

## Patient Experience Report 2012-2013

Work stream	Planned Care
Service	Blaydon GP Practice
Business Manager	Marie Herring
Simple / Complex	Simple
Primary Sample Size	54 patients attended clinics
Number of participants	21 interviews
Location of Interview	GP and Nurse led Clinics
Facilitator	Emma Chapman
Date of Study	September 2012

In order to achieve South Tyneside NHS Foundation Trust's requirement to measure patient experience in all clinical areas annually, the Carer and Patient Involvement Team has supported clinical teams by conducting studies according to an annual plan and agreed process. The experiences are gathered from patients and their carers using a semi-structured framework to ensure adherence to national standards for patient experience whilst enabling individual comments to be recorded.

This report uses the Trust's standard interview framework to enable clinical services to use the information for reporting processes.

For complex studies, the target number of participants is 20 interviews; for simple studies, the target is 60 respondents.

Following the report feedback, the clinical service will develop actions for change to their service based on the patient feedback on a "You said .... We plan to do" basis, which will be collated and monitored by the Carer and Patient Involvement Team.

**Key to table :**

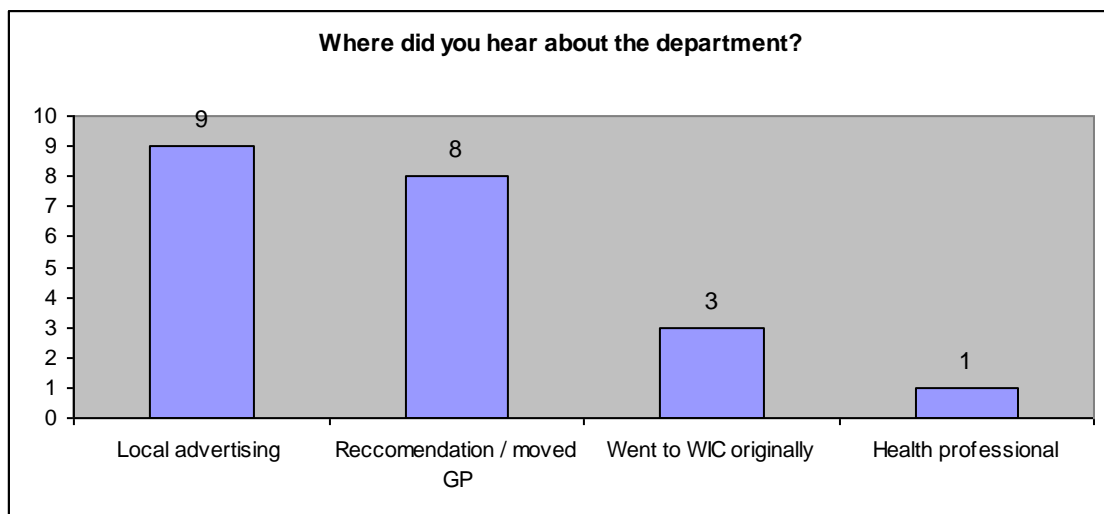
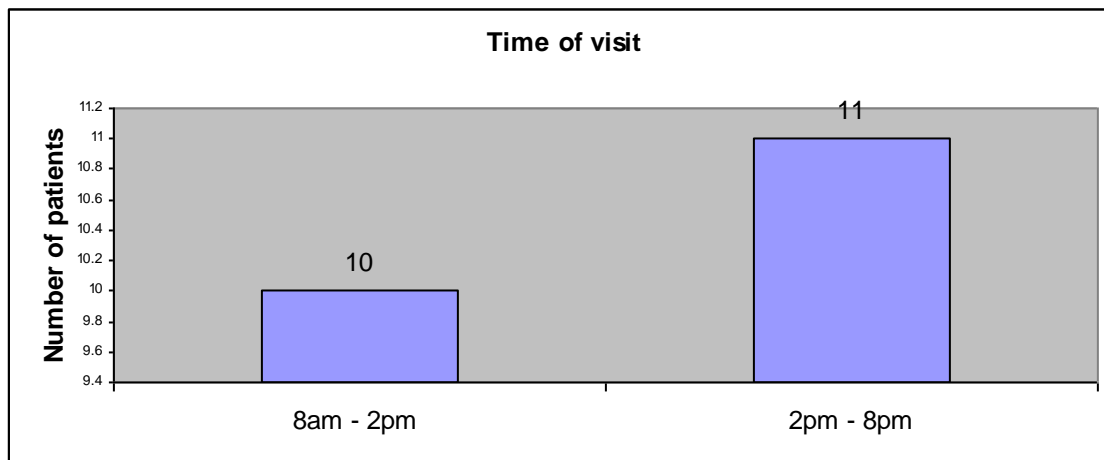
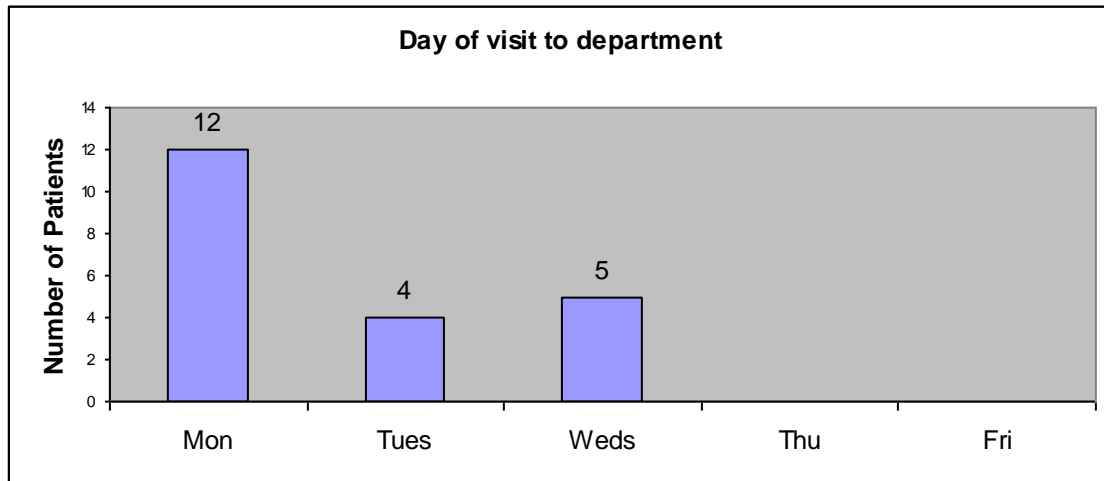
CQC Outcomes – measuring those services that patients will be able to share their experiences

