

## **CHRISP STREET HEALTH CENTRE**

### **SUMMARY OF PATIENT SURVEY FEEDBACK**

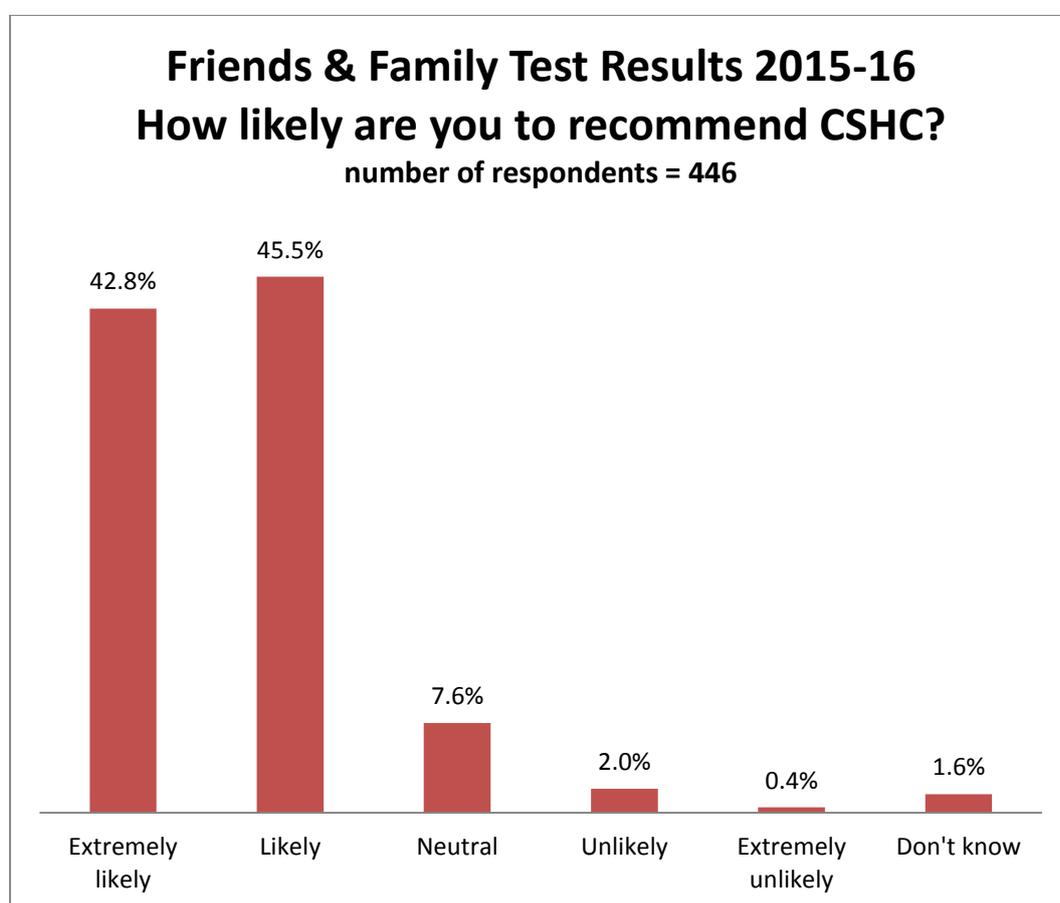
**1 April 2015 – 31 March 2016**

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## 1) FRIENDS AND FAMILY TEST

The Friends and Family Test was implemented as a contractual requirement for the Practice from December 2014. During 15-16, 446 responses were received and analysed. Most responses were received using paper forms handed out at the desk. There is a link on our web site to a Survey Monkey version of the surveys. Several online responses were received.

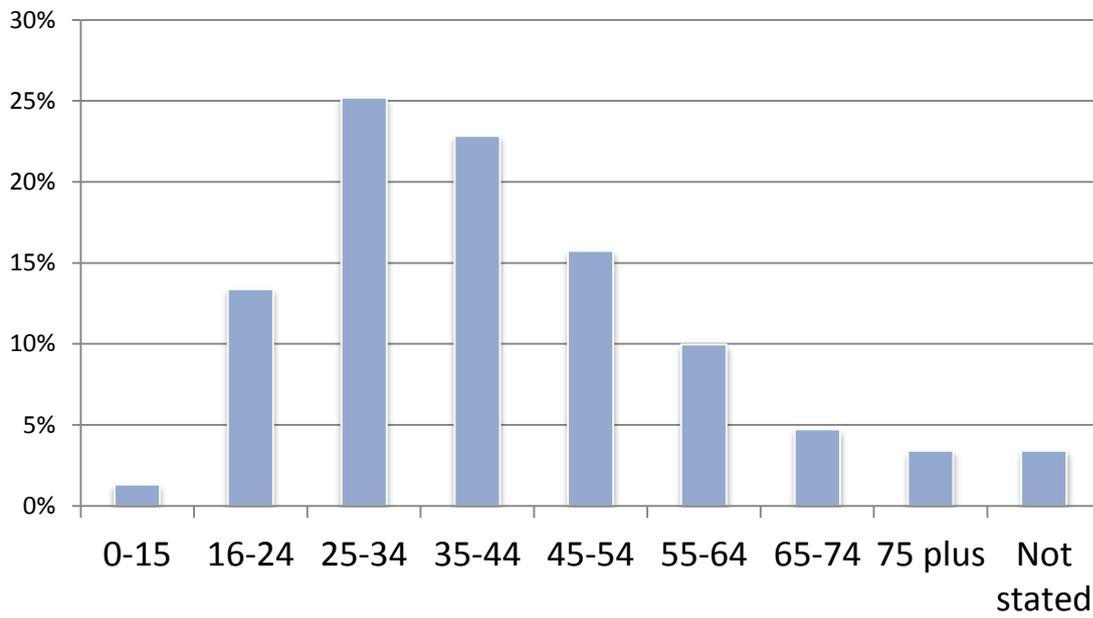
A total of 88.3% of patients say they would be either extremely likely or likely to recommend the Practice. The results have been discussed by the PPG as a regular item at their quarterly meetings, by the partners and also shared at staff meetings. Staff have been particularly touched by the overwhelming range of positive comments left – see Appendix.



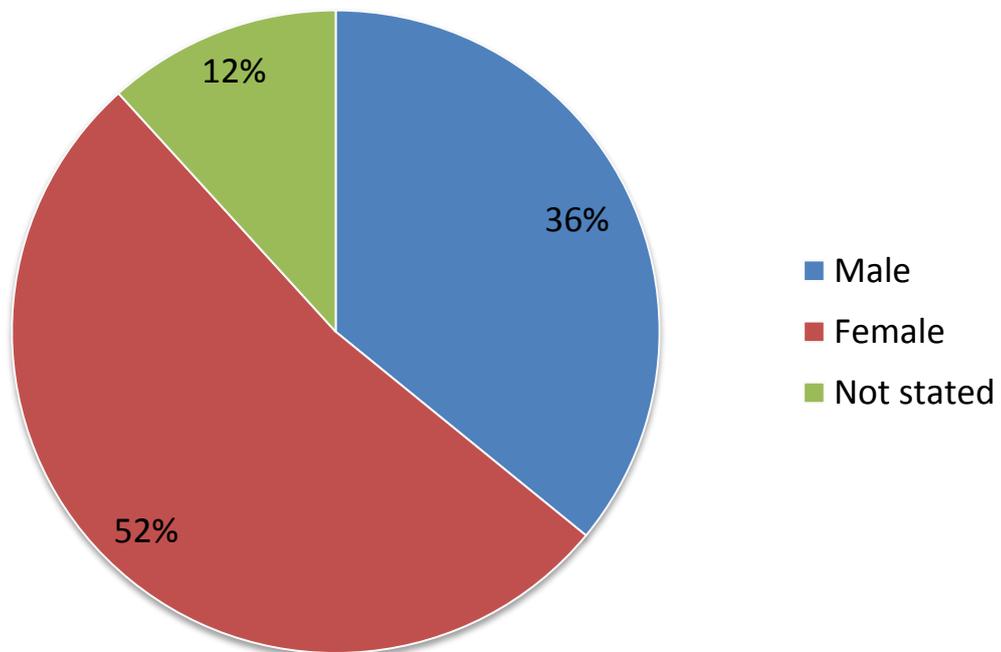
Review of comments from those who felt Neutral or Unlikely to recommend us, comments left were mainly about waiting times for an appointments. Patients also mentioned a few issues around prescriptions and errors.

A full breakdown of all the comments is provided in the Appendix.

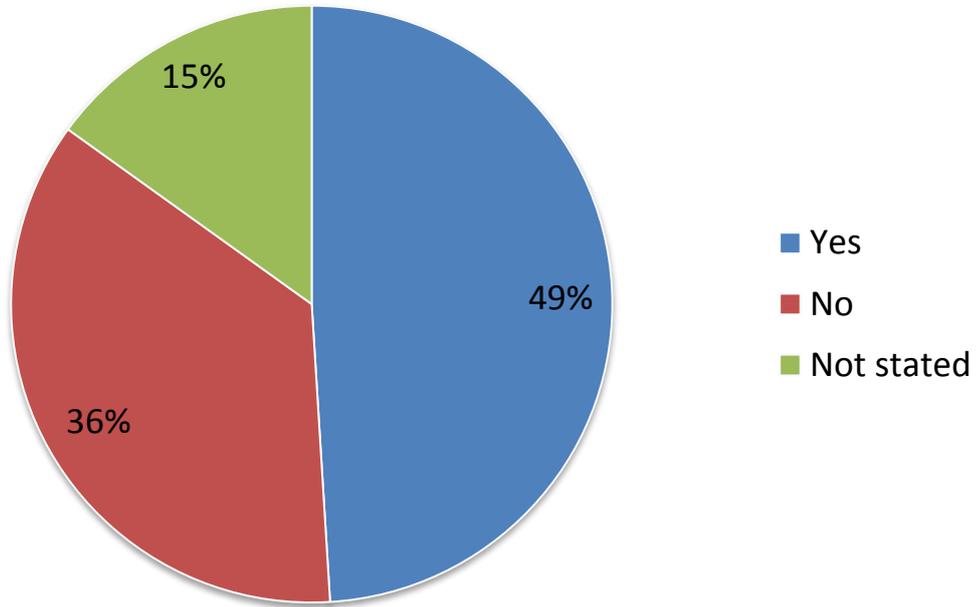
### Friends & Family Test 2015-16 Respondent Age Range



