

Dr First Feedback

Coulby Medical Practice

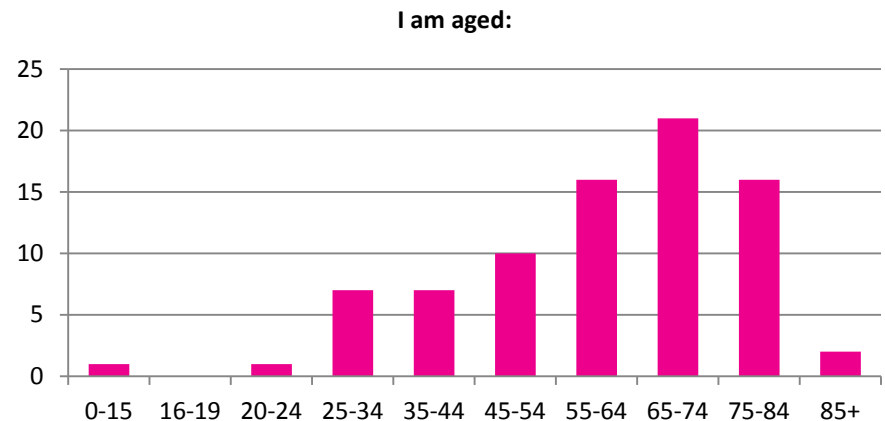
July 2013

Introduction

- In order to understand how patients were responding to the Doctor First system, Productive Primary Care commissioned FeedbackMatters to undertake patient surveying at the Coulby Medical Practice
- Feedback was gathered using a bespoke survey administered by post and via [GP Feedback.org](https://www.gpfeedback.org)

Summary of Feedback

- 88 responses were received from patients
 - This is a normal response rate when evaluating practices on behalf of Productive Primary Care
- Responses were from both male and female patients from across the age spectrum



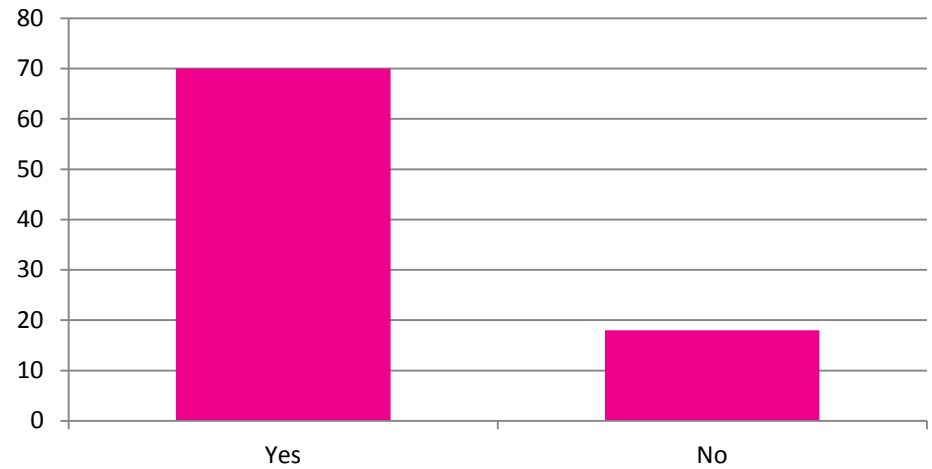
- Note: not all patients responded to the demographic questions
- 93% were satisfied with the outcome of the consultation and the way it was conducted.

ABOUT THE NEW SYSTEM

Awareness

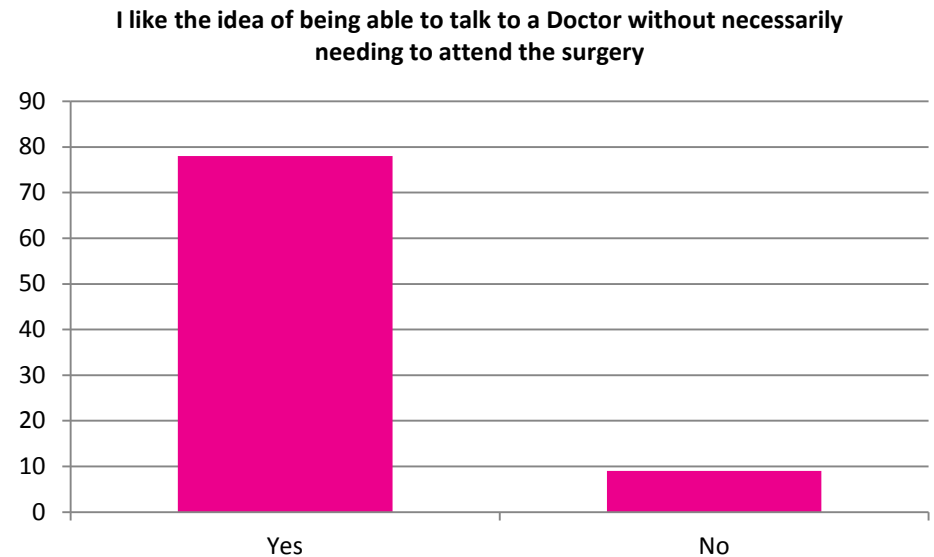
80% of patients were aware that the appointment system had changed

I knew the appointment system had changed before I contacted the Practice



Idea of telephone consultations

90% like the idea of being able to speak to a Doctor without needing to attend the surgery

