn't changed for NHS staff and if any of us test positive we still have to isolate for at least 5 days. This is why we continue to offer telephone appointments first. We have to have that safeguard in place so that we minimise any unnecessary potential exposure that our staff could have with infectious patients. We all know how infectious these new variants have been and it is vital that we continue to try to keep our staff as safe as possible so we can continue to run the Practice as smoothly as possible.

2. **How satisfied are you with our triage system (i.e. when you feel you need to be seen on the same day)?**

Of those who expressed a preference:

84% satisfied / 16% dissatisfied

A slight reduction in the satisfaction levels from last year which is a disappointment. We still feel that the triage system works well but there does appear to be some dissatisfaction that we deal with more things over the phone / via video link.

3. **Please rate the standard of care you receive from the doctors**

75 % Good or above

Again, this is slightly down on the results from last year and the comments received tend to suggest that this is because we have continued with the telephone first route for appointments rather than returning back to the old system. We will take this on board for future planning of the appointments system.

4. **Please rate the standard of care you receive from the nurses**

90% Good or above

Thank you for this endorsement of the quality of our nursing team. As well as delivering the vaccine programme they have also worked hard to maintain as many of the specialist clinics as possible during the past year. With the booster campaign now complete we hope to be able to offer more respiratory, diabetes, well woman, and child vaccination clinics.

5. **Please rate the standard of care you receive from the reception team**

81% Good or above

Almost exactly the same score as last year which is pleasing considering that we have had a number of the team leave and have had to train a lot of new members of staff from scratch. The Receptionists are being asked to elicit more information so that they can navigate

patients to the most appropriate point of contact and we appreciate that some people find this a little intrusive. We try to do this in the most discreet way possible and assure you that you will always be called back by a clinician if you specifically ask to be.

6. Please rate the standard of care you receive from the dispensary team

84% Good or above

As with the Reception team, this is almost exactly the same score as last year which, again, is pleasing. The delivery service has become a lot busier so there is more resource directed towards that so to maintain such a decent level of satisfaction is testament to the dedication of the team.

7. Please rate the Practice website (www.rookerymedicalcentre.co.uk)

87% of those patients that use the website find it useful which, again, is practically the same as last year. The site has had an overhaul and should be easier to navigate via a mobile / tablet which is how most people now access the web but it can be a little confusing to those who were used to the previous layout.

8. The practice now has a Facebook page to communicate news and events. How useful do you find this?

Of those who are aware of our page **82%** found it helpful which is the same as last year. However, the proportion of patients who reported not using Facebook or being aware of the Practice's page increased from 50% to 73%. Perhaps Mr Zuckerberg should be worried!

Of course, Facebook is just one means by which we try to communicate with patients and can be useful when people share news with other local community groups. We will always use it in conjunction with updates to the website and text messaging.

9. Thinking about the Practice as a whole (including clinical and non-clinical staff) how do you rate the overall quality of service?

75% Good or above

This is 9% down on our score last year and is very disappointing. A lot of the dissatisfaction appears to be that, in most instances, we continue to enforce the rule that the clinician telephones in the first instance before a Face-to-face appointment is offered (if needed). There are some strong opinions that everything should return to pre-pandemic ways of working and that somehow the clinicians are using Covid as an 'excuse' not to see patients in person.

As mentioned above the safeguards that we continue to have in place are because we want to ensure that we have enough staff in the building to remain as well staffed as possible to provide the safest service possible until Covid rates fall to levels where the risk of infection is a lot lower.

10. What areas do you think the Practice can improve?

As you can imagine feedback on this question was varied and wide-ranging with some strident views submitted. The 3 main areas of concern were:

- Access to face-to-face appointments
- The effectiveness of telephone consultations
- Time it takes for phone to be answered (and telephone message too long)

These will be discussed – along with other matters raised - and we hope provide an update soon.

Thanks again for completing the survey and my very best wishes to you.

Scott

Practice Manager

11th May 2022