

## Cornbrook Medical Practice

### Annual patient feedback report 2015

#### Progress on actions from last year's review

Last year, we drew up an action plan to tackle issues raised by patients through the complaints we'd received between November 2013 and October 2014.

This is where we're up to:

Last year we said we'd:	Have we done it?
Review the wording of all of our template letters to make them more patient friendly	Yes, this was done with the help of one of our patient representatives.
Organise training for staff on customer service/handling difficult situations	Yes, reception staff received training from MPS on 'improving patient experience' at their admin meeting on 13 <sup>th</sup> October and 6 members of the team also took part in a Central Manchester Clinical Commissioning Group training webinar on conflict resolution on the 20 <sup>th</sup> October.
Improve confidentiality by using designated areas in reception (behind filing area at City Road and back office area at Boundary) for any discussions	We've had a big push on improving information governance and confidentiality this year, but we feel that this is still very much work in progress. Provisions for working in open areas are written into the practice's Information Governance, Security and Confidentiality Policy. Most staff have now also completed the patient confidentiality module of the Health and Social Care Information Centre information governance training and we expect all staff to have done this by the end of December 2015. We've also arranged for the Medical Protection Society to come in and do some training on patient confidentiality for all reception staff as part of their admin meeting on 12 <sup>th</sup> January 2016.
Ensure ID badges are worn at all times	We're still not very good at doing this. All staff have been reminded!
Ensure telephone numbers are always taken when patients are added to the telephone triage list	Our doctors say that this is happening, but we need to remember to take down mobile numbers in the format we agreed at the start of the year (5 numbers then 3 then 3) so we don't miss any numbers off.
As part of the annual business planning process, consider whether there is sufficient funding this year for the Booth Street site to be re-decorated	Yes, we considered this as part of the 2015/16 business planning process. At that time though we'd submitted two bids to NHS England for funding to improve both of our practice sites so we decided to wait. We'll pick this up again as part of our business planning process for 2016/17.
As part of the annual business planning process, consider whether there is sufficient funding this year for Wifi to be installed at both practice sites	Yes, we considered this as part of the 2015/16 business planning process but, like redecorating at Booth Street, we'll need to come back to this for our 2016/17 business plan.
Ensure that all doctors have patient	Yes, doctors do have this information to give

information slips on referrals as part of the restocking of doctors' rooms	to patients.
Include a section on information disclosure in the update of the practice's information governance policy	Yes, we included a specific section on communicating with patients by e-mail in the annual update of our Information Governance, Security and Confidentiality Policy.
Belt and braces review of how we deal with repeat prescription requests at the practice including: <ul style="list-style-type: none"> <li>• information for patients on repeat prescriptions ordered on their behalf by chemists</li> <li>• the transfer of prescriptions between doctors and reception staff</li> <li>• update the prescription request slips so it's clearer if a patient wants this to be collected by a pharmacy</li> </ul>	No, with other work demands this year, we weren't able to complete this review. We're going to try and pick this up next year.
Self-guided training for all clinicians on shared decision-making	Most of the doctors have now done this training. We expect this will be completed by April.

## **This year's review**

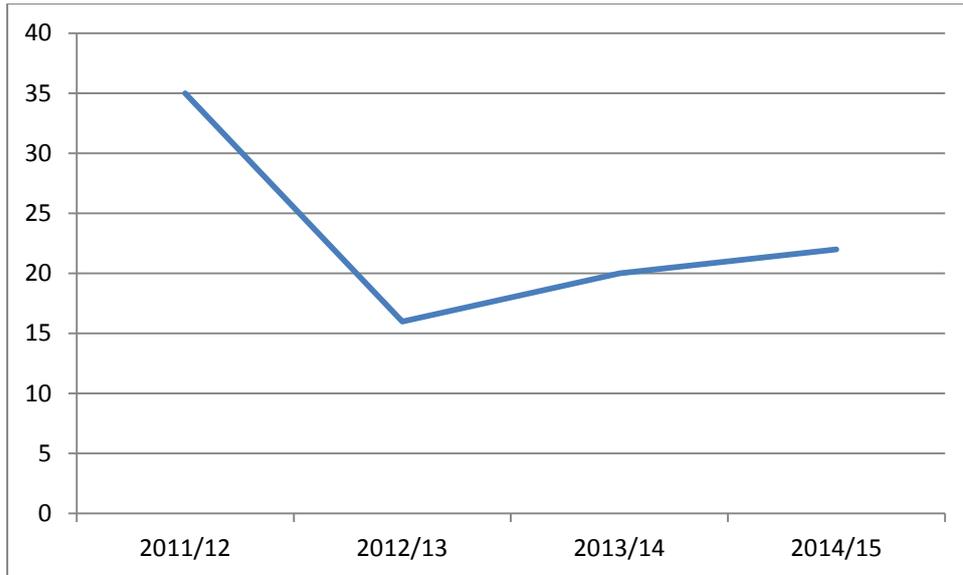
For this year's review, we've looked at feedback we've received from patients from a number of different sources:

- complaints we received between November 2014 and October 2015
- patient comments from the suggestions boxes at both practice sites
- feedback from the Friends and Family Test over the past 12 months.

## **Complaints**

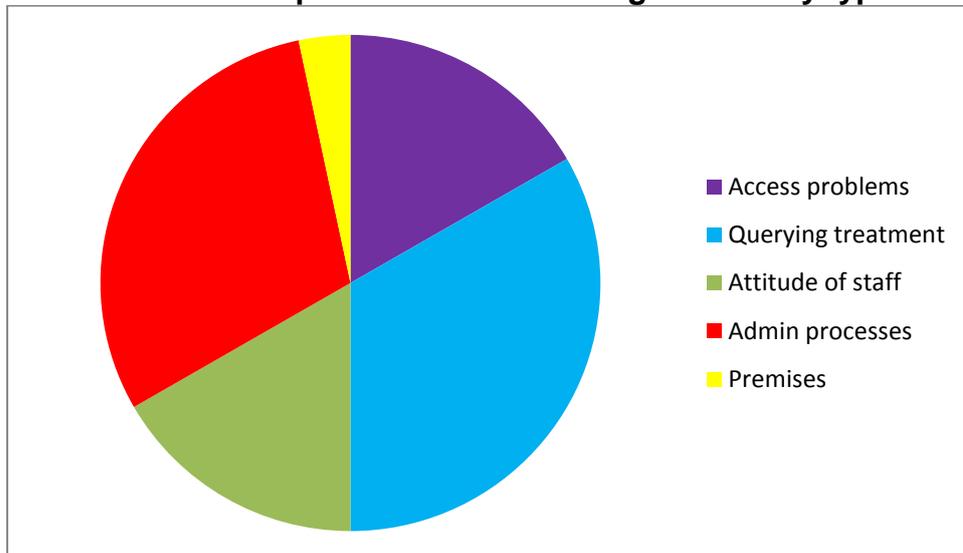
Between November 2014 and October 2015, we received a total of 22 complaints. This is a slight increase on last year when we received 20 complaints.

## **Number of complaints received by the practice**



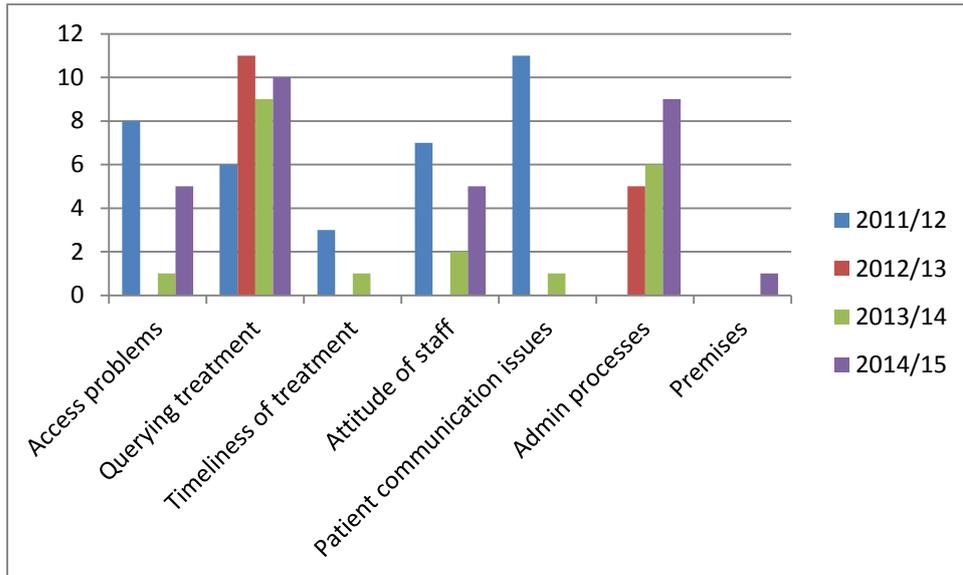
As we found last year, most of the complaints we received from patients over the past twelve months related to their treatment (e.g. diagnoses made, the way in which procedures were carried out, feeling unsupported). The next highest number of complaints we received related to administrative processes and procedures. We also received more complaints this year about access and staff attitude.