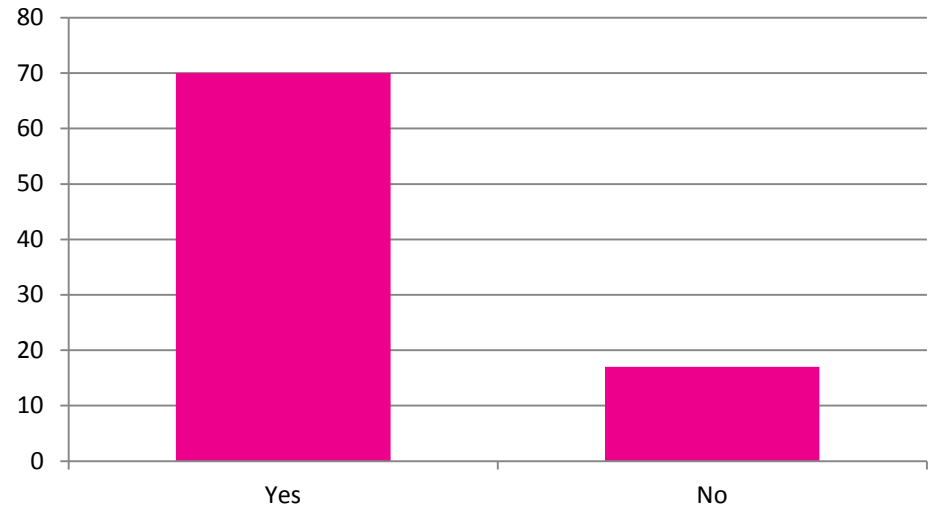


**HOW WELL DID THE PROCESS
WORK?**

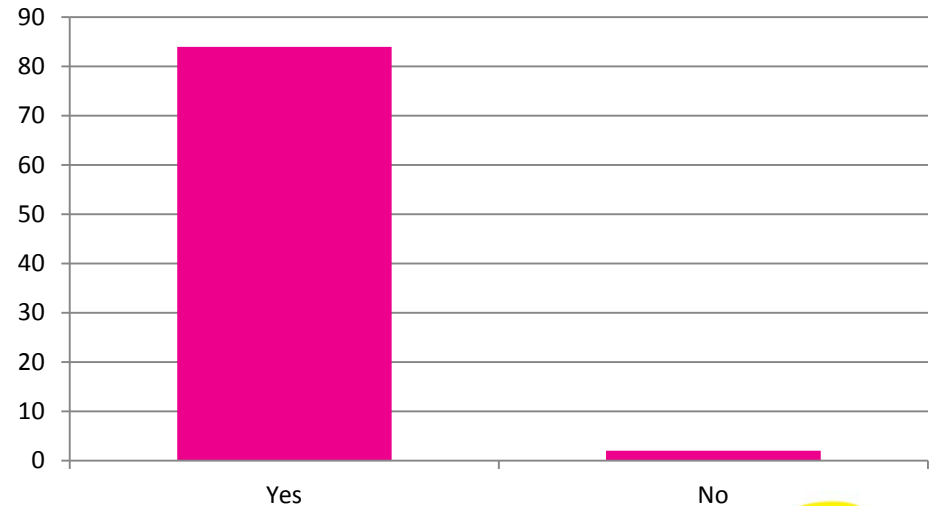
Getting through to the Practice

Respondents reported some difficulties getting through to the practice by phone

I found it easy to get through on the telephone



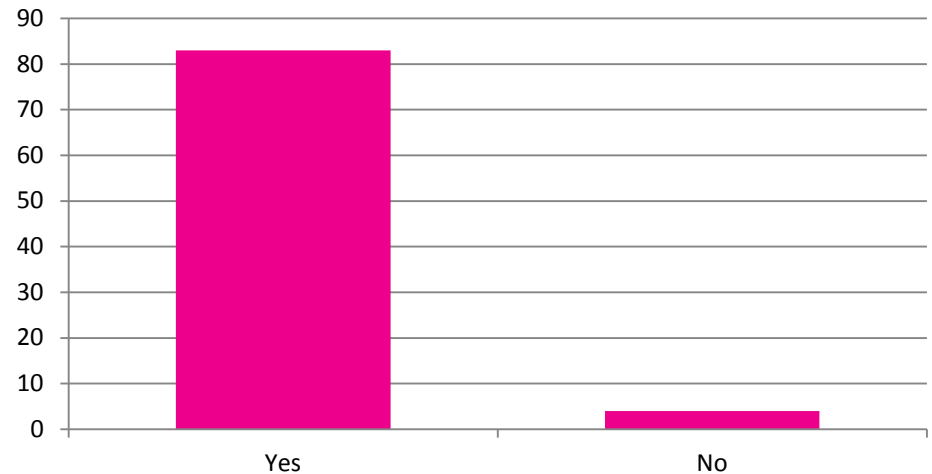
The reception staff were courteous and clear about the process



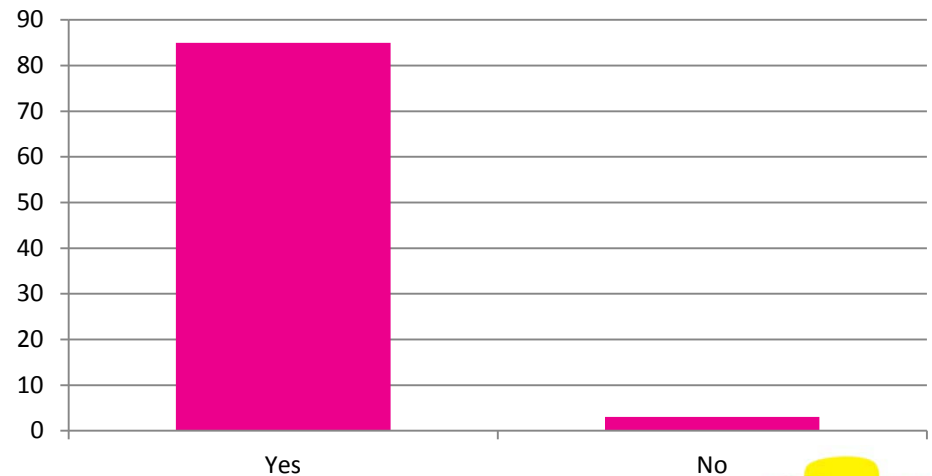
Understanding the process

5% of respondents did not understand why they were being asked questions about their condition but the majority understood what would happen as a result of these