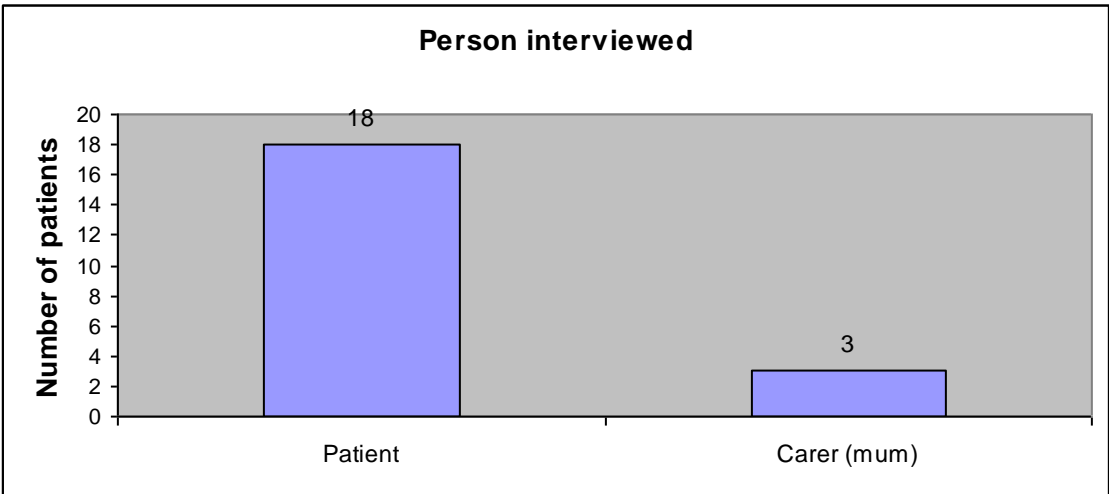
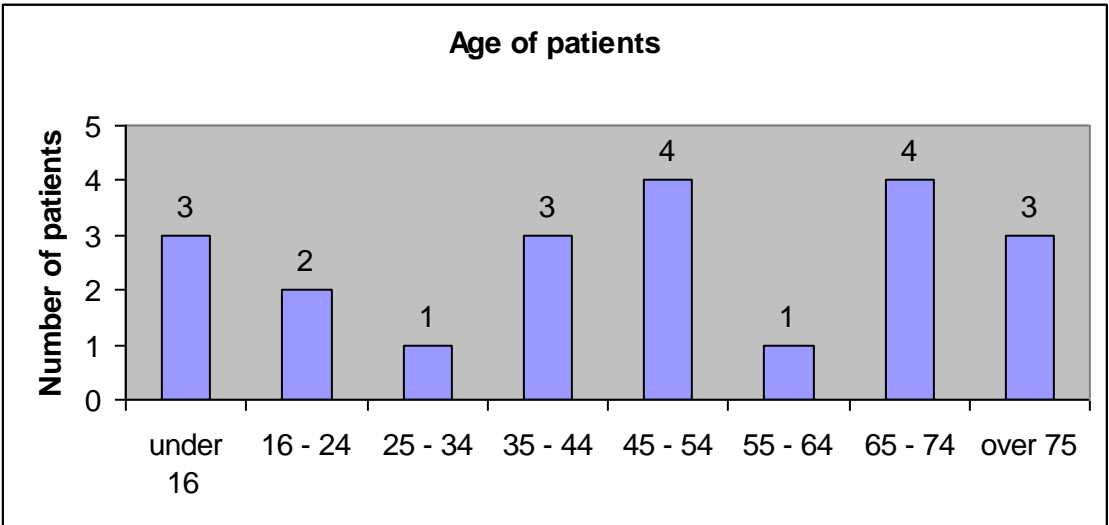
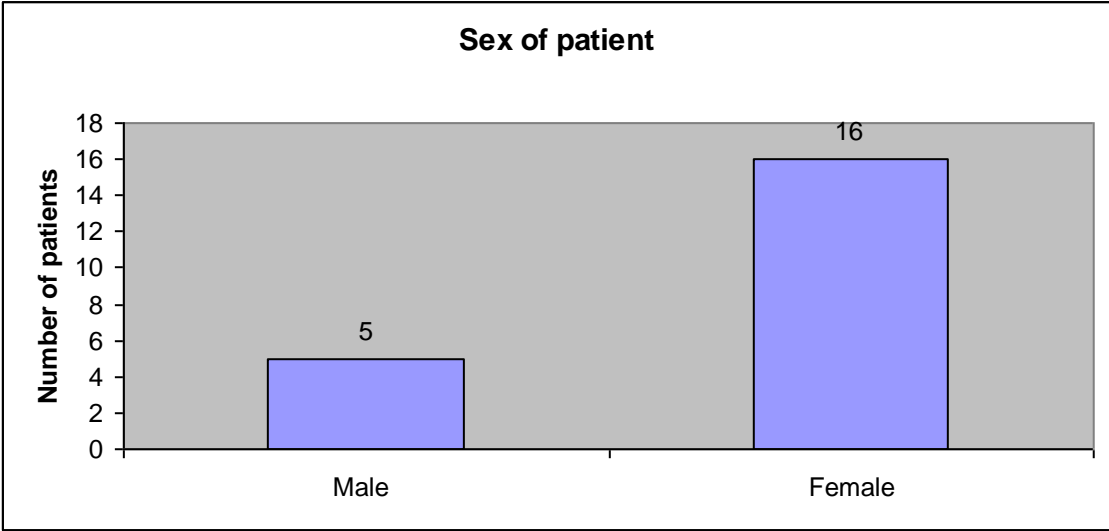
NICE – NICE quality statements as in Patient Experience in Adult services, Feb 2012

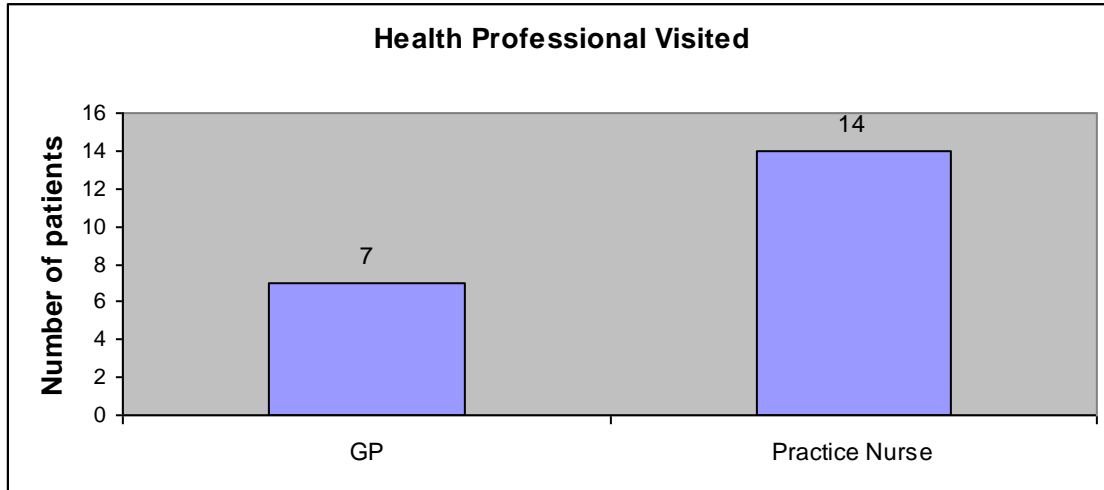
CQUIN – expected standards as part of hospital and community CQUIN reporting