**Breakdown of complaints received during 2014/15 by type of complaint**



The graph below shows the changes in patient complaints over the past 3 years. This year's complaints are shown as green bars.

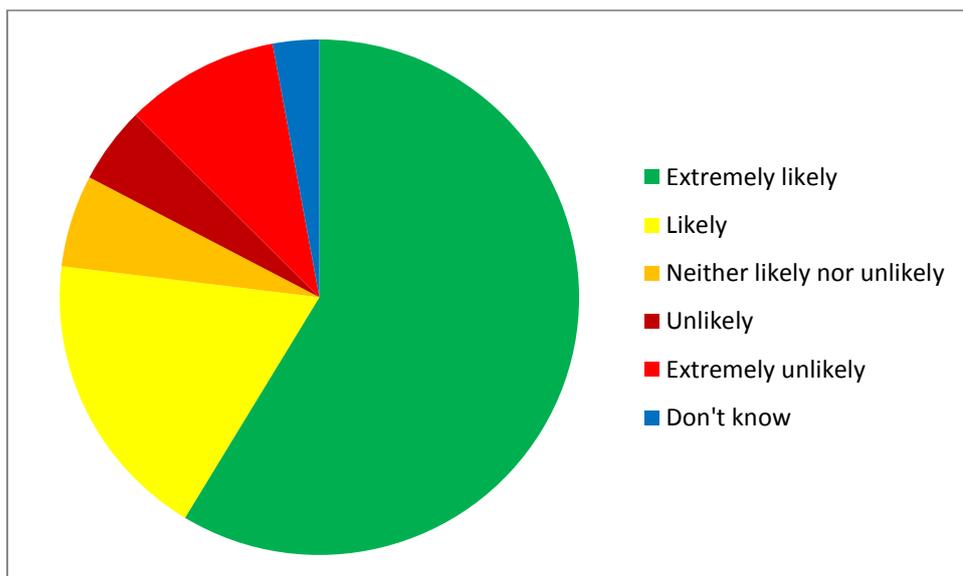
**Year on year comparison**



We've provided an anonymised summary of these complaints as appendix 1 to this report

### Friends and Family Test feedback

We're really pleased with the feedback we've received so far from the Family and Friends Test. As the chart below shows, most patients who've responded say that they would be extremely likely or likely to recommend us to their friends and family.



We've provided an anonymised summary of the comments patients have made as appendix 2 to this report.

## **Where do we go from here?**

We reviewed the complaints we received at a meeting involving representatives of all our staff groups and a member of our patient participation group in November. We then looked at all the complaints and comments as a practice team at our practice meeting in December 2015.

We've now drawn up another action plan for 2016.

You'll find a copy of the action plan at the end of this report. In the meantime, please continue to give us feedback. You can do this by:

- becoming a member of our patient participation group
- posting your comments in the suggestions boxes at both practice sites or through our practice website
- completing the Friends and Family Test, either through our practice website or on a form you can pick up from reception at both practice sites
- writing a review for us on NHS Choices or our Facebook page
- speaking to a member of staff

We look forward to hearing from you!