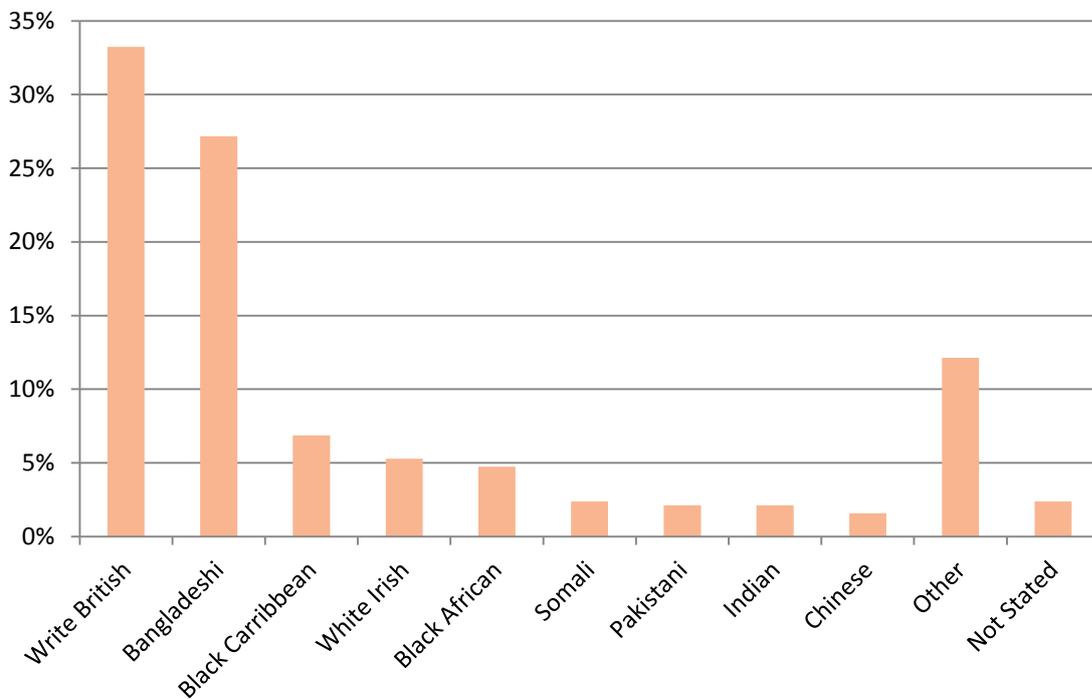
### Friends & Family Test 2015-16 Respondent Gender



### Friends & Family Test 2015-16 Is English your First Language?



### Friends & Family Test 2015-16 Respondent Ethncity

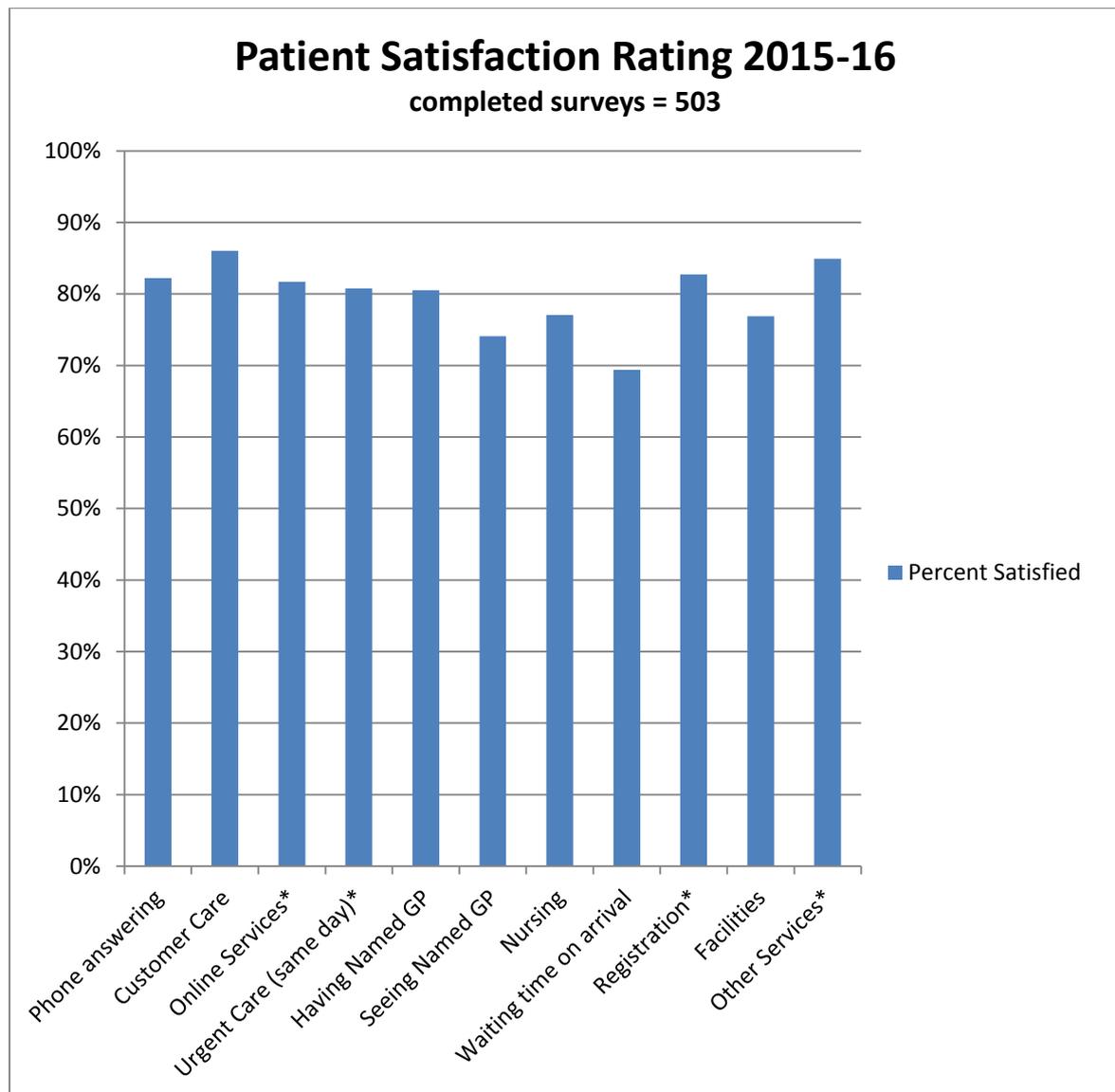


## 2) PRACTICE SATISFACTION SURVEY 2015/16

When handing out the Friends & Family test we asked patients to complete an additional survey as how satisfied patients were with various aspects of the Practice.

The results have been discussed by the PPG as a regular item at their quarterly meetings, by the partners and also shared at staff meetings. Additional comments left are included in the Appendix.

During 2015-16, the following satisfaction rates were given.



### 3) SURGICAL AFTERCARE SURVEY

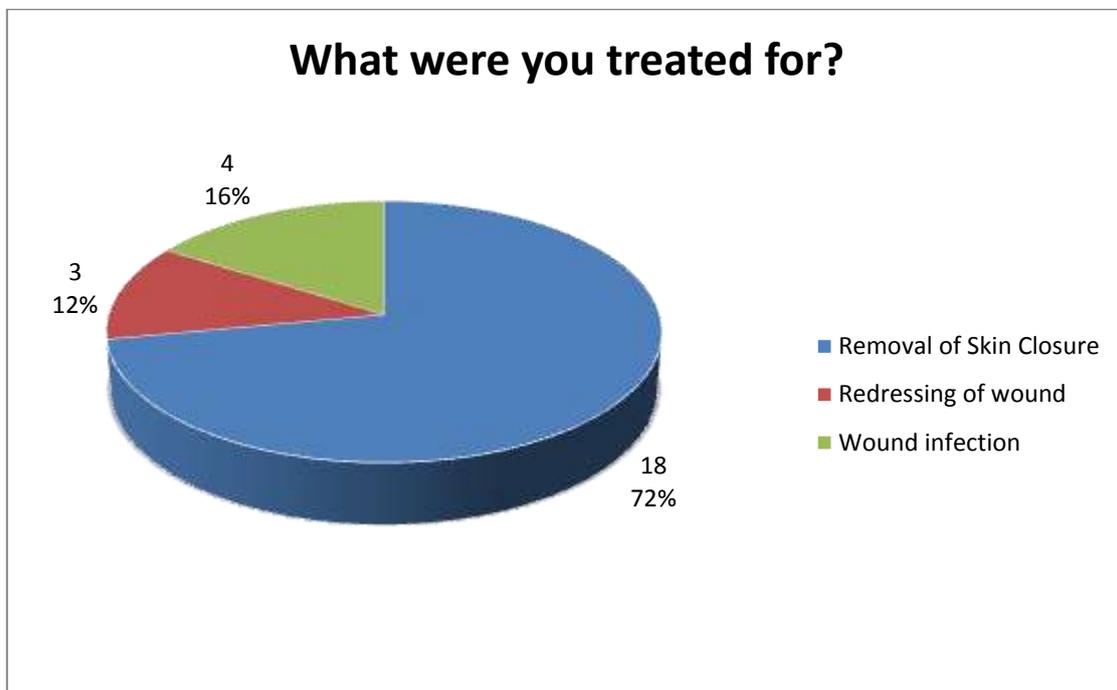
A requirement of the Surgical Aftercare Enhanced Service (known locally as a Network Improved Service - NIS) is to undertake a survey our patients.

Twenty five patients were surveyed who attended the Practice during the year to receive wound care, or have sutures removed.

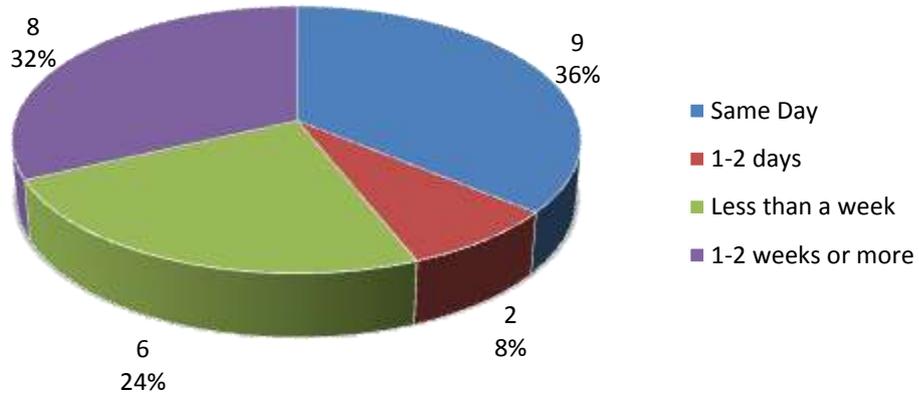
Overall, satisfaction rates were high. 100% of patients stated they were able to get an appointment when they wanted it. Those surveyed also rated us highly for Hygiene (100%); clear explanations of procedures (88%); pain management (92%); 100% of those surveyed felt confident the care they received was good.