NHS PEF – NHS Patient Experience Framework produced Oct 2011 by the NQB

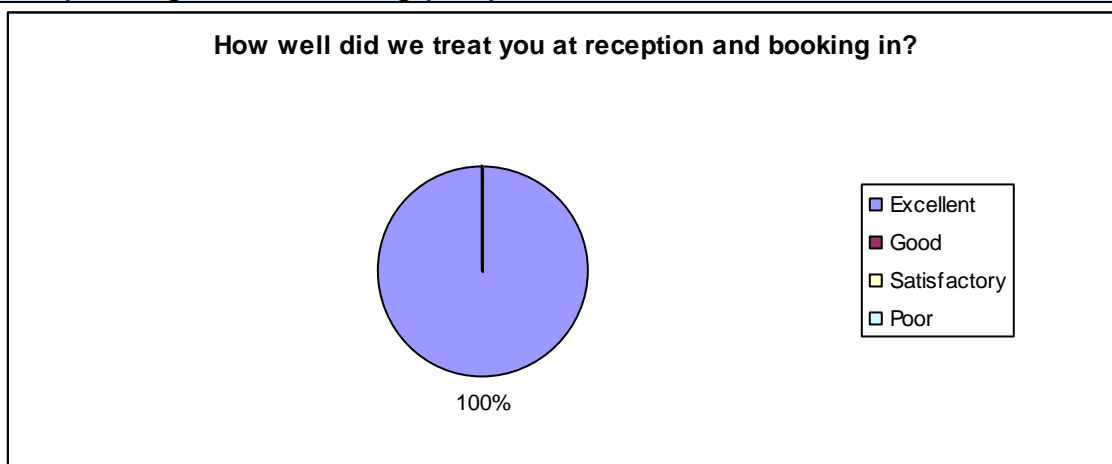
## Clinic Details and Demographics



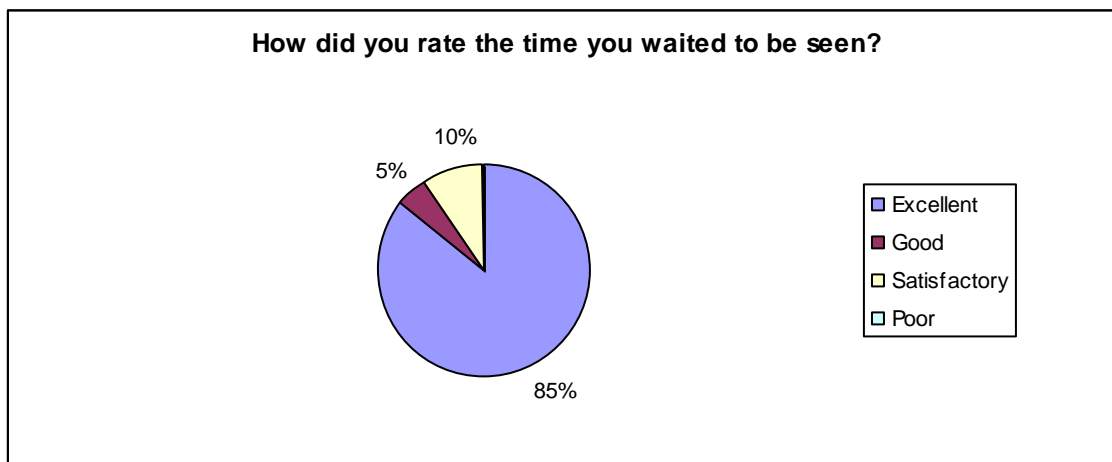




**CQC Outcome 1:** NICE 1, 2, 4, 5, 6, 7, 9, 13, CQUIN, NHS PEF  
**Respecting and Involving people who use services**

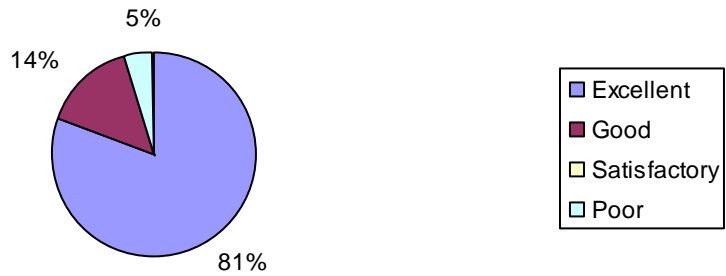


N = 21



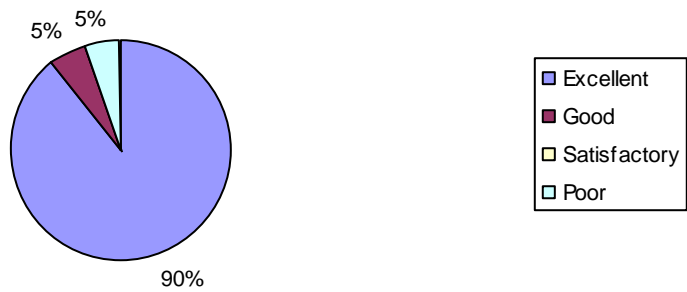
N = 21

**What did you think about the information and advice we gave you about your condition / treatment?**



N = 21

**How well did our staff listen to you and answer your questions?**



N = 19

**How well did our staff tell you who they were and what they are going to do?**



N = 20

## Good experiences of patients

### **Reception and booking in**

All patients rated the service they received at reception while booking in for their appointment as 'excellent'. Eight patients commented about the manner of the reception staff saying that they were flexible, friendly and professional. Four patients commented about the ease of being able to get an appointment in comparison to other practices they had been with.

### **Waiting time**

All patients rated their waiting time positively with 85% rating it as 'excellent'. Patients commented that they were happy with their waits which were generally quite short, between five and fifteen minutes. One patient commented that they felt they had saved time as they had attended the Walk in Centre and been offered a GP appointment as they were a registered patient. This meant they didn't have to wait with other Walk in Centre patients.

### **Information and advice**

Most patients rated the practice positively in terms of the information and advice they were given, 14% rated 'good' and 81% excellent. Three patients commented about the service received saying that they felt at ease and that staff were both thorough and friendly.

### **Staff listening and explaining**

Most patients rated their health professional positively with regards to the way in which they listened and answered any questions. One patient said that the nurse followed up on an extra blood test and informed them of this.

### **Staff informing patients of actions**

All patients rated the practice as 'excellent' for the way in which the staff told them what they were going to do. One carer did not answer this question. One patient commented that although they had a fear of needles, the nurse approached this in a sensitive way.

## Areas patients would like to see improved

### **Information and advice**

One patient and carer rated the information and advice that they received as poor, this was because they felt they were being sent to hospital with little explanation.