I understood, or was advised, why I was being asked questions about my problem

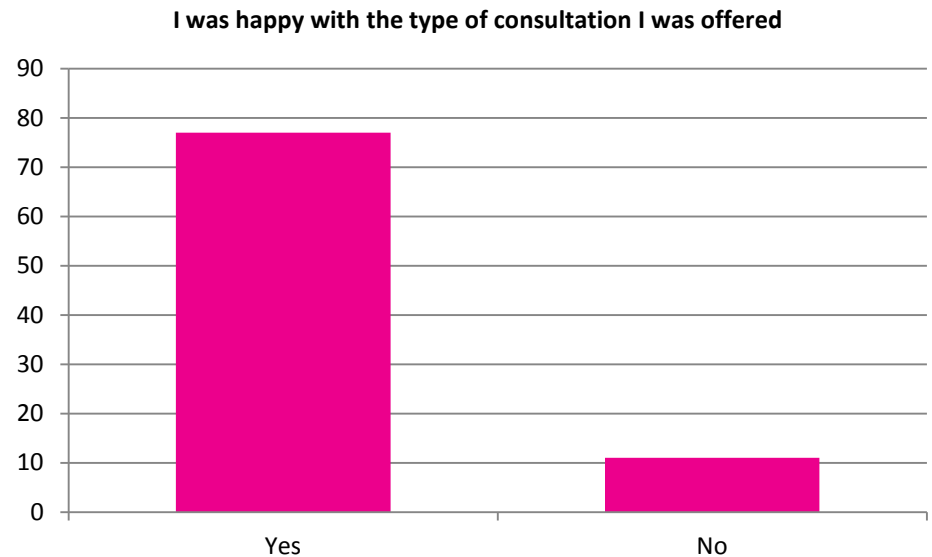


The reception staff were clear about what would happen after our conversation



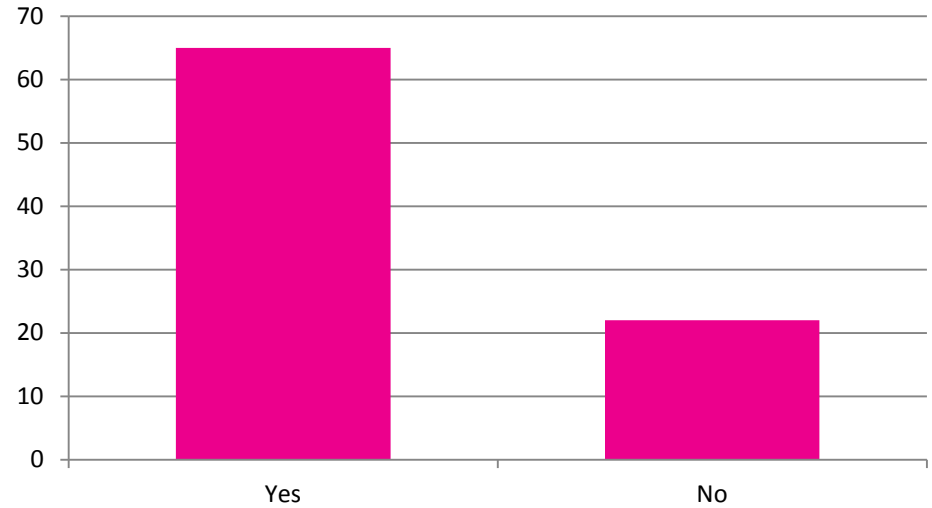
Initial satisfaction

Patients were generally satisfied,
with the type of consultation offered

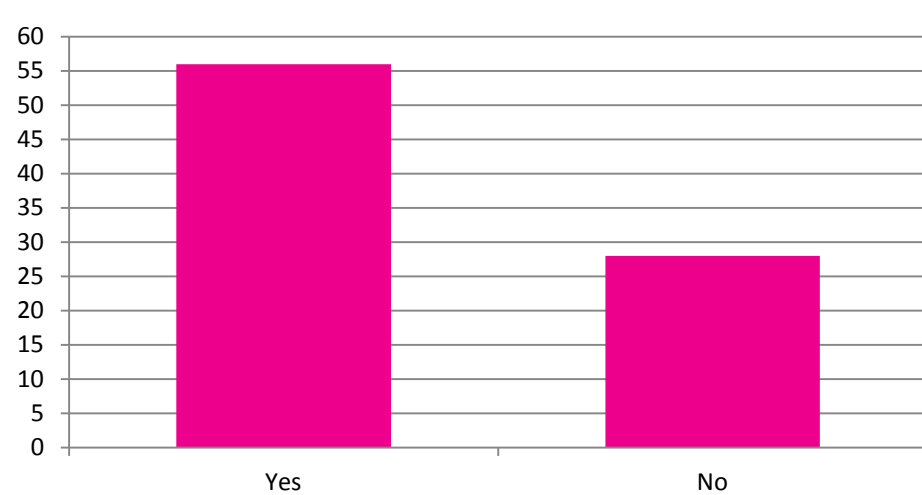


Call back

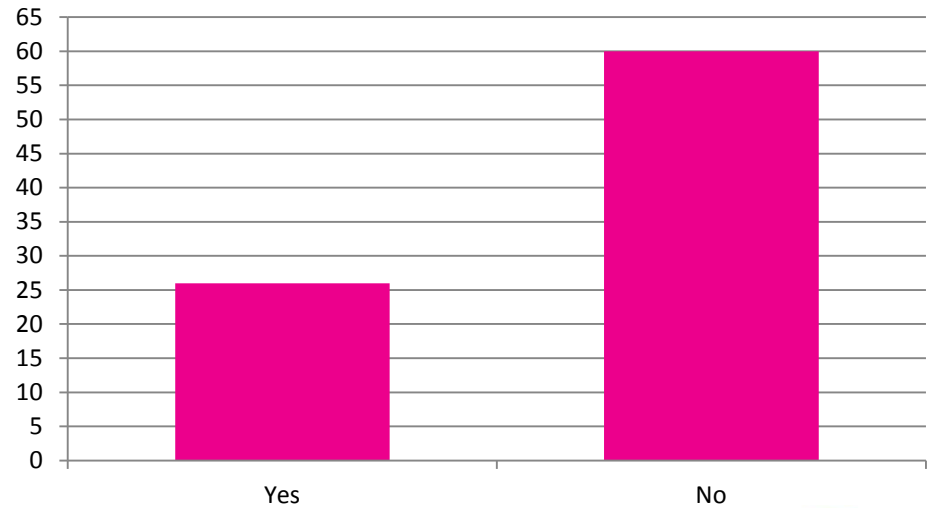
I was told when to expect a call back from the Practice



The call back from the Practice came at the time I was expecting it to



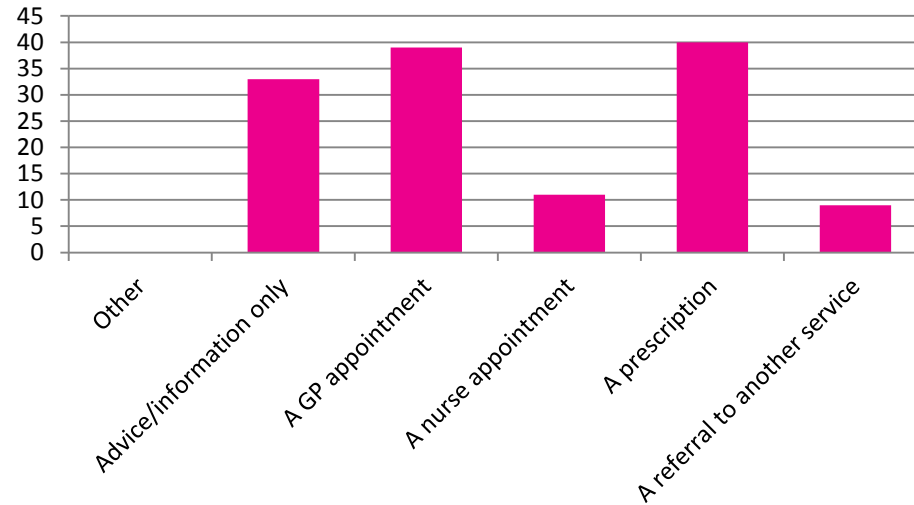
It took longer than expected for the Practice to call back



OUTCOME OF INITIAL CALL

Outcome of initial call

The outcome of the telephone conversation was that I received:

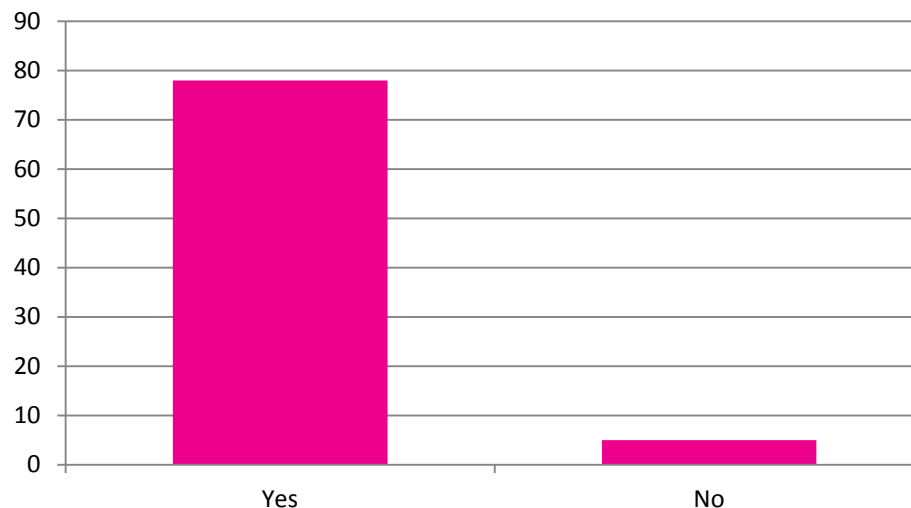


ABOUT THE TELEPHONE CONSULTATION

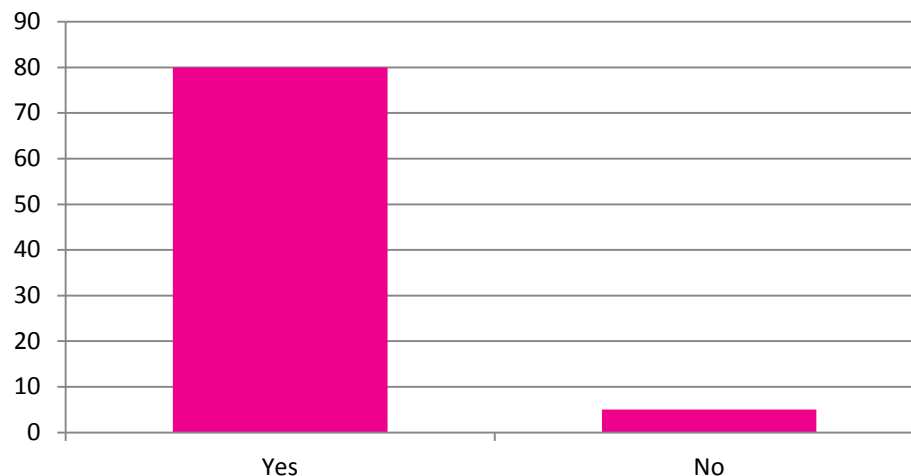
Receiving calls

A minority of patients advised that they were unable to receive phone calls during the working day, or that it was inconvenient for them to do so

I can receive telephone calls when the surgery is open



It is usually convenient for me to receive telephone calls if I am expecting them