The results have been discussed by the nursing team.

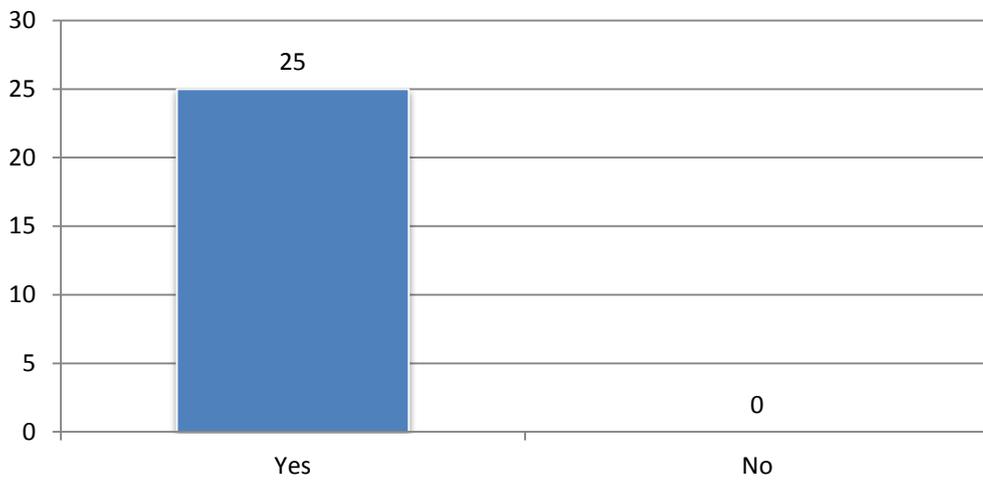
#### Survey Responses



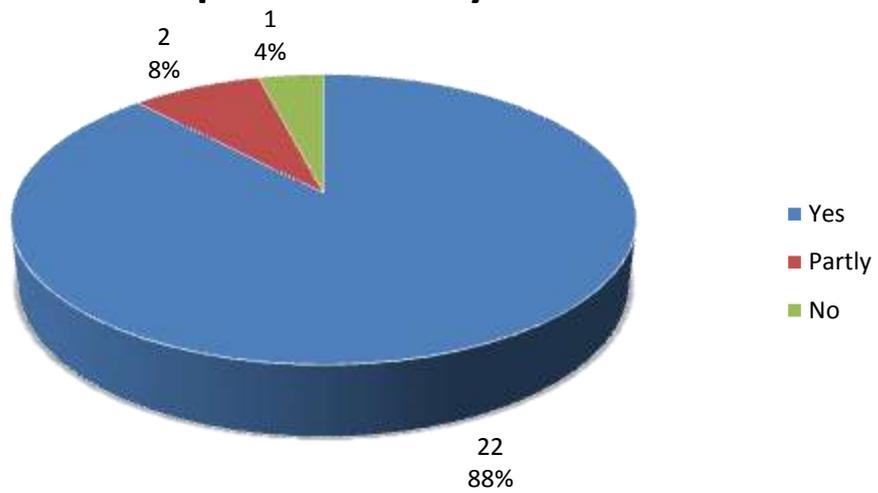
### How far ahead did you book?



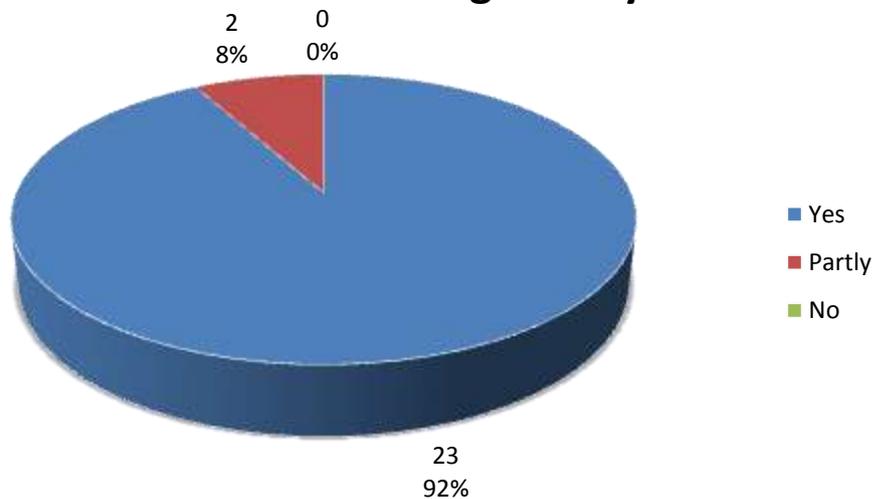
### Did you get an Appointments for the date you wanted



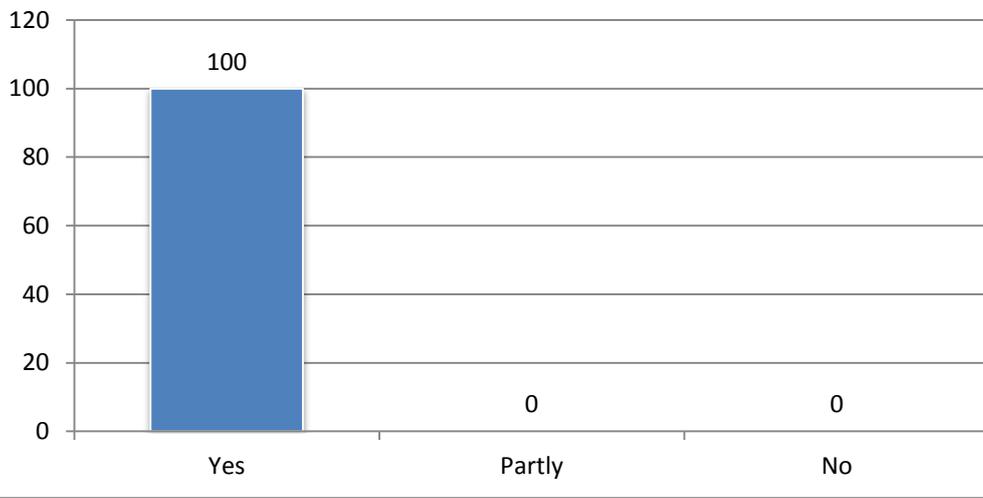
### Did the Clinician clearly explain the procedure to you?



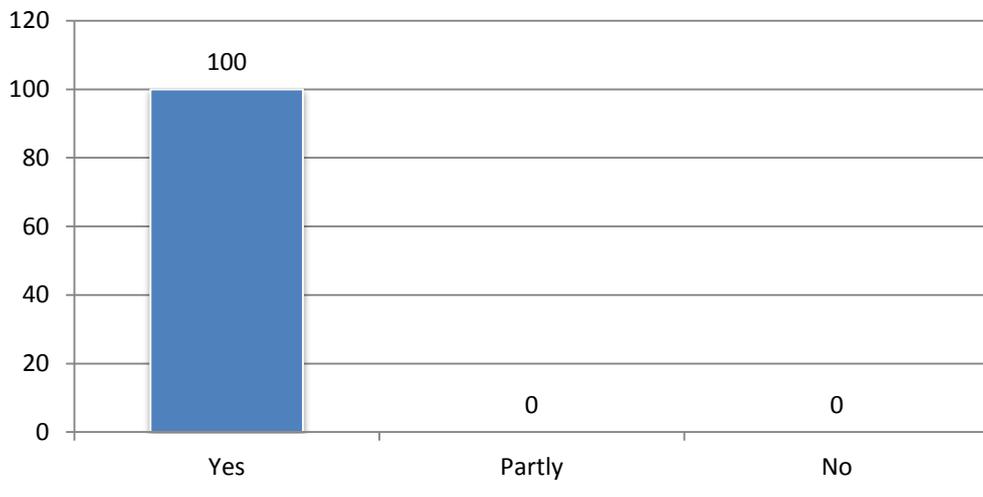
### Did you feel your level of pain was understood and managed for you?



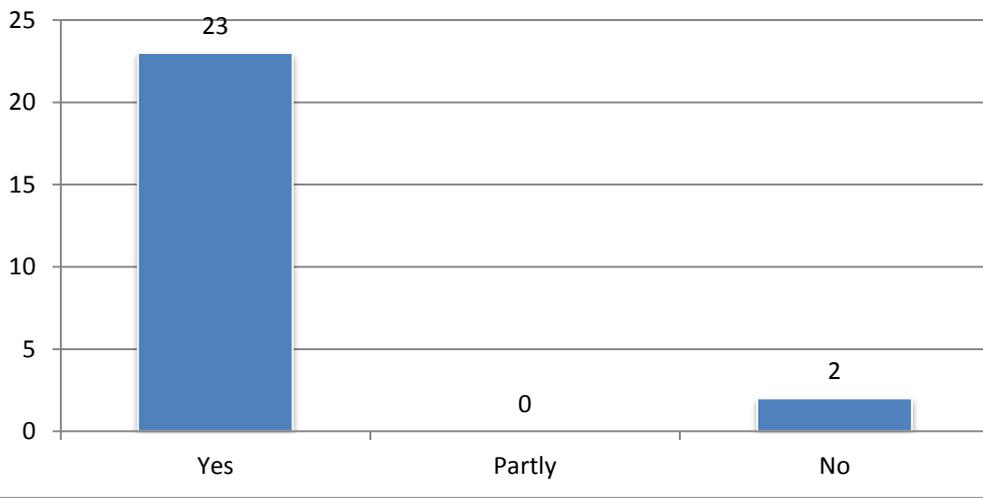
### Did you the staff used good standards of hygiene?