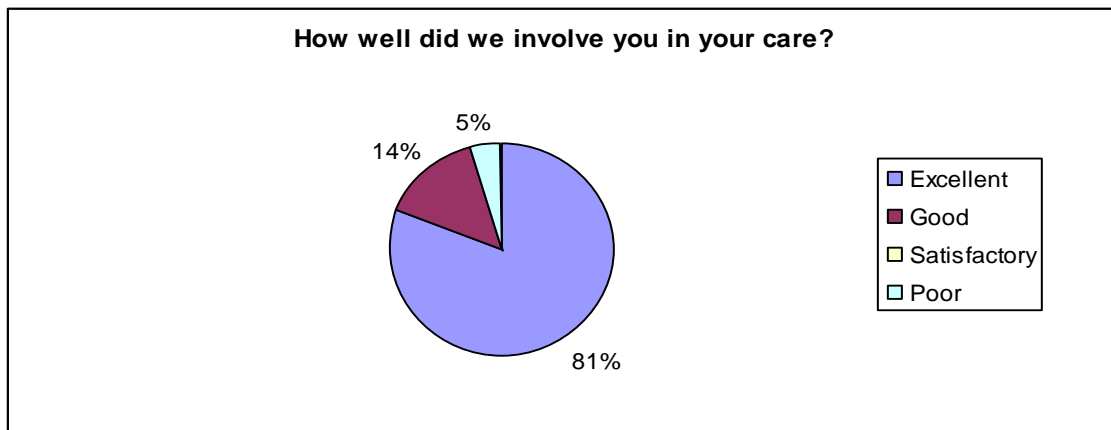
One patient mentioned that they felt the notice boards are overcrowded and have some out of date notices and that people may not take as much notice because they are overloaded with information.

### **Staff listening and explaining**

One patient rated this as poor. The comments related to the lack of information received around a hospital referral.

CQC Outcome 2:  
Consent to care and treatment

NICE 8



N = 21

Good experiences of patients

**Involving patients in their care**

Most patients rated the practice positively, 81% as 'excellent' and 14% as 'good'. One patient commented that they always felt involved with all of the doctors.

Areas patients would like to see improved

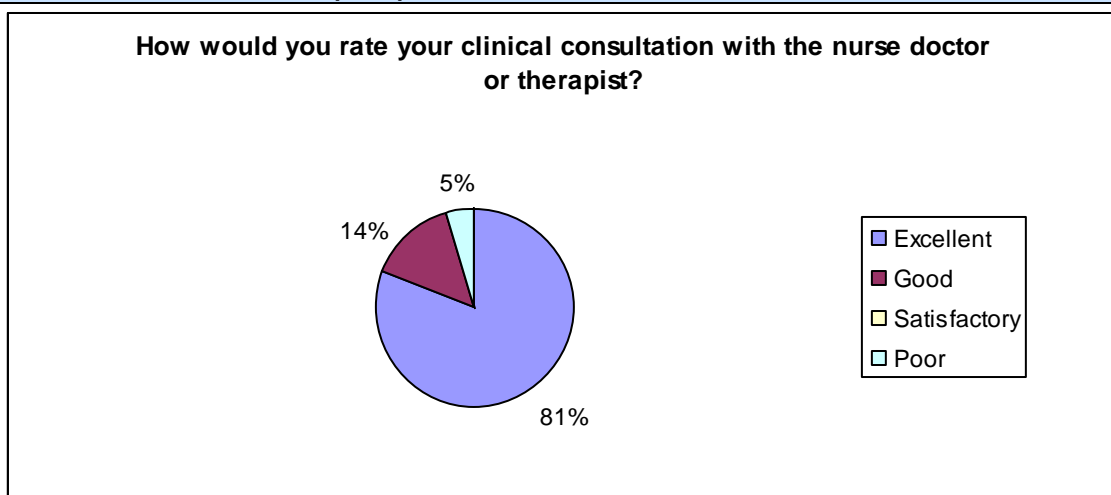
**Involving patients in their care**

One patient rated the practice as 'poor' for the way in which they felt involved. They felt that the GP had asked minimal questions to diagnose their problem.

CQC Outcome 4:  
PEF

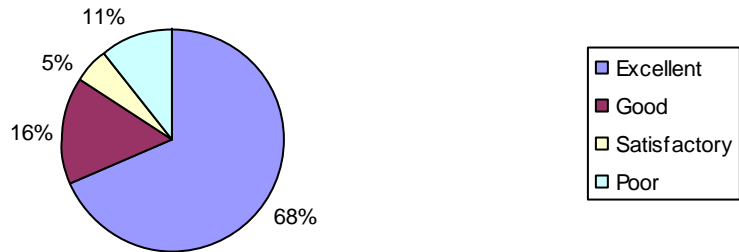
NICE 3, 10, 11, 14, CQUIN, NHS

Care and welfare of people who use services



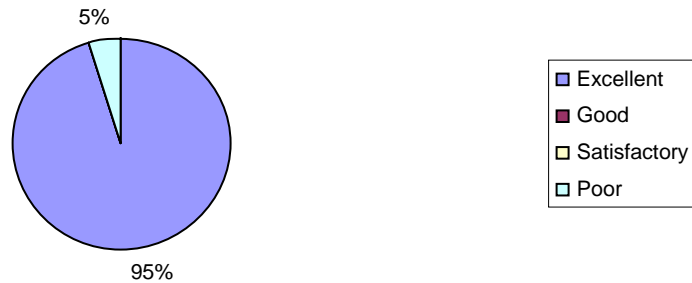
N = 21

**How well do you think we worked together as part of a team to provide your care?**



N = 19

**How confident did you feel in the staff's abilities to provide you with good care?**



N = 21

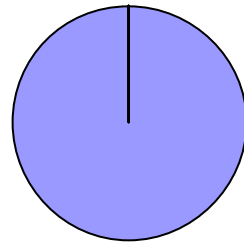
**How well did we treat you by keeping doors closed, keeping you covered, treating you with privacy?**



N = 19



**How well did we treat the people who came with you?**



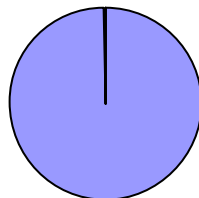
- Excellent
- Good
- Satisfactory
- Poor

100%

N = 13

(8 patients were at their appointments alone)

**How kind and considerate were our staff, being polite and using your name as you wished?**

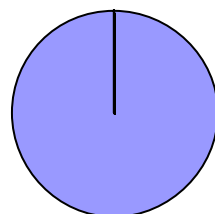


- Excellent
- Good
- Satisfactory
- Poor

100%

N = 20

**if you had any concerns about your personal safety, how comfortable would you have felt about telling one of our staff?**

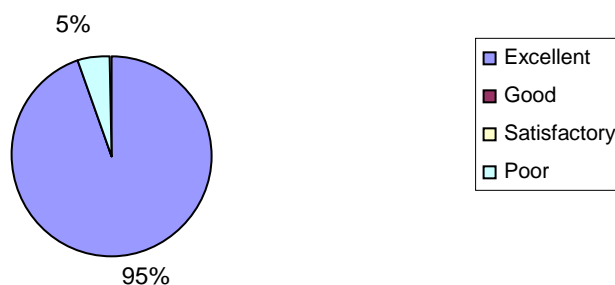


- Excellent
- Good
- Satisfactory
- Poor

100%

N = 12

**How good was the information our staff gave you about further treatment or who to contact if you were concerned after you left the department?**



N = 19

**Good experiences of patients**

**Clinical consultation**

Most patients rated their clinical consultation positively, 81% as 'excellent' and 14% as 'good'. Four patients commented on the professionalism of the doctors.