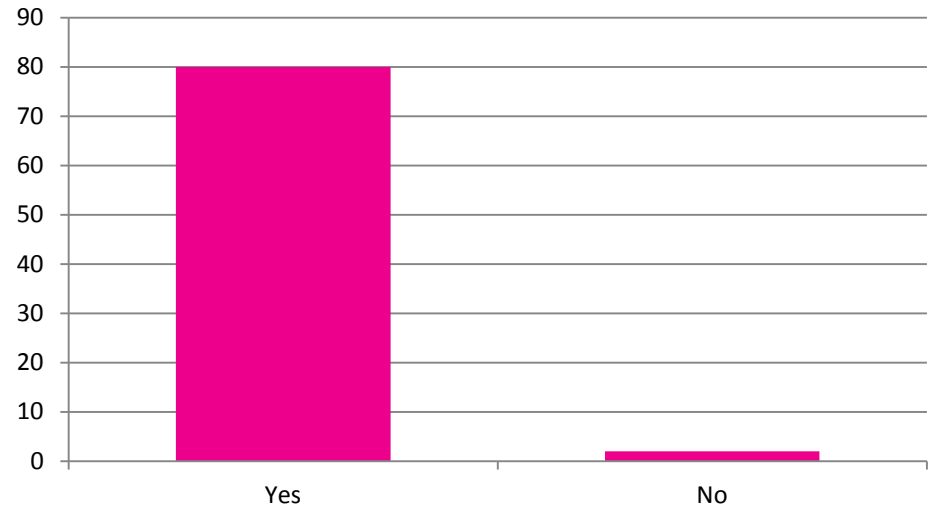


Communication over the 'phone

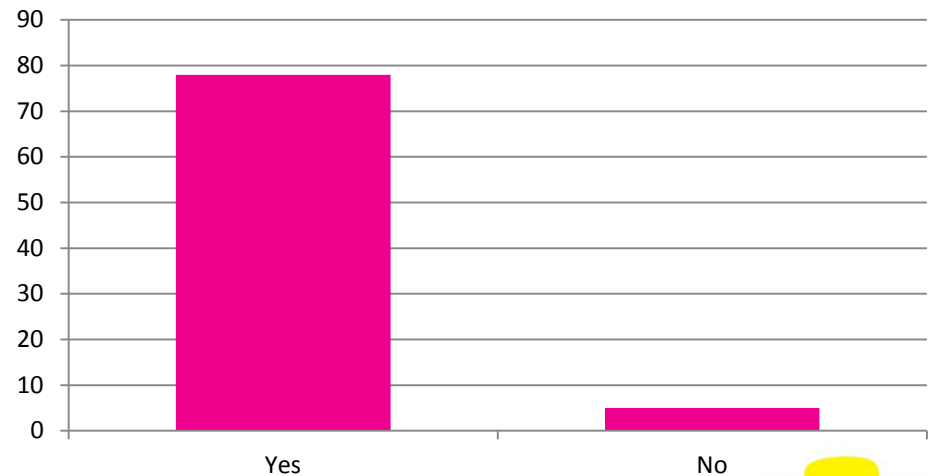
2% of patients felt that their problem had not been taken seriously: note we were unable to test whether this outcome would have been different had only face-to-face appointments been used

6% of patients felt that clinicians were unable to offer reassurance over the phone

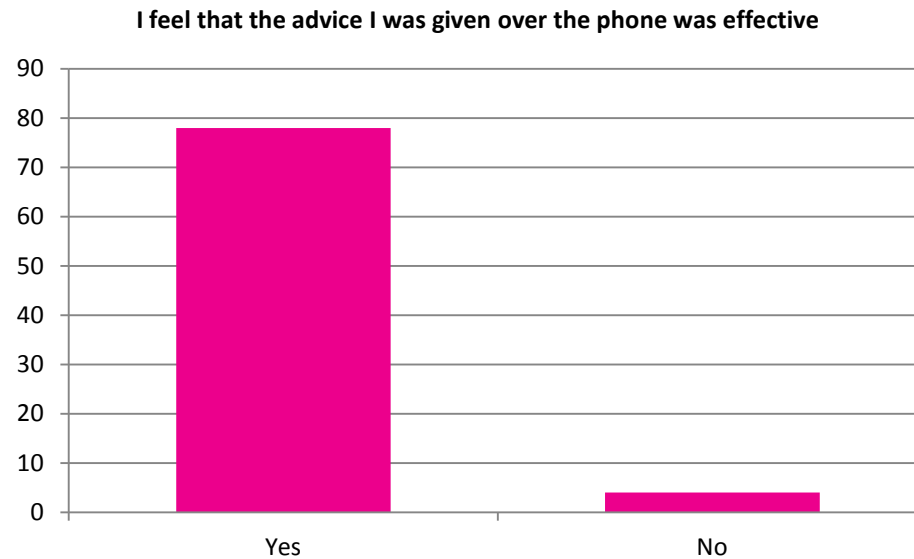
The Doctor/Nurse listened and took my problem seriously



The Doctor/Nurse was able to reassure me over the phone

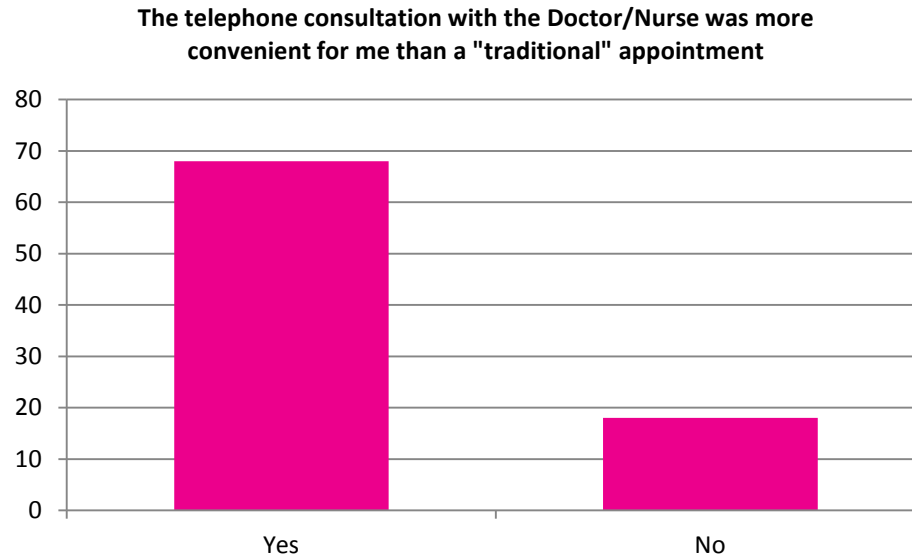


Effectiveness of 'phone advice

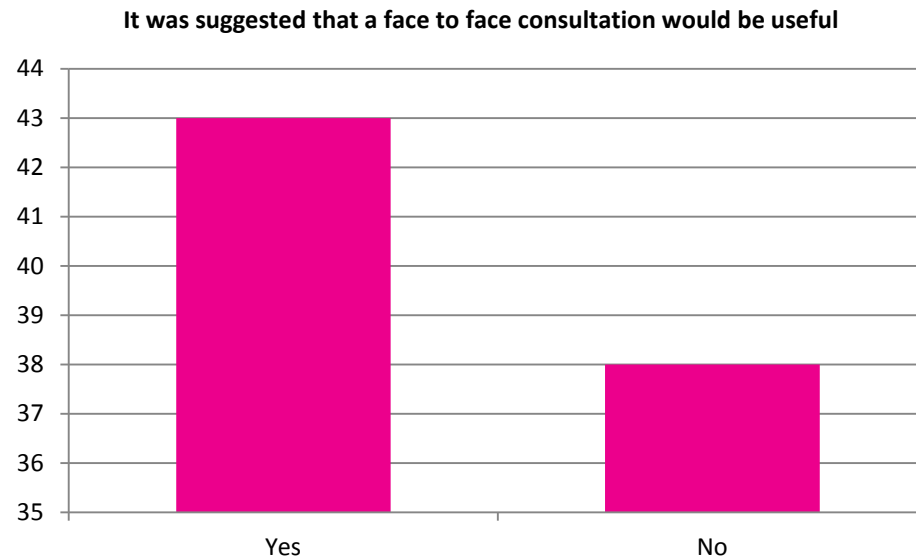


Convenience

79% of patients reported that the telephone consultation was more convenient than a traditional appointment