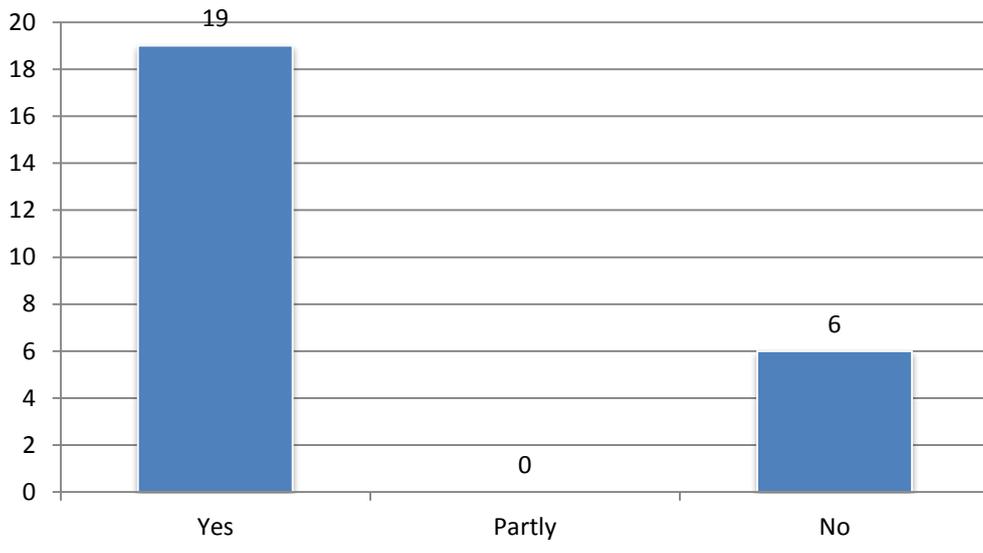
### Did you feel confident you were receiving good care?



### Were you advised how long it will take for your wound to heal approximately?



### Did the wound heal as you expected?



#### **4) DIABETES SURVEY**

A requirement of the Tower Hamlets Diabetes Care Package is to undertake a survey of 8% of our diabetic patients.

A total of 68 patients were surveyed: 53 patients with existing diabetes and 15 newly diagnosed patients.

The results have been discussed at a Network Multidisciplinary Team meeting on diabetes attended by Practice clinicians. Also by the nursing team. The PPG has also reviewed this data and as a result has picked health promotion as an area of focus for us.

A summary of issues raised is included in following the results below:

- Patients with existing diabetes had mixed views about whether results should be sent out prior to their review appointment. Many patients stated that they did not understand the result; but that they did generally find them helpful.
- This is contrasted with 87.5% of the newly diagnosed patients surveyed who found the test results helpful and liked to receive them before the review.
- 77.4% of existing diabetics and 73% of new patients felt able to share ideas about their care during the review; but 40% also said the clinician decided the plan. 73% of newly diagnosed felt involved in their care plan.
- A third of existing patients did not feel, or were not sure whether the care planning helped their diabetes.
- Many existing patients wanted more opportunities to attend exercise and healthy eating classes. Many patients also mentioned they would like to bring a family member to the review. We have amended recall letter templates to advise patients they can do this.
- 75% of newly diagnosed patients had been offered extra support. Of those who participated, 67% found the support helpful. 21% felt they would like more time with their GP
- 100% of newly diagnosed patients felt supported by the Practice Team
- See overleaf for full results

# STANDARD DIABETES QUESTIONNAIRE PATIENTS FEEDBACK - PATIENTS WITH EXISTING DIABETES

## Section A: before your yearly review

In this section we would like your views on your yearly diabetes review. This is often referred to as the yearly care planning review or care planning meeting

<b>1</b>	<b>Did you receive the results of your tests before your appointment?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. Yes (go to question 2)	24	45.3%
	b. No (go to question 5)	22	41.5%
	c. Not sure (go to question 5)	7	13.2%
<b>2</b>	<b>Where you able to understand the information in the test results?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. I understood all of the information in the results	15	62.5%
	b. I understood the information with the help of a family member or friend	4	16.7%
	c. I understood only some of the information in the results	4	16.7%
	d. I didn't understand any of the information in the results	1	4.2%
<b>3</b>	<b>Did the information in the test results help you to prepare for your review appointment with your doctor or nurse?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. Yes	18	75.0%
	b. No	4	16.7%
	c. Not sure	2	8.3%
<b>4</b>	<b>If the information wasn't helpful or you didn't understand, please tell us how we might improve</b>		
	<b>Comments</b>		
	Doesn't always understand what it means. Easier if someone talks you through them		

5	Would you have liked to receive your test results before your yearly review appointment?	Number of Respondents	Percentage
	a. Yes	12	41.4%
	b. No	12	41.4%
	c. Not sure	5	17.2%
	Any comments?		
	Would like print out of results, but is verbally aware		
<b>Section C: Your yearly review</b> We would like you to think about the actual yearly review appointment with your nurse or doctor. This is often referred to as the yearly care planning review or care planning meeting. The purpose of this meeting is to plan your care for the coming year building on the plan you identified in the previous yearly review appointment.			
6	Did you discuss last year's plans?	Number of Respondents	Percentage
	a. Yes	34	64.2%
	b. No	15	28.3%
	c. I can't remember the plan from last year	4	7.5%
	d. This is my first review meeting		0.0%
7	Did you feel you were able to share ideas around your care at this appointment?	Number of Respondents	Percentage
	a. Yes	41	77.4%
	b. No	9	17.0%
	c. I didn't have any specific ideas to share	3	5.7%
8	Did you feel the nurse or doctor considered any other illnesses you have and the effect of these on your diabetes?	Number of Respondents	Percentage
	a. Yes, fully	21	39.6%
	b. Yes, partly	9	17.0%
	c. No, not at all	14	26.4%
	d. I don't have any other illnesses	9	17.0%
9	Did you feel <u>you</u> were involved enough in building the plan?	Number of Respondents	Percentage
	a. The plan was built by me and the nurse/doctor	28	52.8%
	b. The nurse/doctor decided the plan for the year	21	39.6%
	c. There was not a plan that I was aware of	4	7.5%

10	Thinking back on the last year, did the annual review with your nurse/ doctor help you manage your diabetes?	Number of Respondents	Percentage
	a. Yes	36	67.9%
	b. No	7	13.2%
	c. Not sure	10	18.9%
	Any comments?		
11	Is there anything you feel that can be done to help you manage your diabetes better? Please tick up to three options from the list below:	Number of Respondents	Percentage
	a. Receiving diabetes Information in groups with other people with diabetes – (we sometimes call this education)	4	4.8%
	b. Opportunities for more exercise	16	19.3%
	c. Healthy eating classes	13	15.7%
	d. Healthy cooking classes	5	6.0%
	e. Chance to meet with other people who have diabetes (we sometimes call this peer support)	5	6.0%
	f. Help to stop smoking	3	3.6%
	g. More time with my doctor	4	4.8%
	h. Having the annual review meeting with family member, carer or friend with you	11	13.3%
	i. Nothing, because it isn't my role to manage my diabetes	4	4.8%
	i. Advice on reducing alcohol intake	2	2.4%
	j. Opportunity to discuss my mental wellbeing	1	1.2%
	k. Nothing because it is not my role to manage my diabetes		0.0%
	l. Nothing because my diabetes is well controlled	9	10.8%
	m. Additional information to understand my medicines more	6	7.2%
n. Anything else? Please specify Losing weight difficult at my age None of the above - happy with current situation Everything going well and on time Just more awareness about opportunities available Additional info about services available Exercise specialist after recent surgery			

	Anything else you would like to share please let us know here		
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<b>STANDARD DIABETES QUESTIONNAIRE PATIENTS FEEDBACK - NEWLY DIAGNOSED PATIENTS</b>			
<b>Section A: before your yearly review</b>			
In this section we would like your views on your yearly diabetes review. This is often referred to as the yearly care planning review or care planning meeting			
<b>1</b>	<b>Did you receive the results of your tests before your appointment?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. Yes (go to question 2)	8	53.3%
	b. No (go to question 5)	3	20.0%
	c. Not sure (go to question 5)	4	26.7%
<b>2</b>	<b>Where you able to understand the information in the test results?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. I understood all of the information in the results	5	62.5%
	b. I understood the information with the help of a family member or friend	3	37.5%
	c. I understood only some of the information in the results	0	0.0%
	d. I didn't understand any of the information in the results	0	0.0%
<b>3</b>	<b>Did the information in the test results help you to prepare for your review appointment with your doctor or nurse?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. Yes	7	87.5%
	b. No	0	0.0%
	c. Not sure	1	12.5%
<b>4</b>	<b>If the information wasn't helpful or you didn't understand, please tell us how we might improve</b>		
	<b>Comments</b>		
	<b>Doesn't know</b>		

5	Would you have liked to receive your test results before your yearly review appointment?	Number of Respondents	Percentage
	a. Yes	7	87.5%
	b. No		0.0%
	c. Not sure	1	12.5%
	Any comments?		
	Thinks they did get results before appointment Tests hadnt been arranged		
<b>Section C: Your yearly review</b> We would like you to think about the actual yearly review appointment with your nurse or doctor. This is often referred to as the yearly care planning review or care planning meeting. The purpose of this meeting is to plan your care for the coming year building on the plan you identified in the previous yearly review appointment.			
6	Did you discuss last year's plans?	Number of Respondents	Percentage
	a. Yes	6	40.0%
	b. No	3	20.0%
	c. I can't remember the plan from last year	0	0.0%
	d. This is my first review meeting	6	40.0%
7	Did you feel you were able to share ideas around your care at this appointment?	Number of Respondents	Percentage
	a. Yes	11	73.3%
	b. No	1	6.7%
	c. I didn't have any specific ideas to share	3	20.0%
8	Did you feel the nurse or doctor considered any other illnesses you have and the effect of these on your diabetes?	Number of Respondents	Percentage
	a. Yes, fully	9	60.0%
	b. Yes, partly	1	6.7%
	c. No, not at all	2	13.3%
	d. I don't have any other illnesses	3	20.0%
9	Did you feel <u>you</u> were involved enough in building the plan?	Number of Respondents	Percentage
	a. The plan was built by me and the nurse/doctor	11	73.3%
	b. The nurse/doctor decided the plan for the year	1	6.7%
	c. There was not a plan that I was aware of	3	20.0%
10	Thinking back on the last year, did the annual review with your nurse/ doctor help you manage your diabetes?	Number of Respondents	Percentage
	a. Yes	6	50.0%
	b. No	1	8.3%
	c. Not sure	5	41.7%
	Any comments?		