**Working as a team**

More than half of patients rated the practice as 'excellent' for the way in which they worked as a team. 16% rated this as 'good' and 5% satisfactory. Five patients commented about the way in which the different team members worked together and one mentioned that how they felt looked after by the practice. Three patients mentioned that in the past continuity with GPs had been an issue but that this had improved recently partly because of good information sharing and updating.

**Confidence in staffs abilities**

All but one patient rated the staff as 'excellent' for how confident they felt in their abilities to provide good care. One patient commented that the nurse treble checked (relating to blood samples) so they felt more confident.

**Privacy**

All patients rated the practice as 'excellent' for the way they were treated in privacy, for example by having doors appropriately closed.

**People who came with you**

All patients who had someone with them at their appointment rated the practice as 'excellent' for the way in which they were treated. One patient had a support worker with them and the support worker commented that it was clear the staff knew the patient very well in comparison to other practices.

**Kind and considerate**

All patients rated the staff at the practice as 'excellent' for how kind and considerate they were, being polite and using the patients name as they preferred.

**Concerns about personal Safety**

Only twelve patients answered using the scale and rated the practice as 'excellent' for how comfortable they would feel approaching staff if they had any concerns about their personal safety. A few patients commented that they felt the building was secure and staff professional enough to handle concerns effectively. The remaining patients chose not to rate the question but gave another answer, saying that they had no concerns nor had ever experienced a problem with their personal safety at the practice or within the building itself.

**Information about further treatment**

All but one patient rated staff as 'excellent' for the information they were given about what would happen next, or what further action would be necessary. One patient said they had clear instructions about what would happen next and another commented that the doctor had printed off additional information from the internet for them.

**Areas patients would like to see improved****Clinical consultation**

One patient rated their clinical consultation as 'poor'. The full explanation for this is included in the appendix and summarises how they were confused as to why they were being sent to hospital for more tests. One patient commented on continuity with GPs at the practice.

**Working as a team**

There were some comments to explain why patients rated the practice as satisfactory or poor (2 patients rated 'poor') for team working. Four patients commented on the lack of continuity with GP's and said that it could sometimes be a problem seeing the same preferred doctor. One patient commented that they felt there had been miscommunications and loss of information in the past relating to tests and swab results.

**Information about further treatment**

One patient rated the information they had about further treatment as poor as they felt they didn't know why they were being referred to hospital for further tests.

CQC Outcome 5:  
Meeting nutritional needs

NICE 10

Good experiences of patients

Not relevant to this service

Areas patients would like to see improved

CQC Outcome 6:  
Cooperating with other providers

NICE 12, NHS PEF

Good experiences of patients

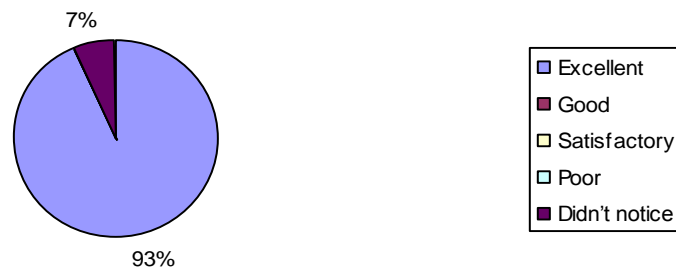
No comments

Areas patients would like to see improved

CQC Outcome 8:  
Cleanliness and Infection Control

NICE 10, NHS PEF

How well do you think that our staff prevented germs spreading by washing their hands and using aprons or gloves?



N = 15

Good experiences of patients

**Hand washing and protective equipment**

All patients rated the staff positively, 93% rated 'excellent' for infection control and hand washing. Six patients said it was not necessary as they were just having a consultation. Patients commented that the nurse washed her hands several times before administering injections and again in between patients when two patients attended for flu vaccinations together.

Areas patients would like improved

CQC Outcome 9:  
Management of Medicines

CQUIN

If you were given medication or equipment, how well did our staff explain how to use it?



N = 8

Good experiences of patients

**Medicines or equipment**

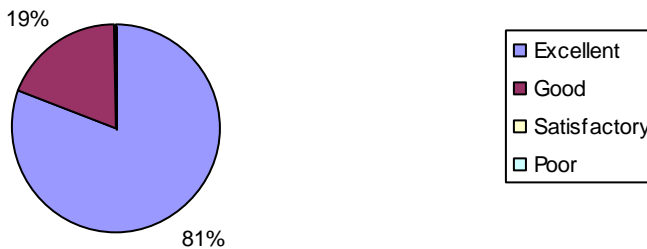
All patients who received medicines or equipment rated staff as 'excellent' for the way in which they explained how to use it.

Areas patients would like improved

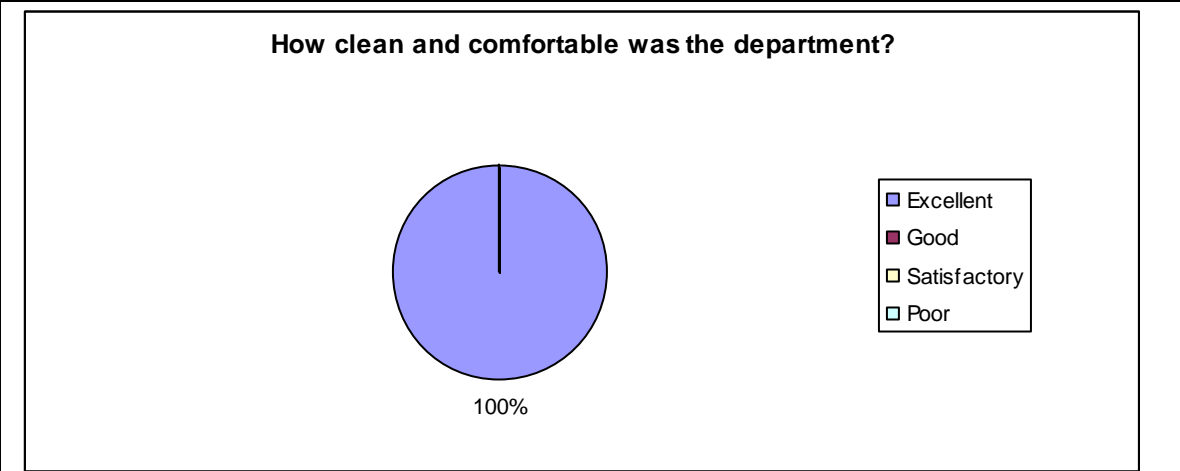
CQC Outcome 10 :  
Safety and suitability of premises

NHS PEF

How well signposted is the department?