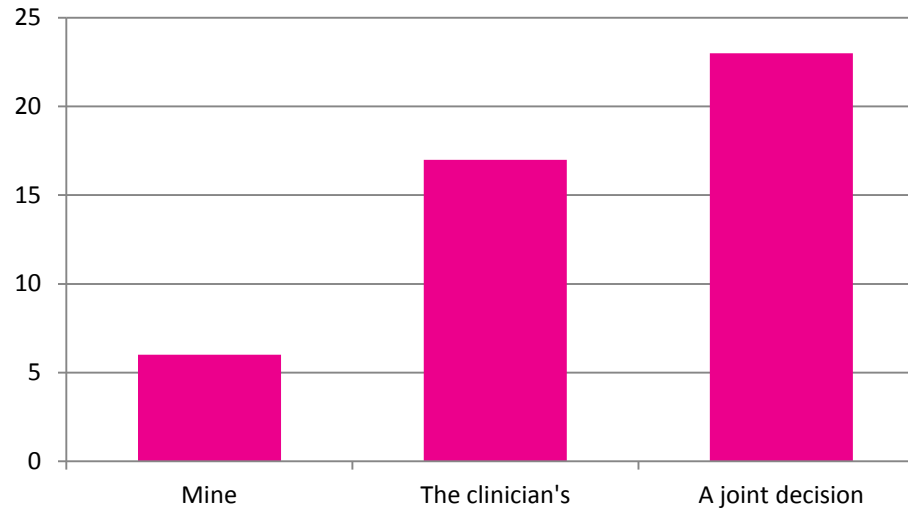


Face-to-face consultations

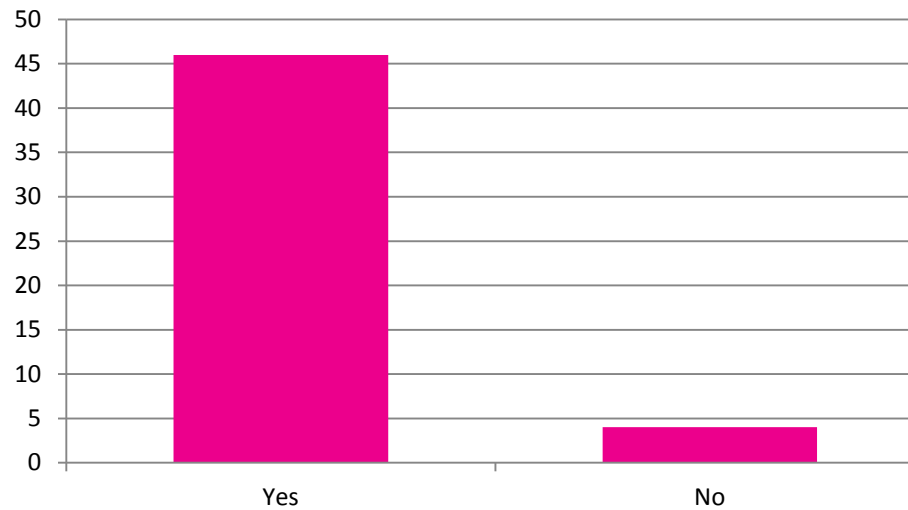


Face-to-face consultations (2)

The decision to have a face to face consultation was:



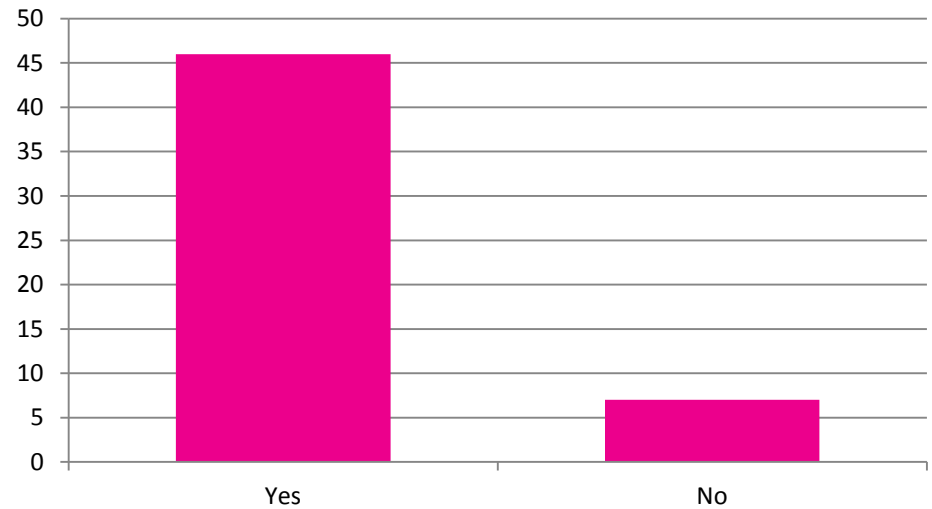
I was given a face to face appointment on the day of my choice



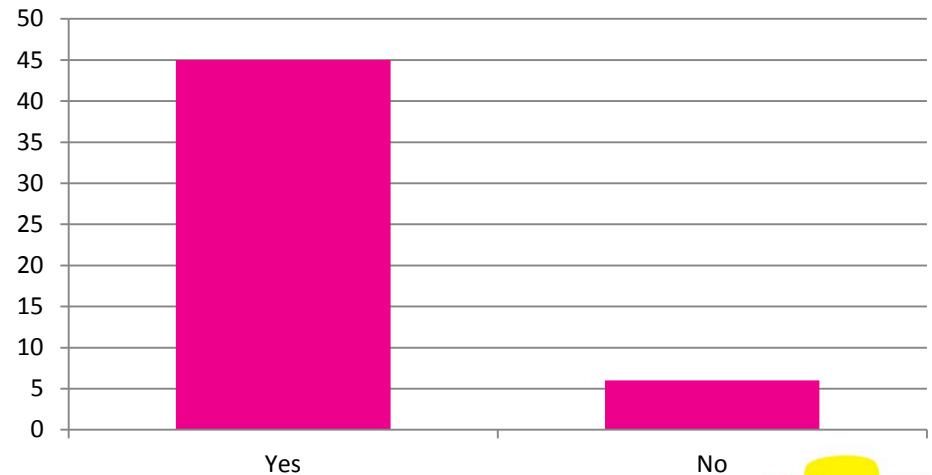
Continuity and impact

Patients reported that they usually saw the GP/nurse they spoke to on the phone and found the earlier telephone conversation useful