11	Is there anything you feel that can be done to help you manage your diabetes better? Please tick up to three options from the list below:	Number of Respondents	Percentage
	a. Receiving diabetes Information in groups with other people with diabetes – (we sometimes call this education)	4	9.3%
	b. Opportunities for more exercise	7	16.3%
	c. Healthy eating classes	5	11.6%
	d. Healthy cooking classes	3	7.0%
	e. Chance to meet with other people who have diabetes (we sometimes call this peer support)	2	4.7%
	f. Help to stop smoking	1	2.3%
	g. More time with my doctor	9	20.9%
	h. Having the annual review meeting with family member, carer or friend with you	3	7.0%
	i. Nothing, because it isn't my role to manage my diabetes		0.0%
	i. Advice on reducing alcohol intake		0.0%
	j. Opportunity to discuss my mental wellbeing	1	2.3%
	k. Additional information to help me understand my medicines more	2	4.7%
	l. Nothing because it is not my role to manage my diabetes	1	2.3%
m. Nothing because my diabetes is well controlled	5	11.6%	
n. Anything else you would like to share please let us know here			
<b>Section D: thinking back to when you were first diagnosed</b>			
12	Did you feel well supported by your practice team?	Number of Respondents	Percentage
	a. Yes, fully	15	100.0%
	b. Yes, partly		0.0%
	c. No, not at all		0.0%
	What support would you have liked to receive? Comments		
13	Where you offered any support to help you manage your diabetes e.g. a referral to the X-PERT diabetes education programme, a befriending service or a local group?	Number of Respondents	Percentage
	a. Yes (go to question 14)	12	75.0%
	b. No (go to question 17)	4	25.0%
	c. Can't remember (go to question 17)		0.0%

14	<b>Did you attend the X-PERT programme or local group?</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. Yes - what did you attend? (go to question 16)	9	75.0%
	b. No (go to question 15)	3	25.0%
15	<b>Why did you decide not to attend? Please tick all that apply</b>	<b>Number of Respondents</b>	<b>Percentage</b>
	a. I don't think anything I do will affect my diabetes	0	0.0%
	b. I feel I have a lot of information already and don't need to attend	1	33.3%
	c. I am too busy and cannot spare the time to attend	1	33.3%
	d. the sessions are not held at a time I can attend (please put further details of what times would be useful below)	1	33.3%
	e. I prefer to learn by looking things up myself	0	0.0%
	f. I prefer to learn by using the internet	0	0.0%
	g. I don't like group sessions and prefer to see the nurse or doctor for support and information	0	0.0%
16	<b>Do you feel the support provided helped to achieve your goals in managing your diabetes?</b>	<b>Number of Respondents</b>	<b>Network Total</b>
	a. yes, completely	8	66.7%
	b. Yes, partly	3	25.0%
	c. No	1	8.3%
17	<b>Would you like to attend a programme to help you manage your diabetes?</b>	<b>Chrip Street</b>	<b>Network Total</b>
	a. yes	9	60.0%
	b. No	6	40.0%
	<b>Anything else you would like to share please let us know here</b>		

**5) ONLINE ACCESS SURVEY**

**Poplar & Limehouse  
Health & Wellbeing Network  
ELECTRONIC PROJECT REPORT  
MARCH 2016**

**Prepared by Michael Moc  
(Electronic Project Lead)  
March 2016**

## Background

For the Electronic Project an officer was tasked to provide a baseline of the practice demographics and IT literacy. The aim was to ascertain the way in which patients currently access their healthcare and to explore the potential of introducing online consultation and other electronic features unique to individual practices.

The 5 practices within Network 7 involved in this project were:

1. Limehouse Practice
2. All Saints Practice
3. Gough Walk Practice
4. Aberfeldy Practice
5. Chrisp Street Health Centre

The Electronic Project also looked to raise awareness and encourage the use of various electronic features that each practice provides. It considered the introduction of means of access such as online consultation for some of the practices. The report aimed to:

1. Give a breakdown for each practice and their patient demographics
2. Increase Online Patient Access, Online consultation and FFT uptake
3. Explore the potential to introduce other electronic functions

The Officer engaged with the registered population of each of the individual practices during busy clinic mornings and afternoons, alternating to capture a wide range of patients to address the above areas. A detailed analysis can be found below.

The Officer devised a questionnaire which was tailored to each individual practice's needs to accomplish the aims of this project.

With these questionnaires the officer engaged with patients at each practice to determine the value to patients of electronic features granting better access to the practice.

The Officer was able to provide a live demonstration of some features provided in each practice.

Limehouse Practice and Chrisp Street Health Centre provided the officer with an Ipad and internet connection allowing the Officer to give patients a live demonstration of the practices' websites and their features.

At each practice the officer was able to encourage patients to use the Self check-in machine and Health POD (Chrisp Street Health Centre only) by showing them how to use it, the ease of use and the benefits of those electronic functions.

In addition to the features that the practices already had in place other electronic features were discussed with patients, unique to each practice, to determine whether such additional features were feasible and would add value to the patients. At Chrisp Street, we reviewed online Friends & Family Test and our Health POD.

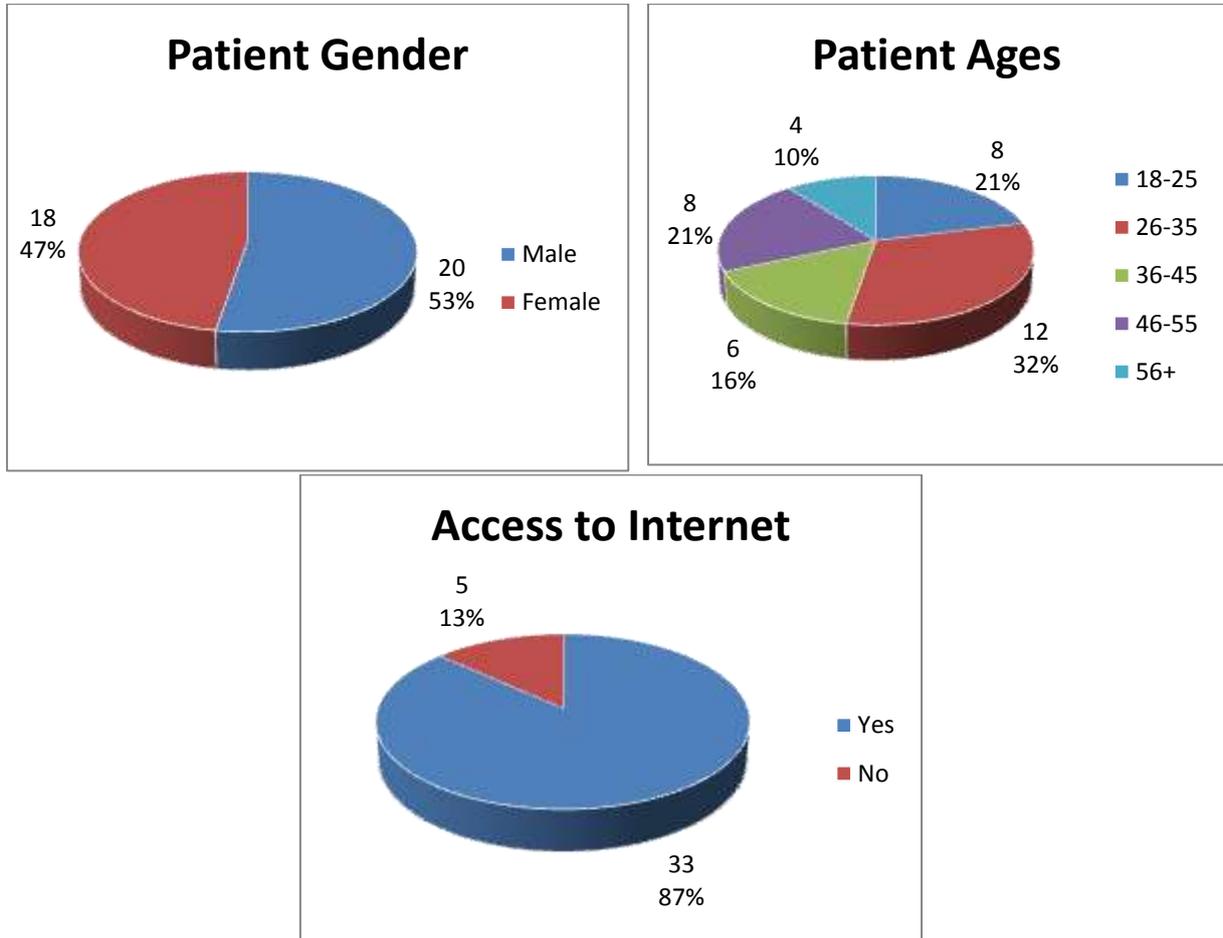
## **ANALYSIS**

Overall 128 Network patients were approached. Below is a breakdown for Chrisp Street Health Centre with the statistical analysis relating to the questionnaires and the actions that were taken throughout this project.

**Chrisp Street Health Centre**

**Total 38 patients approached**

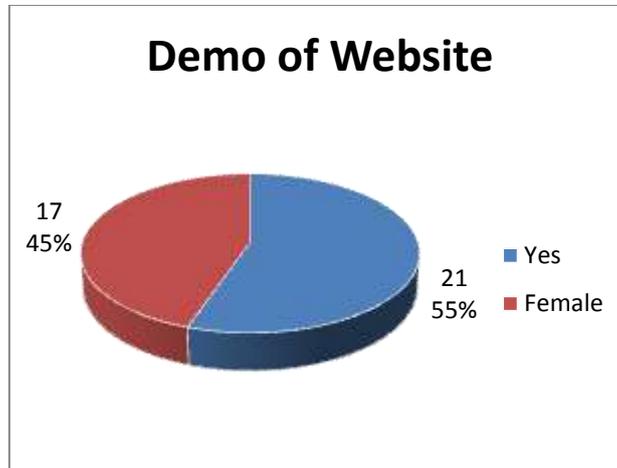
**Patient Demographics**



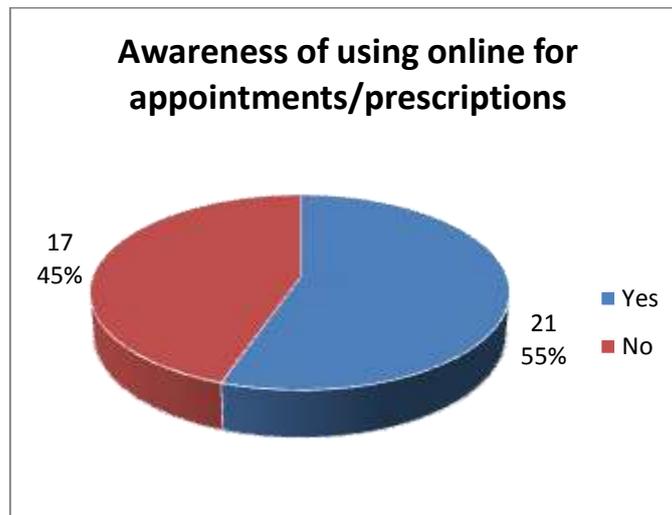
87% of the sample group from Chrisp Street Health Centre have access to the internet in more than one way whether it is from home, by phone or at work.