N = 21



N = 21

**Good experiences of patients**

**Signposting**

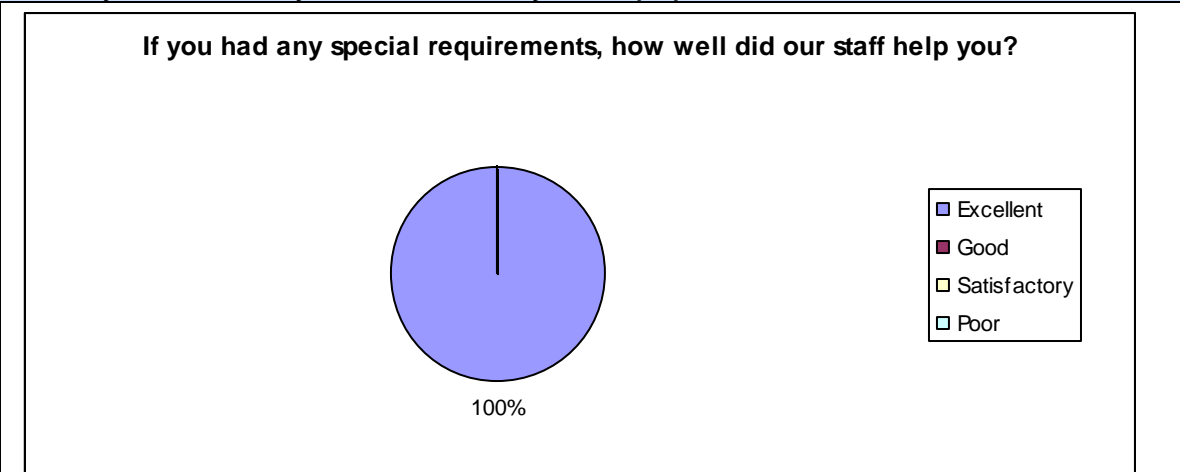
All patients rated the building positively for signposting, 81% as excellent, 19% rated it as good. One patient commented that it is light and spacious and makes them feel 'optimistic'. Three patients mentioned how much better parking was to that which they had experienced at other health centres.

**Cleanliness and comfort of department**

All patients rated the building as 'excellent' for the level of cleanliness and comfort. One patient commented that they had already written a compliment on the practice website about this.

**Areas patients would like improved**

**CQC Outcome 11:  
Safety, availability and suitability of equipment**



N = 1 (20 patients had no special requirements)

Good experiences of patients

**Special requirements**

Just one patient had special requirements and rated the practice as 'excellent' for the support they received around this. The patient commented that they are accompanied by a support worker when they visit and that staff are always sensitive about this and if there is anything private to discuss, they ask the patient for permission to discuss this in-front of the support worker.

Areas patients would like improved

CQC Outcome 17:  
Complaints

Good experiences of patients

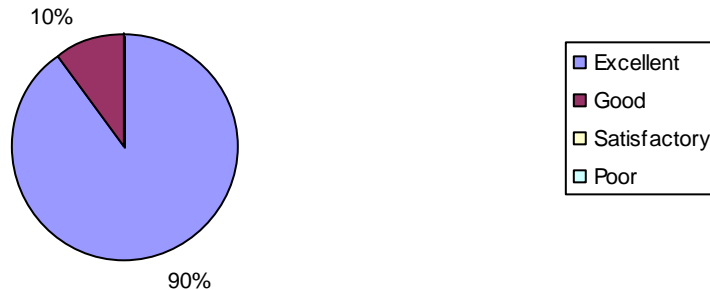
There were no complaints

Areas patients would like improved

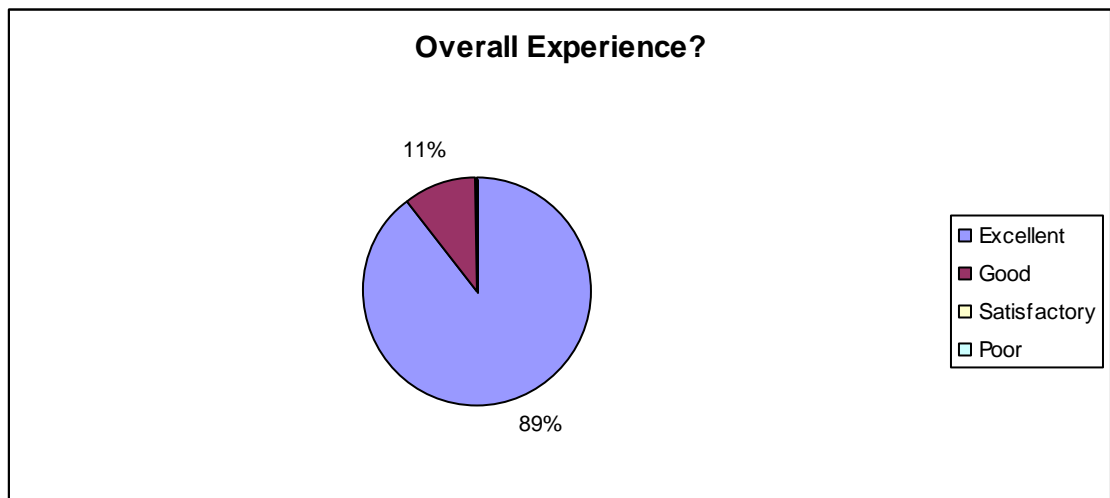
Overall Satisfaction

CQUIN

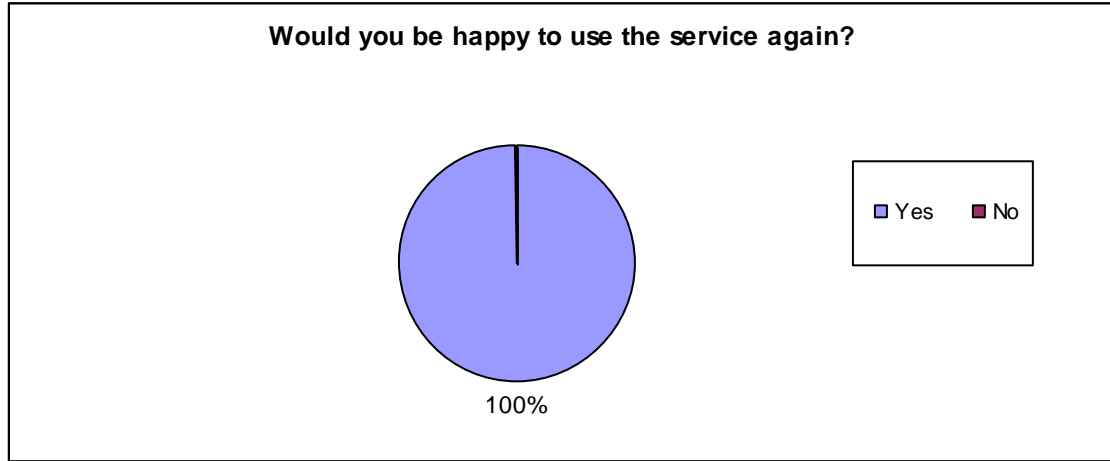
How well did our service meet your expectations?