I saw the same GP/Nurse that I spoke to on the telephone

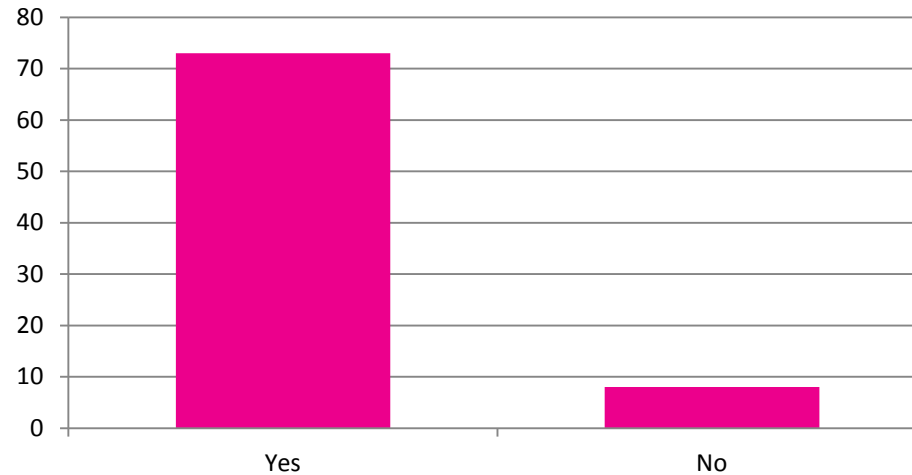


Having the telephone conversation before the face to face consultation was useful

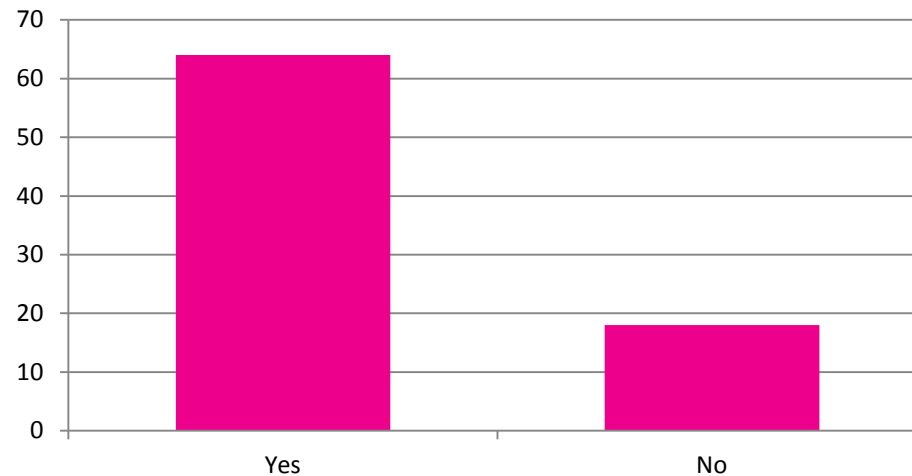


Consultation type and speed

I think the Practice was interested in making sure I got the right type of consultation

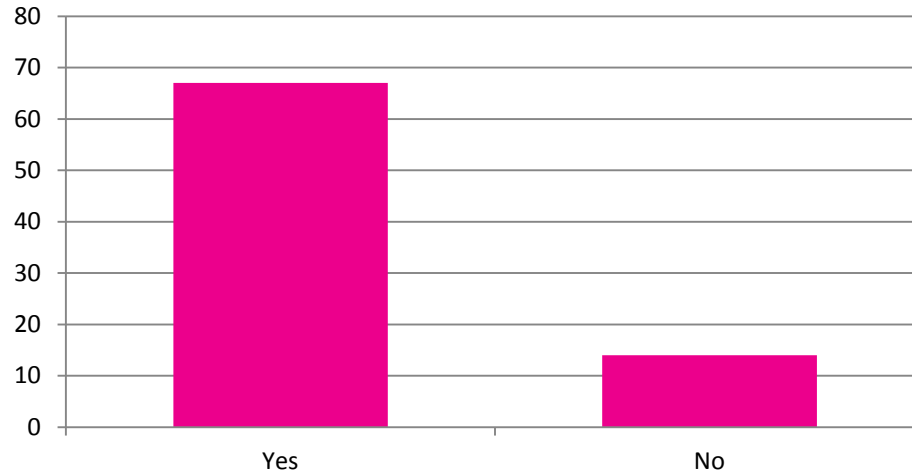


I saw/spoke to the Doctor/Nurse more quickly than I expected

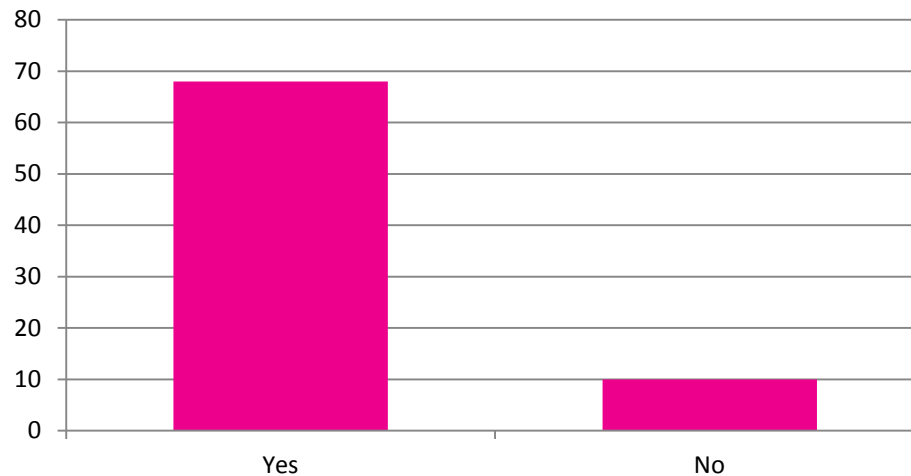


Responsiveness

I think that, by offering telephone consultations, the Practice is able to be more responsive to my lifestyle and commitments

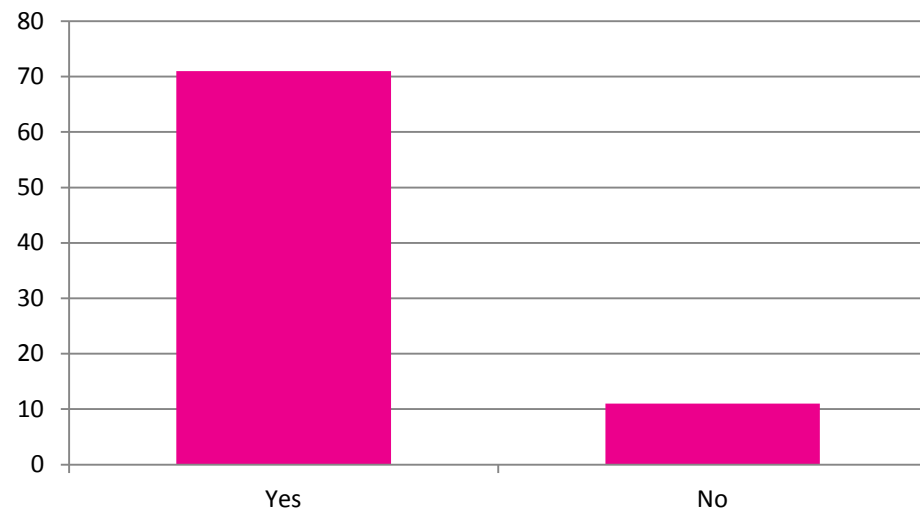


Offering telephone consultations, where it is appropriate to do so, allows the GP to be more responsive to my needs