## Questions

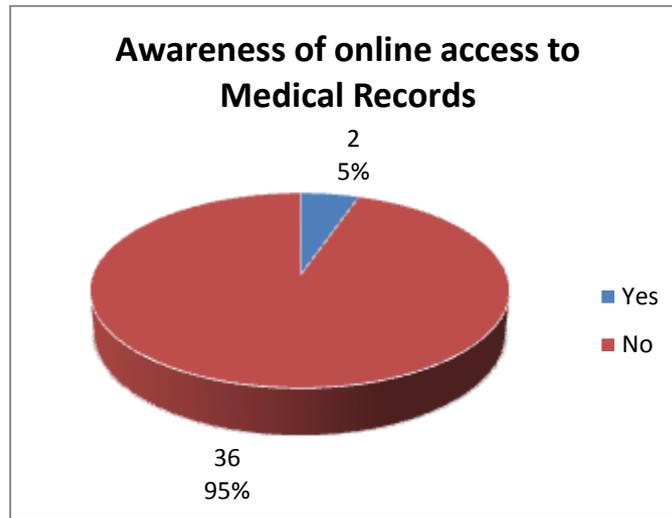
*Can I show you your practice's website and talk to you about some of its features. Have you ever looked at Chrisp Street's website?*



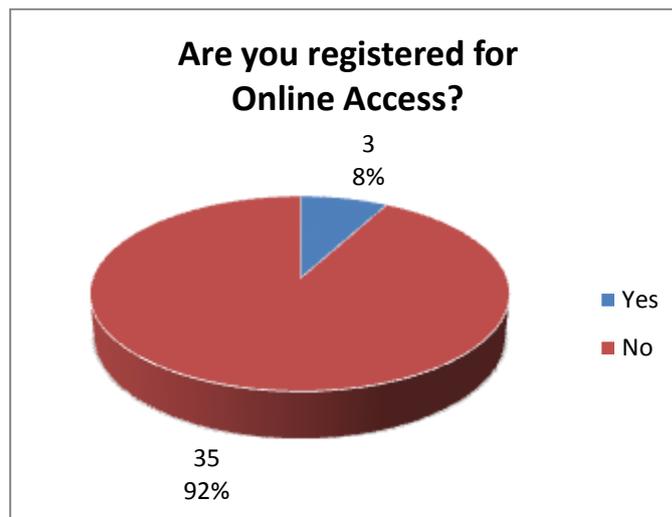
*Are you aware you can book appointment or request repeat prescriptions on-line at your own convenience?*



***Did you know that from April you will be able to access your medical records online if you wish, including information about your consultations?***



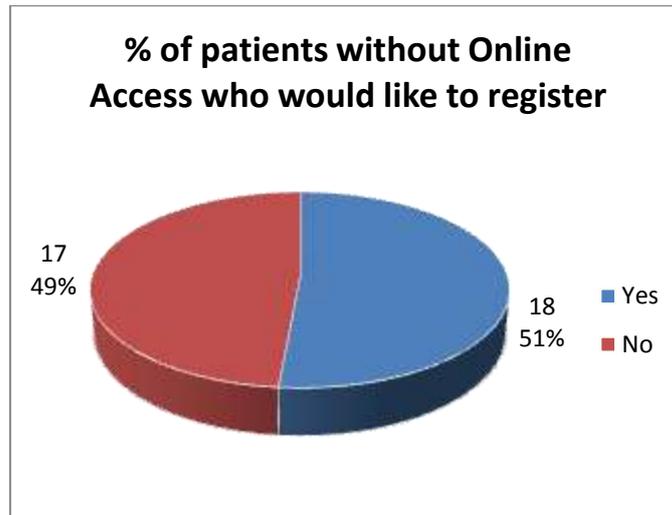
***Are you already registered for online access?***



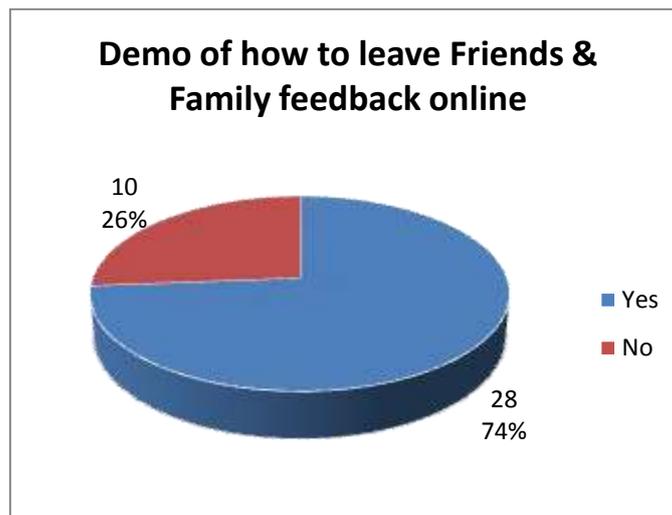
***If yes, on a rating of 1 -5 (5 being highest) how would you rate your experience of our online access services?***

2 patients that responded yes both gave it a 5 rating and 1 patient gave it a 4 rating.

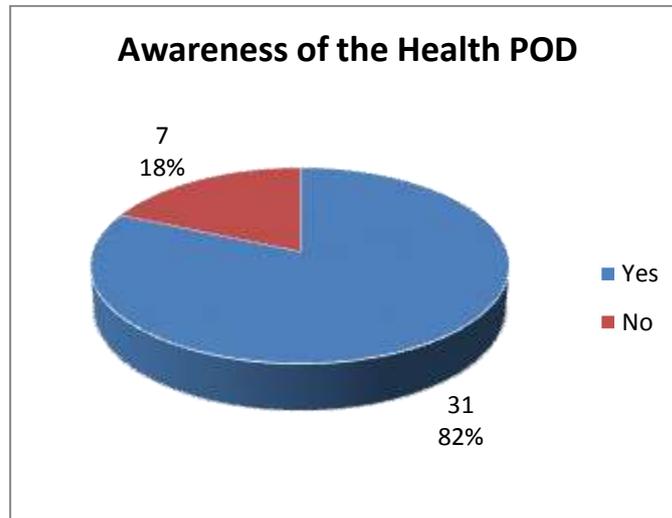
***Would you like to register for online access?***



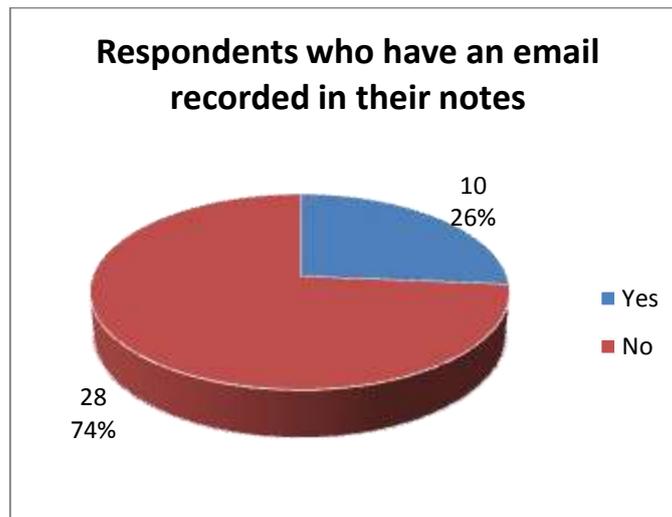
***Can I show you that you can leave your feedback on-line under Family & Friends Test (FFT) online from our web site?***



***Did you know you can measure your height, weight and blood pressure using our new health POD?***



***Do we have an email address recorded in your notes so we can send you copies of our newsletter electronically and other updates?***



## **CONCLUSIONS**

### **Chrisp Street**

The Chrisp Street data shows 87% of patients have access to the internet. Half the patients surveyed said they have seen the website and are aware that they can book appointments and order prescriptions online.

Patients were less aware about the recent changes whereby patients will be allowed access to their medical records online.

Only three of the patients surveyed said they had registered for online access (8%). This is representative of our population figures, so there is a way to go to meet this year's NHS targets for patients using online access to book their appointments and order prescriptions.

Of the 35 patients without online access, 50% would be interested in registering. With hindsight it would have been interesting to obtain some comments about why people are not interested. We are also aware that many patients use their mobiles to access the internet, so perhaps it would be interesting to repeat the survey and enquire about mobile use as there are Patient Online apps available for download.

Three quarters of patients expressed an interest in being shown how to leave Friends & Family feedback online, though a similar amount had not provided us with any contact email addresses.

Interestingly, despite its relatively recent arrival to our waiting area, 82% of patients surveyed said they knew about the Health POD and its uses.

### **Network 7 Analysis**

The data analysis across the Network shows clearly that patients have a positive view on improving access and healthcare through electronic means.

In terms of patient access, a total of 128 patients were approached for this project and the data shows that 113 patients have access to the internet. This represents 88% of patients who can access the internet through different means, enabling them to log onto their practice website and use the Patient Access service. From the engaged cohort 50 patients wanted to register for Patient Access and 16 already had online Patient Access, therefore significantly improving online access uptake across Poplar and Limehouse.

There were some restrictions due to practice demographics, IT literacy and language barriers whereby patients were not able to benefit from Online Access initiative and therefore would rather contact or visit the Practice in person.

The data demonstrates that the majority of those surveyed had an interest in online access and were IT literate but were unaware of the practice's services.

The findings suggest that they were not made aware of these services (53 patients overall were unaware of online access).

Several practices were surveyed about online access. The overall feedback for online consultation is positive. Patients understand that it would increase their options to access healthcare services and their GP other than through traditional means of telephone or GP appointment. This is particularly important for the working population who are more technologically minded. Patients seemed more encouraged to complete Friend & Family Test once they understood how to access it and the purpose for completing the FFT. A majority of patients would prefer to complete FFT if it was available online and on a machine with easy access. This changed the feel of “just another survey” to a meaningful method of data collection via IT.

There is a general desire for better access and Online Patient Access as evidenced by the majority agreeing to sign up for it. Overall the positive feedback comes as a result of engaging with patients and increasing their awareness of the different electronic features that each practice offers. Promoting such services would increase the usage of electronic access and other unique practices’ features. It would in turn free up call traffic as well as receptionists’ time in each practice and provide a better range of access for patients encouraging self-management whilst offering appropriate advice. A winner would also be the health economy of Poplar and Limehouse patients.

## 6) SUMMARY AND PLAN

As a result of the surveys and with ongoing input and views from our Patient Participation Group, the following priorities for 2016-17 were agreed by the PPG on 12 April 2016.