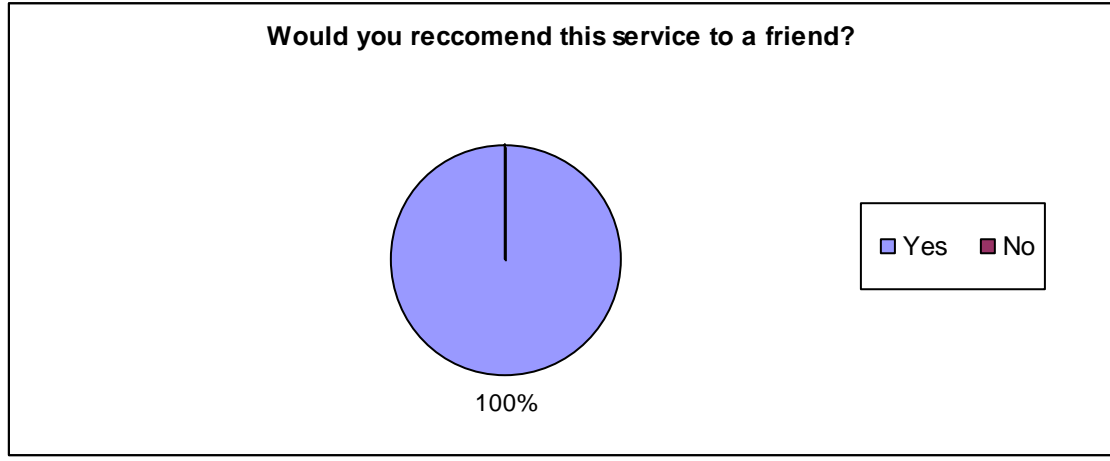
N = 20



N = 19



N = 20



N = 20

**Good experiences of patients**

**Expectations**  
 All patients who answered, rated the practice positively in terms of how their expectations were met, 90% rated this as 'excellent' and 10% 'good'.



There were many supportive comments from patients who praised the practice for the level of service.

Eight patients talked about the flexible and friendly nature of the practice, how staff were professional and helpful, it was easy to get an appointment and that staff would go out of their way to fit patients in where they could.

Three patients commented about the short waits at the practice, comparing favourably to other practices.

Two patients commented that the practice had improved over time with stability of GPs. One commented that record keeping is very accurate and that this makes a big difference for continuity. Another commented that seeing the same Practice Nurse improved care.

Two patients commented about the level of patient care and involvement, being informed of test results by the practice and invited for flu vaccinations rather than having to follow these up themselves.

Three patients commented positively about the overall quality of care.

### **Overall experience**

All patients rated their overall experience positively, 89% rated 'excellent' and 11% 'good'. One patient commented about the reputation of the practice amongst their friends.

### **Using the service again**

All patients said they would be happy to use the practice again.

### **Recommending to a friend**

All patients said that they would recommend the practice to a friend, though one patient said they wouldn't like too many people joining in case it made it harder to get an appointment. Others said that they had already recommended to family and friends. One patient thought that the practice list was full.

### **Areas patients would like improved**

#### **Expectations**

One patient commented that if they want to see the same doctor every time, it is sometimes difficult getting an appointment.

#### **Overall experience**

There were just three suggestions for improvements to overall experience. One patient commented on the lack of GP continuity. One patient said that they felt the area outside of the building could be improved by traffic calming and signals. Another patient commented that they were disappointed that there had never been a pharmacy in the building as the initial advertisement indicated there would be.

## Comments made by patients during interviews or on questionnaires

The following are comments made by patients and carers which illustrate their feelings about the service in their own words. Wherever possible, these are verbatim quotations.

Where comments are related to a specific staff member this is indicated after wards GP or Practice Nurse (PN).

### CQC Outcome 1: Respecting and Involving people who use services

NICE 1, 2, 4, 5, 6, 7, 9, 13, CQUIN, NHS PEF

#### Good experiences of patients

##### Reception and booking in

*'Brilliant'*

*'They are always very professional'*

*'They are so much more flexible than the last GP, you can get an appointment straight away when you ring up'*

*'They are always lovely, the receptionists are lovely. In the past the practice I was at they were downright rude, here they are lovely on the phone and in person'*

*'They are always lovely'*

*'Fantastic compared to the last surgery'*

*'She was very polite'*

*'They are lovely, dead helpful'*

*'It's so easy to get an appointment'*

*'You can phone up and get an appointment quickly too'*

*'We only rang at 8am'*

##### Waiting time

*'Five to ten minutes, twenty is the longest I have ever waited but at my last practice it wasn't unusual to be sitting nearly an hour' (PN)*

*'I did wait a bit last week but that was the first time I had ever had to wait at all' (PN)*

*'It was very quick' (PN)*

*'You don't wait, it's phenomenal the difference' (GP)*

*'Your in quick you never sit worrying about the time' (GP)*

*'It was just a few minutes, at the last practice it was usually about  $\frac{3}{4}$  of an hour' (PN)*

*'I came earlier to the walk in centre and because I'm a patient here they offered me a doctors appointment which was great as I haven't had to wait here and probably got seen quicker' (GP)*

*'This morning was about 15 minutes but they are usually bang on time' (PN)*

##### Information and advice

*'They make you feel at ease here, the doctors do alter but everyone of them has been good' (GP)*

*'Couldn't be better, I saw her about several things, blood tests and the flu jab' (PN)*

*'She is like a breath of fresh air, its only the second time that I have been to see her and she seems to know me, I wish I'd known about her before' (GP)*

**Staff listening and explaining**

*'She did and she followed up on an extra blood test for me' (PN)*

**Staff informing patients of actions**

*'She was good at hiding the needle' (patient was needle phobic)*

Areas patients would like to see improved

**Information and advice**

*'He just said he wants to send her to the hospital' (GP)*

*'The notice boards are very overcrowded, which means there's less chance that people will read them so someone needs to get rid of the out of date ones and just keep the ones that are essential'*

CQC Outcome 2:

NICE 8

Consent to care and treatment

Good experiences of patients

**Involving patients in their care**

*'She always does. Even the other doctors have been great' (GP)*

Areas patients would like to see improved

**Involving patients in their care**

*'He only really asked if the room was spinning' (GP)*

CQC Outcome 4:

NICE 3, 10, 11, 14, CQUIN, NHS PEF

Care and welfare of people who use services

Good experiences of patients

**Clinical consultation**

*'She was very professional and made sure I was OK, she checked a few things for me' (PN)*

*'Very professional' (PN)*

*'She is a good doctor' (GP)*

*'She was very friendly' (GP)*

**Working as a team**

*'I love the way they check things for you and look after you her, I've heard lots of people say the same' (PN)*

*'It was the nurse that referred me to the GP'*

*'In my experience they work very well, the doctors and the nurses and the reception staff'*

*'They are on the phone and everything, and its good when you find a good doctor'*

*'They are all really nice'*

*'All of the staff are good, the doctors and the nurses and the front desk staff'*

*'It has been better recently, there was a stage where you never saw the same doctor but recently it has been better and even if its not the same one, they seem to know what's happening'*

*'Much better than my previous practice, the doctors always put things on the computer they are very competent, its all there when the nurse looks and checks and she always gives me advice about the results'*

*'It's not such a bad thing though (not seeing same doctor) because they do have really up to date computer records and more recently they seem to know what's going on'*