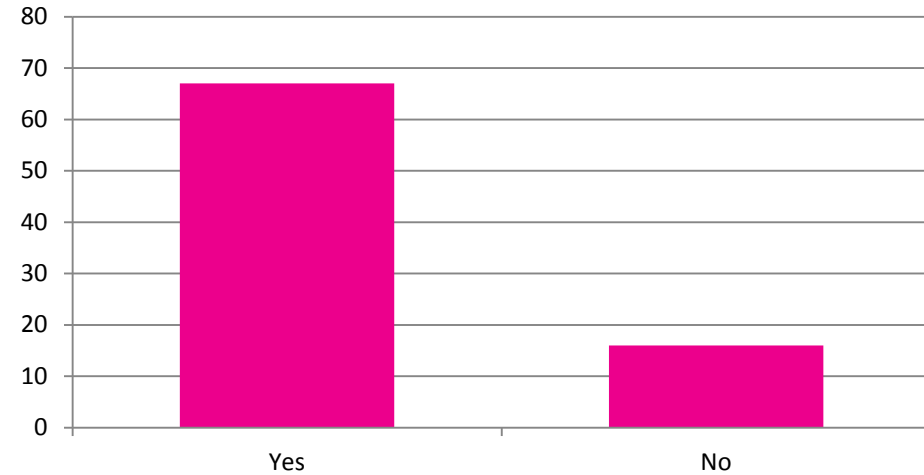


Overall satisfaction with system

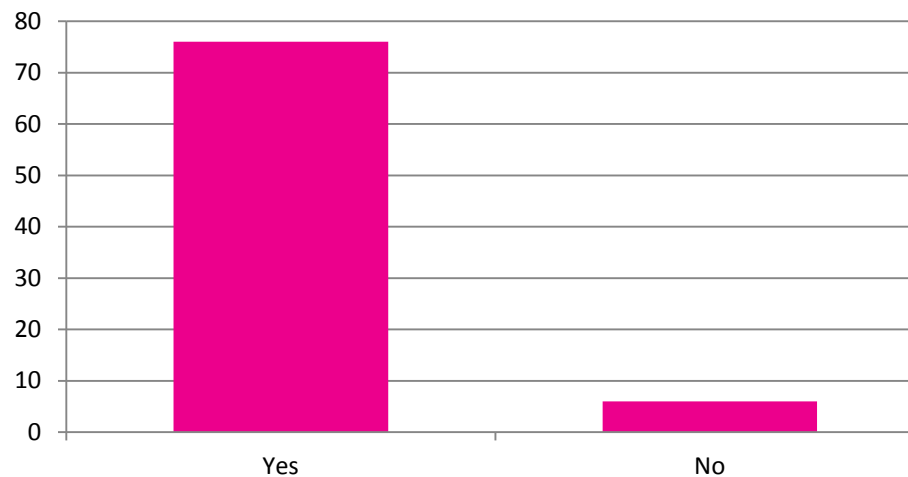
Overall, I was satisfied with the way the new process worked



I feel the new system is an improvement compared to the previous appointment system