### 2016-17 Action plan priority areas

ID	Priority Area	Target	Lead	By
1.	Explore ways of patient engagement	Continue to work with Poplar & Limehouse Health & Wellbeing Network to improve patient engagement, e.g. mosque events. Aim to assist with 4 events across the year	All Clinicians	3/17
		Undertake funded project with local school/youth organisation to ensure younger voices are heard. Stage 1 comprises focus group of 13-17 year olds with <i>Leaders In The Community</i> to be commenced after the exam period completes	Noorie	7/17
		Outreach – visit local groups/organisations to get opinions e.g. Neighbours in Poplar events. <i>Simon attended Neighbours in Poplar event to obtain feedback in May 16.</i>	Simon and Team	3/17
		Publicise PPG more in the surgery e.g. baby clinic, antenatal clinic. Active opinion gathering at these times. <i>Kim to publicise during baby clinic Jan to publicise during antenatal</i>	Kim Jan	6/17 6/17
2.	Maximise Health Promotion opportunities	Work with Poplar & Limehouse Network on projects to maintain practice engagement in local events as 1 above		
		Series of health events to be held at the Practice which can be tied in with other events such as flu campaign etc. <i>First event to be held by Autumn</i>	Helen	9/16

		Further project work including gardening project funded by CCG Vanguard. <i>Decision to be taken about which gardening group to work with</i>	Noorie/ Shamira	6/16
<b>3.</b>	<b>Improve online access</b>	Work towards NHS targets for giving patients more online access. Emphasise apps. for smartphones <i>Review process/script for offering online access to patients</i>	Ripa/ Denise	6/16
		Increase number of appointments available online, including phlebotomy, BP, pre-bookable telephone appointments. <i>Trial BP appointments with Asst Practitioner</i>	Dimitar/ Osman	6/16
		Work with Network on Digital Inclusion projects e.g. Neighbours in Poplar <i>Review with Sr. Christine ways we can support projects and involve patients</i>	Simon	6/16

## 7) PREVIOUS ACTION PLAN AND UPDATE

### 2015-16 Action plan priority areas and results

Target	Detail	Achieved
<b>Continue to improve phone answering</b>	Improve satisfaction scores to over 80% this year	✓ 2015 Survey Data shows 80% achieved
	Reduce complaints that mention phone answering as an issue	✓ No written complaints about the phone
	Recruit additional apprentice	✓ Recruited
	Increased online appointment bookings	✓ 658 appts booked in last year
	Increased Pharmacy First referrals	✓ 83 patients reg in 2015/16
<b>Improve health promotion</b>	Joint working with Poplar and Limehouse Network	✓ Various courses and events held. Highest referrer to Fit for Sport
	Walking Group	☒ Unsuccessful to date for reboot?
	Health Promotion material in newsletter	✓ Usually an article in the newsletter
<b>Maximise Access &amp; Appointments</b>	Get patients to attend appointments they book	✓ Bug in text software fixed
	Online consultations	☒ Reviewed again but GPs do not wish to proceed at this time
	Prebookable telephone slots	✓ Started in Feb. Allows more access to own GP
	Direct patients to right person	✓ Reception use script

## 2014-15 Action plan priority areas and results

Action	Achieved
Audit telephone wait times <ul style="list-style-type: none"> <li>- Monitored on an hourly basis by the Senior receptionists; data imported into Excel and discussed with Managers and Partners</li> </ul>	✓ Data regarding phones continues to be collected.
Increase patients involvement in the participation of surveys <ul style="list-style-type: none"> <li>- Utilise growing numbers of patients email addresses of patients</li> <li>- Conduct face to face survey in 2014/15 to ensure those without email can participate</li> </ul>	✓
Continue with texting appointment times to patients <ul style="list-style-type: none"> <li>- Investigate methods of improving attendance through this</li> </ul>	✓
Publicise DNA's and add the number of non-attenders to letters sent out to patients who miss appointments	✓ DNA letters no longer sent unless patient misses 3 or more appointments.
Greater involvement of PPG in Practice and community events e.g. Diabetes care in young people via education Poplar Health and Wellbeing Network events	✓ – participated in several Network events.
Explore ways of attracting new patients to join the Practice e.g leafletting; marketing via estate agents; open evening	✓ Leaflet circulated.

# APPENDIX

## COMMENTS FROM PATIENTS

### 2015-16 Friends & Family Test

#### **Positive**

Staff friendly, quick

I have always been treated well here

Very good service

Because the doctors are a good help, and NHS isn't the best in London at the moment. This place gives me the good and right treatment I need

Because the services here and the treatment here is very efficient doctors and nurses are quite good and the atmosphere is superb too.

reliable service good for us

reception service is extremely helpful and polite

good prompt apps very good doctors

doctors are nice

because it is likely I would and have always received a good service

easy to get apps

happy with service

service is very quick ,staff and reception are polite

because your doctors and nurses are very professional

because staff and doctors are very polite

Chrisp St surgery according to me the best. doctors and staff very helpful. communication with doctor and nurse are very up to date with patients needs

Dr Twist was amazing on the phone. And tried to see me asap he was very sympathetic and continued to help me

because when I came to the doctor always I have attended good the two times that I have come back im happy with the attention

waiting time good,friendly doctors ,and receptionist ready to answer questions confidential attention

I have been with this surgery for years and I would recommend dr twist

always feel like the doctors care for me and do their best to help

I have recently had baby and the midwife service at the surgery was fantastic. Some mix up with bloods and nurses. Triage to daughter very good same day apps long wait

The receptionist was very patient when I was emotional and difficult on the phone. I feel, however, the staff are under a lot of pressure which means the atmosphere feels quite rushed.

Friendly staff, efficient service, never waiting long.

Very good service

Efficient service , professional doctors.

Doctors explain things to me, patiently.

Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis.

I haven't used some of these services. I have waited a long time to get appointment with my own g.p, sometimes 2 wks, other than that I am pleased with the service.

Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis.

not likely to be asked.

I thought gp surgeries were chosen based on proximity. You've always done well by me, so id be happy to recommend, should a friend that lives local be in need of a surgery. You've done fantastically to keep a high quality of service. despite whats going on at a national level. You should be proud. Thank you considering the stress local surgeries are under, this one copes extremely well. Friendly reception staff, confidence in most GP's mistakes do happen but sorted out quickly service good easy to make appointments friendly I am very happy with our surgery and with doctors and nurses we are very lucky to be in this very satisfied everything is just great very good service everything is good always receive good treatment very helpful staff always good care always quick and efficient service friendly and knowledgable staff Sufficient every time although the waiting time for apps can be very long Terrible experience 1st app with doctor - she did not say hello when I walked in no eye contact and was rude other staff been good it's a good service Find them good, taking caring. Friendly service, good waiting times. always nice to people and get to seen as soon as they able professional sympathetic staff I am lucky to be registered with cshc good health centre maybe would recommend if asked easy to get to my dr is nice very satisfied always. only has telephone no online nothing modern very good service all good because if I have belly ache I want to see a gp not make an app as it takes too long the care and treatment is friendly always treated with courtesy. Dont like the mins late and then I sometimes have to wait 25 to 35mins friendly and helpful staff neither of my family needed care or treatment the service is good at this place apps given when needed and doctors call back for advice is very helpful 1 gave that reason because evertime I have an issue re my health I always get seen immediality always have to wait over a week for an app very good service all good I am happy with the care and treatment I get here you are very friendly always when I come here very polite receptionists. Drs listen and engage with patients very organised and doctors who listen having been sign posted to an outside agency. The appt and interview was 1st class great service lovely reception staff no complaints been here 20 yrs think the service is improving lately because I have always been treated well pleased with the surgery alltogether its ok you set app in time and doctor see you late delay in apps hope it improves in time its a good gp compared to others

good service; happy staff  
have had a good service during my recent visit  
because since I came I have been treated very well by all the staffs I thank them all  
I have run out of my medication  
friendly professional receptionist booking Khaleda  
after making 4 phone calls to the surgery for a return call for my 81 yr old mother and asking  
reception to ring my mobile in transpires these were ignored  
great h/c  
come in for my appt at 2 and went in straight away to see mr perry came out at 2:45 after see him  
and then got my prescription after 10mins. Total wait 55mins spent at doc  
because they are very good when you call they answer nicely  
for long time I have been constantly complaining about my leg but unfortunately nothing has been  
done about it  
I am happy about the service I received  
because I have been coming to this practice since I was very young  
friendly service and a quick appointment  
all the girls are very friendly  
because I have always been treated very well  
due to excellent customer service  
whats good for the goose is good for the gander  
We always been very well looked aftered  
Very good appointments always if ill get seen  
5 star services  
Can always gets appointment and a good service  
Always make emergency appointments for childrens  
it has got alot better  
quick service, swift appointment booking  
Reception staff are very friendly and helpful whenever i've needed to speak to them.  
Last minute appointment, helpful on phone  
I am quite happy. Doctor is very nice specially Dr Rahim and Dr Clark.  
On the whole no problems for me , Sometimes girls on reception could do with being a bit more  
happy.  
Doctors are always helpfull and listen. Reception team are very friendly and welcoming.  
I really satisfied with this GP service they are very helpfull.  
I have recently needed several appointments and more advice from my Dr than usual. I have always  
fair and prompt access to the doctors to great advice and medical support.  
I am very happy with the service and I think you do a great job in a difficult area.  
Very easy, all staff friendly and helpful.  
Keep up the good work.  
Everything very good.  
Regardless of me being late, staff has been helpful and adided me in completing the registration.  
Additionally, I wa pleasantly surprised to receive a call about my appointment. Internet service  
always a Plus.  
I just like it in here.  
I have always been this health centre and always fingers cross like the doctors I have seen.  
Reasonably happy with service provided.  
Receptionist always helpful and try their very best to accommodate your needs.

They are very good in service.

Good service, nice staff.

Great!

My opinion is if everybody has a same doctor or named or emergency I think is better for us.

Because everything about me knew my doctor and I will get better treatment

On my first occasion, the staff were polite and courteous.

When I ring up and I can't see an dr or nurse for a couple of days. If you ring before 11AM. Likely give you advise and you can see the Dr as soon as , which is good practice.

Noories was exceptionaly helpful and provided a very good custmer experinec to book myself and family.

Good service, helpful staff and easy process to book appointment

if necessary i do get an appointment with a GP same day

please note everything is great

I have always been happy with the advice and treatment I have had from doctors, nurses and HCA'S and the helpfulness of the reception staff.

Reputation of practice and how long it takes to get an emergency or routine appointment.

I could say extremely likely but I think is not going to appear as a true answer . So I put likely because any medical and healthy problems I think the doctors helping and finding the best and suitable ways for me.

Because the advice that the doctors give us is very good, and they also give us the right medication which other g.ps may not give.

Nice Practice, everyone is helpful and friendly.

Because you can get an appointment quickly. The emergency triage is also very good. The receptionists are all very helpful and polite.

Friendly, helpful

Staff have become much more approachable and friendly.

Good service, prompt appoints, flexible hours.

LOVE this surgery

everything is just great

very good service everything is good

always receive good treatment very helpful staff always good care

always quick and efficient service friendly and knowledgable staff

it's a good service

Find them good, taking caring.