### **Confidence in staffs abilities**

*'She double checked in fact she treble checked' (PN)*

### **People who came with you**

*'I think the doctor knows (patient) very well, knows her history, I have been to doctors (at other surgeries) with other clients and their doctors don't know them so well' (Support Worker)*

### **Concerns about personal Safety**

*'All of the staff are friendly here'*

*'I've had no problems'*

*'There's secure doors too'*

*'Yes I would, the atmosphere is very professional here, they would take it on board professionally'*

*'I have had no problems'*

*'I haven't had any problems its safe'*

*'Its fine'*

*'Never had any concerns'*

*'No problems'*

*'No problems, we use the leisure centre as well'*

*'No worries for me'*

*'There's no problems here'*

### **Information about further treatment**

*'I know that I need to ring back on Friday and she knows about my consultant's appointment'*

*'She downloaded some extra information from the internet for me and printed it out, she's fab'*

Areas patients would like to see improved

**Clinical consultation**

*'He more or less told her she was experiencing anxiety problems and took her blood pressure but we are sitting waiting for a letter for the hospital and she hasn't really been told why. I think he wants us to go to the A&E but he never really examined her' (GP)*

*'If you want to be specific about which doctors then that can be a problem, but that's the only downfall' (PN)*

**Working as a team**

*'It has settled down a bit now, but you were having to go through your condition every time' (having different doctors)*

*'The last few occasions I have been I haven't seen the same doctor, the previous time I wasn't happy with the advice I got so I came back and got the advice and treatment I'd hoped to get the first time'*

*'It is a bit disappointing when they keep changing the doctors and it would be nicer to see the same person'*

*'The only things is you never see the same doctor twice so sometimes they don't get to know you'*

*'There was a bit of a problem in the past with a couple of pregnancy tests that they lost on two occasions and they also lost some results of a swab which I did have to follow up so that was a bit of a problem'*

CQC Outcome 5:

NICE 10

Meeting nutritional needs

Good experiences of patients

No comments

Areas patients would like to see improved

CQC Outcome 6:

NICE 12, NHS PEF

Cooperating with other providers

Good experiences of patients

No comments

Areas patients would like to see improved

CQC Outcome 8:  
Cleanliness and Infection Control

NICE 10, NHS PEF

Good experiences of patients

**Hand washing and protective equipment**

*'She washed them about three times' (PN)*

*'Three times' (PN)*

*'She did it twice, before giving both of us the injection' (PN)*

*'She did everything'*

*'I was just talking to her today, but if the nurse does she always washes her hands' (GP)*

Areas patients would like improved

CQC Outcome 9:  
Management of Medicines

CQUIN

Good experiences of patients

**Medicines or equipment**

*'Not this time but when I have in the past its been good'*

Areas patients would like improved

CQC Outcome 10 :  
Safety and suitability of premises

NHS PEF

Good experiences of patients

**Signposting**

*'I think its great'*

*'I think everything is perfectly signed, it's a light spacious building with lovely views, it makes you feel optimistic'*

*'We came since it was at the smaller clinic, the practice we were at before parking was ridiculous'*

*'At the old GP we couldn't get parked at all'*

*'The parking is brilliant here at the last place I was at it was awful'*

**Cleanliness and comfort of department**

*'It's great, my husband commented on the website, a compliment'*

Areas patients would like improved

**CQC Outcome 11:  
Safety, availability and suitability of equipment**

Good experiences of patients

**Special Requirements**

*'They have always been fine when my support workers have been with me, and if they are going to talk about anything in confidence then they ask me first'*

Areas patients would like improved

**CQC Outcome 17:  
Complaints**

Good experiences of patients

No complaints

Areas patients would like improved

**Overall Satisfaction**

CQUIN

Good experiences of patients

**Expectations**

*'It's more than exceeded them. I think the most important thing is that the reception staff are lovely, nothing's a bother, they are always friendly, even the girls on the main desk you get to know their faces too. You can always get an appointment in, they will manage to fit you in, you don't get a 'Call back tomorrow at 8' like you do everywhere else'*

*'When you phone you can get an appointment when you want one, they are always on time and they listen to you'*

*'They are always polite and supportive and understanding. Always smiling faces. And even on the phone they aren't rushed and they listen, when I ask for the same doctor, they always try to fit me in with her even when its been urgent'*

*'You can talk to the staff, they are very friendly. Whenever I have popped in they have gone out of their way to get prescriptions on time and appointments'*

*'We can always get through on the telephone to make an appointments and in an emergency they will always find a space for you'*

*'Everything, they are so friendly here. I used to find it a nightmare getting an appointment at (previous practice), here they offer you convenient appointments'*

*'At my last surgery it wasn't very good at all, I can get an appointment here quicker and you're seen within ten minutes'*

*'I like how you are seen to very quickly, it's a really short wait at the last doctors'*

*you would wait hours'*

*'I like the fact its open and airy and clean and 99% of the time you're on time, if your appointments at 9.30 you're usually in at 9.27'*

*'The waiting time (no wait at all) makes a massive difference because I hate needles! It's the best doctor's I've been to much better than where we used to live'*

*'I'm well impressed. This practice has exceeded my expectations I'm delighted. When it first opened I was concerned about continuity of care but they have picked that up and the record keeping is meticulous, so it's more like a small hospital. I haven't got a doctor but a number of doctors!'*

*'Its been alright, at first it wasn't so good with the different GP changes and I was with the previous practice for nearly 30 years and often saw the same doctor'*

*'It's been good for the continuity with the practice nurse, knowing that she knows all about my daughter'*

*'It's wonderful, you don't have to phone up yourself for test results and they don't frighten you, if you have results and need to come in they tell you not to worry'*

*'They inform us when the flu jab is available, they are great with things like that, you don't need to see the notice yourself, they left us an answer-phone message'*

*'Every visit that I have made since I started here has been good'*

*'Everything has been marvellous'*

*'It's been perfect'*

*'It's terrific really the way they look after you here'*

### **Overall experience**

*'I've spoken to one or two of my friends too and they are equally as happy, I'm full of admiration for this practice, it took us a lot to change but I'm glad we did'*

### **Recommending to a friend**

*'Yes but to be honest if too many people come I won't be able to get an appointment as well!'*

*'I have done'*

*'I do all the time'*

*'I'm going to register my mother and father today!'*

*'I tell everybody'*

*'I have done I'm trying to get my husband to come here now'*

*'I have done but I think the list is full now?'*

### **Areas patients would like improved**

#### **Expectations**

*'Here if you like to be seen by the same doctor then it can be a bit harder getting an appointment'*

#### **Overall experience**

*'The only thing is that I have seen quite a few doctors, you can't guarantee the same doctor, they are on different days of the week. That's a bit of a problem if you need continuous care. The doctor I saw today was great though'*



*'I think the crossing and the speed limit outside can be a problem. It should be pedestrian controlled rather than traffic because you can stand there for ages. And the speed limit, there isn't a reminder sign outside'*

*'I was disappointed that there wasn't a pharmacy because they did say before it opened that there was going to be one, it was on the sign and then the sign got taken down'*