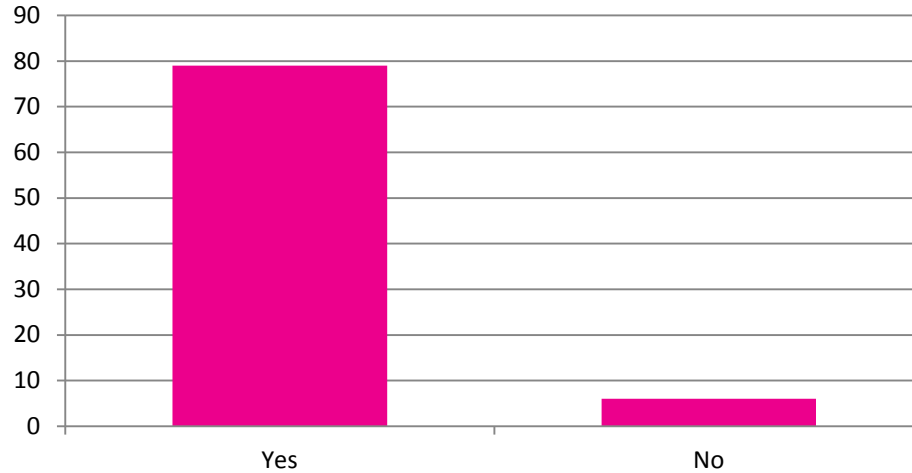


In future, I am confident that I can access my Doctor on the day I feel ill

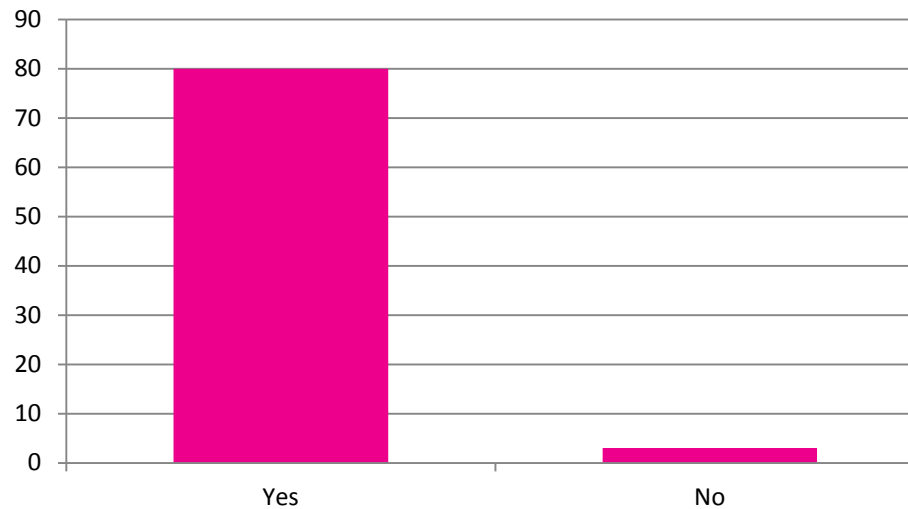


About the consultation

I feel I had enough time to discuss everything I needed to with the Doctor/Nurse

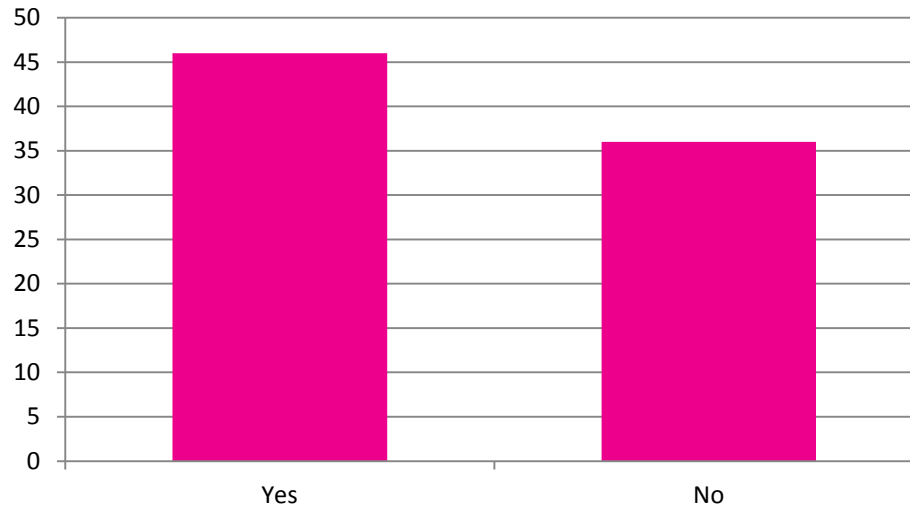


I feel the Doctor/Nurse understood what I was telling him/her

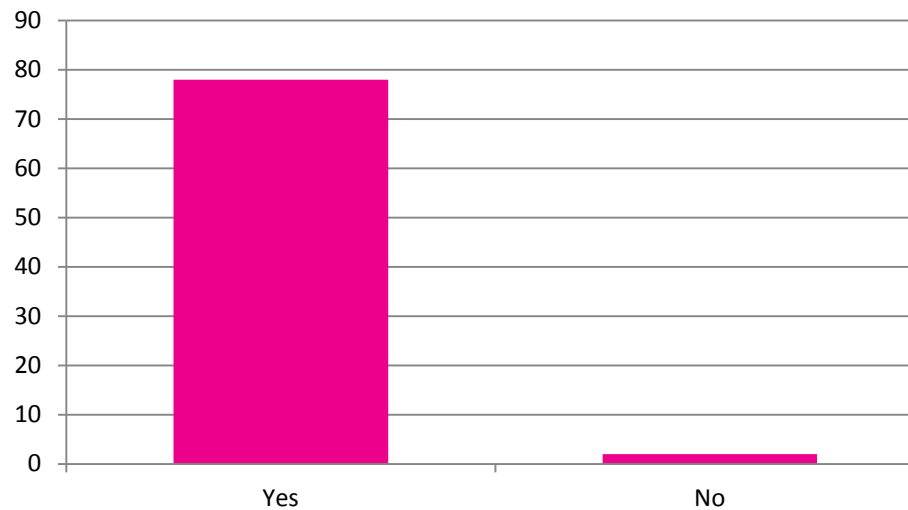


Need to see / outcome

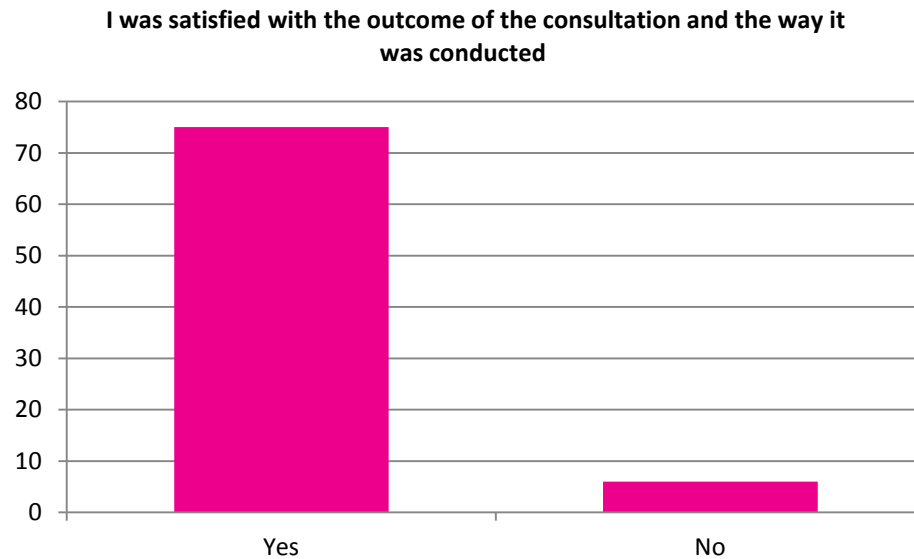
I feel the Doctor/Nurse needed to see me in person



I feel I got the treatment or advice I needed



Overall satisfaction with consultation



What could be improved? (1)

- Easier appointments to see the Doctor on the day or the next when you need to.
- later opening and Saturday morning.
- Nothing because it was first class
- It worked well thank you .
- "Nothing new system works well with my needs"
- The answers given were based on my second call,avast improvement from the first call which took 1hour 20 minutes before my call to reseption was answered.
- I was very satisfied with the new process and very much hope it continues
- I think the system works well. I have not experienced any difficulty when I needed to speak to or see a doctor or nurse. The staff on reception are excelent.
- Nothing. Everything is much better this way.
- Getting a blood test is impossible when you work it means you have to take time off which my employer doesn't like.
- Although I was happy with this consultation I feel if I was really ill I would still like a face to face with my GP.
- Pressure of time on busy doctors, will still mean patient appointments running late. I see no improvement being made in the future, sorry!
- Nothing.
- The new appointment system is awful the doctor must spend more time on the phone when he could be seeing patients I've never heard of such a stupid setup.
- A great improvement on the old system.
- I was told to ring back on the morning when the nurse was on her day off.
- I feel like the old system was better. this new system leaves a lot to be desired as a lot of patients don't want to be discussing what part of the problems they have with a receptionist as they are really only there to answer calls plus what happened to doctor and patient confidentiality.
- I feel the receptionists should identify themselves when speaking to patients.
- To use text message as I can't hear the phone very well but want to talk to doctor.
- Nothing. This new system works really well for me.
- I think the process has been improved 100% since the changes have been put in place.
- Nothing everything went very smoothly from phone call to appointment with doctor thank you
- At the moment things are OK but in the future I might have difficulty hearing the phone as I and many other patients are deaf and wear hearing aids.
- Don't feel comfortable discussing my problems with the receptionist, I would prefer to see the doctor but I was not offered an appointment. It is hard to discuss symptoms over the phone, you need to see a doctor. The only way it can be improved is to be able to make an appointment face to face with the doctor within a couple of days. I don't like this new system there is no patient care.

What could be improved? (2)

- It is fine for people who do not work and can sit and wait at leisure for gp/nurse to ring back. I was at work, very busy, and really not allowed to take the call.
- I feel the length of time I waited for a return call from the Dr was poor. We should be given a time slot for the return call and not have to wait all day to speak to the Dr as I have on several occasions.
- Nothing - since moving north I have had the best of treatment so far.
- Wasn't given a time when Doctor would ring back. Would prefer a time to be specified. Feel as though I can't use the phone while waiting when not sure when they are going to ring.
- My husband's works during office hours and for him to get an appointment is very difficult (he's unable to have private phone calls at work) so I would be helpful to still have a few appointments that can be made either first thing or last thing on the day.
- It would help if I could be told Dr. Nurse would call me back in say 1 hour or 1 1/2 if I needed to go out.
- On speaking to the receptionist it would be better if patients could be given a time slot of when to expect the call back as it stops me from going in the shower and answering other phone calls in case it is the surgery cannot get through. I have become very anxious on occasion after waiting nearly three hours for a call back.
- Nothing the services I have received have been both effective and efficient - a greatly improved service.
- Would have liked more idea of when the doctor would be ringing me (eg between 10am-11am).
- At this stage on the changeover nothing.
- Please go back to the original way of seeing a doctor why should we have to tell a receptionist what our problems are.
- Over the years since the practice opened in about 1989 the emphasis has been on attracting more patients which makes it difficult to contact by telephone.
- I had to wait all day until 7pm in the evening to speak to the doctor. The problem is that a whole day was wasted waiting just to speak to the doctor and then getting an appointment. I have recently had a problem and I could not speak to a doctor or nurse and had to wait four days for an appointment. I ended up at a walk in clinic.
- It is working very well as far as I can Tell.
- Was very happy at how quickly my son was seen and no waiting in the surgery. Overall a much better system.

ABOUT FEEDBACKMATTERS

FeedbackMatters

- FeedbackMatters was developed by a team of NHS clinicians and managers to allow healthcare organisations to cost effectively gather patient feedback
 - We use our own, secure, in-house technology solutions to allow us to reach large numbers of patients quickly and cost effectively
- Our services include:
 - FeedbackMatters: general and acute Trust feedback
 - GPFeedback: effective, low cost, solutions for the GP marketplace
 - RevalidationMatters: low cost 360-degree feedback services to support appraisal/revalidation
- In addition to a range of standardised surveys, we are able to undertake bespoke feedback for organisations including:
 - GPs wanting Patient Participation DES/PRG surveying
 - CCGs wanting to meet the EDS/Outcomes Framework/Authorisation obligations or incorporate patient feedback metrics into new contracts
 - Community-based providers who want a solution that works outside clinic environments

PROPs: increasing the impact of insight

- In addition to general surveying, FeedbackMatters provides specialist data collection and analysis services to support the use of Patient Reported Operational Performance (PROP) metrics
- PROPs present commissioners and providers with an opportunity to use patients as their eyes and ears – studying healthcare systems in their natural state to:
 - Identify “beacons of excellence” (transferrable best practice)
 - Highlight service improvement opportunities
 - Develop, embed, and where appropriate incentivise, a culture of continuous improvement
- For further information on PROPs please visit:

www.c4q.co.uk

or contact FeedbackMatters

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