Friendly service, good waiting times.

always nice to people and get to seen as soon as they able

professional sympathetic staff I am lucky to be registered with cshc

good health centre maybe would recommend if asked

easy to get to my dr is nice

very satisfied always. only has telephone no online nothing modern

very good service all good

because if I have belly ache I want to see a gp not make an app as it takes too long

the care and treatment is friendly

always treated with courtesy. Dont like the mins late and then I sometimes have to wait 25 to 35mins

friendly and helpful staff

neither of my family needed care or treatment

the service is good at this place  
apps given when needed and doctors call back for advice is very helpful  
1 gave that reason because everytime I have an issue re my health I always get seen immediality  
always have to wait over a week for an app  
very good service all good  
I am happy with the care and treatment I get here  
you are very friendly always when I come here  
very polite receptionists. Drs listen and engage with patients  
very organised and doctors who listen having been sign posted to an outside agency. The appt and  
interview was 1st class  
Some of doctors dont think about patients needs. Waiting for app is forever needs more work and  
nicer doctors  
great service lovely reception staff no complaints been here 20 yrs  
think the service is improving lately  
because I have always been treated well pleased with the surgery altogether  
its ok you set app in time and doctor see you late delay in apps hope it improves in time  
its a good gp compared to others  
good service; happy staff  
have had a good service during my recent visit  
because since I came I have been treated very well by all the staffs I thank them all  
I have run out of my medication  
friendly professional receptionist booking Khaleda  
after making 4 phone calls to the surgery for a return call for my 81 yr old mother and asking  
reception to ring my mobile in transpires these were ignored  
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come in for my appt at 2 and went in straight away to see mr perry came out at 2:45 after see him  
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for long time I have been constantly complaining about my leg but unfortunately nothing has been  
done about it  
I am happy about the service I received  
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friendly service and a wick appointment  
all the girls are very friendly  
because I have always been treated very well  
due to excellent customer service  
whats good for the goose is good for the gander  
staff friendly quick  
I have always been treated well here  
Very good service  
because the doctors are a good help, and nhs isn't the best in london at the moment. This place  
gives me the good and right treatment I need  
Because the services here and the treatment here is very efficient doctors and nurses are quite good  
and the atmosphere is superb too.  
reliable service good for us  
reception service is extremely helpful and polite  
good prompt apps very good doctors

doctors are nice  
because it is likely I would and have always received a good service  
easy to get apps  
happy with service  
service is very quick ,staff and reception are polite  
because your doctors and nurses are very professional  
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chrisp st surgery according to me the best .doctors and staff very helpful.communication with  
doctor and nurse are very up to date with patients needs  
dr twist was amazing on the phone. And tried to see me asap he was very sympathetic and continued  
to help me  
it depends its hard to get apps on the same day I always end up going to walk in centre  
because when I came to the doctor always I have attended good the two times that I have come  
back im happy with the attention  
waiting time good,friendly doctors ,and receptionist ready to answer questions confidential  
attention  
I have been with this surgery for years and I would recommend dr twist  
always feel like the doctors care for me and do their best to help  
I have recentley had baby and the midwife service at the surgery was fantastic.some mix up with  
bloods and nurses.triage to daughter very good same day apps long wait  
The receptionist was very patient when I was emotional and difficult on the phone. I feel, however,  
the staff are under a lot of pressure which meansthe atmosphere feels quite rushed.  
Friendly staff, efficient service, never waiting long.  
Very good service  
Usually fine overall. Dr Twist is great - Been our family doctor for over 20year!  
efficient service , professional doctors.  
Doctors explain things to me, patiently.  
Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis.  
I have'nt used some of these services I have waited a long time to get appointment with my own  
g.p, sometimes 2weks, other than that lam pleased with ther service.  
Quality and consistency of care given to us as a family. Both pre/post daughters cancer diagnosis.  
not likely to be asked.  
I thought gp surgeries were chosen based on proximity. You've always done well by me, so id be  
happy to recommend, should a friend that lives local be in need of a surgery.  
You've done fantastically to keep a high quality of service.despite whats going on at a national level.  
You should be proud. Thankyou  
considering the stress local surgires are under, this one copes extremely well.  
Friendly reception staff, confidence in most GP's mistakes do happen but sorted out quickly  
1st I joined this gp I booked an app then found out my name was taken off and had to rejoin then a  
2 week wait to see doctor as I have problem with my knees and asked doctor to book me an xray  
service good  
easy to make appointments friendly  
I am very happy with our surgery and with doctors and nurses we are very lucky to be in this very  
satisfied  
everything is just great  
very good service everthing is good  
always receive good treatment very helpful staff always good care  
always quick and effcent servive friendly and knowledgeabl staff

suffiecent every time although the waiting time for apps can be very long  
terrible experience 1st app with dr smailes she did not say hello when I walked in no eye contact  
and was rude other staff been good  
it's a good service  
Find them good,taking careing.  
Friendly service, good waiting times.  
always nice to people andget to seen as soon as they able  
professional sympathetic staff I am lucky to be registerd with cshc  
good health centre maybe would recommend if asked  
easy to get to my dr is nice  
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because if I have belly ache I want to see a gp not make an app as it takes too long  
the care and treatment is friendly  
always treated with courtesydont like the mins late and then I sometimes have to wait 25 to 35mins  
not likely to be asked friendly and helpful staff  
neither of my family needed care or treatment  
the service is good at this place  
apps given when needed and doctors call back for advice is very helpful  
1 gave that reason because evertime I have an issue re my health I always get seen immediality  
I am happy with the care and treatment I get here  
ive been here for over 12 years and each doctor nurse and receptionist have been extremley helpful  
and caring  
good experience at the surgery to date easy booking system for apps online not via telephone all  
staff seen here are good wait times not too long  
very good customer service helpful doctors  
the doctors work very hard and are busy they do their job  
very understanding and helpful the human srvice is amazing all is good  
good service overall waited over 30mins to see doctor  
good surgery for those working evening and weekend apps  
khalida has been helpful and understanding and sympathic to custmer care assett to the practice  
keep up good workall is excellent you are a caring practice  
staff very helpful  
because its really helpful and worthitwhenever I need an emergency for my baby get it very quick  
relly appriciate that  
coming here 30 yrsall is good reception staff nurses and doctors I know its difficult but a regular  
Saturday would be good  
most times I receive good service

I think the service of practice is good at the moment I can get an app whenever I need to see my  
own gp  
everyone in gp is friendley and excellent  
quick response for letter writing  
never get an app on time when needed  
good practice in general apart form the human errors phones should be answered promptly and  
complentery of staff should be improved  
always very impressed with the gps and nurses don't have a favorite but took 2 wks to get an app  
good service friendly reception understanding doctors some app waiting times some drs cannot

help with your issues if you cannot see your own dr  
this is my 1st visit to the surgery  
I get the treatment I need  
efficient  
good experience so far  
surgery very good dr bhatti is wonderful and helpful all staff work hard are kind and helpful khalida  
always has a smile and my health is better for dr bhatti  
very happy  
very good service like this surgery  
happy with care and treatment  
very good service reception staff are really nice and friendly  
all the staff nurses and doctors are very caring and friendly all help is available when the patients  
need it the most good service happy and satisfied proud to be a patient  
always get good help from the doctors and reception excellent  
health visitor greta very helpful any advice re childrens health reception staff very friendly and  
answer all questions promptly  
staff all good  
I only ever come for a checkup every 6 to 1yr  
this is a good surgery with polite staff and a good service to patients  
I had the flu last week and got an app to see a dr after almost 14 days  
did not receive prescription did not receive medical card giving injections  
there are good doctors and staff  
because there is always someone there to help  
quick service and polite staff better than other doctors  
happy with treatment been here a long time  
nice staff  
good surgery and helpful staff  
very helpful staff very clean clinic and a good doctors  
very good  
because I have been with this drs for 30 years and think it's the best doctors  
because when ever I call there there is someone to answer my calls and my needs and the doctors  
are friendly  
I have always had good service when I have visited  
when I come to my gp I feel so welcome like at home and the staff is just great thank you  
good service  
drs really helpful in treatment and advice  
apps are usually given in 2 weeks don't usually have a long wait when I arrive for my app never had  
problems with meds that I need  
because every time I come staff are nice always quick wont go anywhere else  
I like the way a situation is always handled if I ever have to make an emergency app it gets dealt  
with quickly  
I would always recommend chrisp st never seen my gp  
often takes a long time to get an app  
do not attend doctors very often  
they give quick apps which is good  
good practice  
you don't care about your patients just want money when your customer is late more than 10 mins

you cant see them if they are on time wait up to 30mins  
because of the prompt response care and professionalism of staff  
everytime I need to see a doctor urgently I get given an app  
1st time here to see a dr  
good advice on what to do and helpful treatment  
too long for appslong waiting list  
because it's a good area I think  
it has good facilities and service waiting long time for call to be answered sometimes cuts off  
very good service  
the service is great here receptionists are really helpful I am happy being a patient here I  
recommend chrisp street to anyone who wants to be cared and helped accordingly they are the  
best no complaints at all with the service here  
staff clinical and non clinical always pleasant and helpful all good you look after my mum well  
2nd app with dr king she answered all my queries satisfactory  
I have always found my doctor and staff helpful and friendly and good natured this is a good surgery  
fast phone answering and app booking great call back for dr service  
my doctor always act professionally  
receive good care and treatment here  
very good  
good advice on what to do and helpful treatment  
because it's a good area I think  
very good service  
Happy  
great place

### **Negative Developmental/Suggestions**

its an okay service but apps cant be given when needed normally given when not needed  
drs are good reception staff are good just need to see my regular dr takes to long always have to  
book 2 weeks in advance  
Sufficient every time although the waiting time for apps can be very long  
our appointment is not come soon that is why a big reason  
it depends its hard to get apps on the same day I always end up going to walk in centre  
1st I joined this GP I booked an app then found out my name was taken off and had to rejoin then a  
2 week wait to see doctor as I have problem with my knees and asked doctor to book me an xray  
Some of doctors dont think about patients needs. Waiting for app is forever needs more work and  
nicer doctors  
Terrible experience 1st app with doctor - she did not say hello when I walked in no eye contact and  
was rude other staff been good  
you are never seen on time despite coming early  
cos I had to go on about my health problem now they done the tests is was not cos of what they did  
because I don't have to wait long been here many yrs and have been seen in time and not wait a  
long time for an app  
too long for appslong waiting list  
annoyed with drs asking you to pay for your prescriptions  
its very difficult to get an app and you never see your gp  
need some more staff because very long time for app  
id advise them to go to a gp surgery near where they live