## Appendix 1

### Summary of patient complaints received November 2014 – October 2015

1	Incorrect flu vaccination administered to child – the flu vaccines we ordered for this year's campaign are suitable for all age groups
2	Angry about action taken by practice to remove patient from list following abusive behaviour towards our staff
3	Mix up in appointment booking and delay in seeing doctor of choice
4	Unhappy with care provided to their child
5	Incorrectly advised of health status – another patient's clinic letter had been incorrectly scanned on to their notes
6	Unhappy with consultation and medication prescribed but did not wish this to be raised as a formal complaint
7	Incorrect details taken by receptionist meaning patient did not receive call back as expected
8	Unhappy with consultation with GP
9	Concerned that a member of the reception team had shared personal information with someone else – no evidence of this was found though
10	Unhappy with the way repeat medications were being prescribed
11	Appointment had not been booked on computer
12	Concerns about diagnosis and treatment, appointment with nurse incorrectly booked
13	Unhappy with care provided
14	Attitude of member of reception team, cancellation of nurse appointments
15	Unhappy with care received from practice and service from reception team
16	Turned away from baby clinic because it was too busy, attitude of receptionist
17	Unhappy with care received from the practice
18	Unhappy with consultation with GP (course of action and consultation style)
19	Unhappy that was not able to see nurse (arrived early but then left to move car which made patient 15-20 mins late)
20	Error in appointment booking which resulted in another patient able to see medication screen
21	Concern about alleged remarks made by GP during home visit to patient
22	Concern about lack of weekend/evening appointments, waiting times, and state of floor at City Road

## Appendix 2

### Comments received from patients

- Because I don't think anyone wouldn't like it here!
- Excellent reception service for at least last 18 years, friendly staff and nice doctors, good for jabs and travel advice
- I do think you are a very good GPs and staff are always very helpful
- Flexible, friendly, supportive staff – thanks
- I would like some wifi
- Improved customer service/people skills of new reception staff
- I can't fault the service I've had, also the doctors, nurses and receptionists are very caring
- Lovely attitude of reception staff, clean pleasant environment, GP very genuine, honest, caring, supportive
- I'm disappointed that I don't get seen sooner
- I don't like it that patients only get 10 minutes with the doctor.
- Very helpful, reception staff really nice
- Very helpful staff, always with a smile
- Been responsive to my needs, friendly staff and over the years a great team of doctors
- You don't know how to respond back to patients
- I wouldn't recommend this practice as a first choice
- This is a very good surgery, good honest GPs, the standard of care is very good, reception staff very friendly
- Very friendly, warm helpful receptionists, good doctors who listen and treat the individual, would highly recommend this practice
- Excellent doctors, I believe they employ the best, very patient focused, the very best in all aspects of care, always looking to improve their services
- Unfriendly atmosphere, grumpy reception staff, medical staff competent and accommodating, manager difficult to reach
- Because my friend wanted to come to this GP
- Caring, no unnecessary prescriptions of antibiotics, practical approach
- The reception staff are always kind and helpful if a little overstretched. The Drs Fletcher, Florence and Nortcliff especially have been wonderful.
- I feel it is very impersonal to have to give your date of birth in the public reception area for everyone to know.
- I always have very good treatment at this surgery. The doctors and staff are wonderful and nothing is too much trouble for them.
- I've never had any problems getting an appointment to see a doctor. Also they've always done their best to help me with any problems I have.
- There are no free appointments available whenever I try to come and need to be seen by a doctor here.
- Friendly, accommodating.
- Excellent doctors and support staff, never too difficult to get an appointment, quick response and appropriate treatment. They listen!
- Doctors are very good and listen to you and all the staff are very good.
- I find all the doctors very friendly and very helpful.
- It is very hard to get an appointment when working 9-5. I have found it difficult to get an appointment after 5pm. Furthermore my practice has increased its patients and therefore it is becoming more difficult to see your own registered GP.
- Some doctors need to understand patient who has disability and mental health better.
- Doctors are very helpful and try every avenue to find the cause of your illness, also reception

- staff are friendly and helpful.
- Punctual/on time, friendly.
- I order my repeat prescriptions on-line but items keep being missed off.
- Poor customer service at Boundary reception and name badges aren't worn.
- Very happy, always helpful.
- Detox in Bradford! Was like a week on the Jeremy Kyle show - a joke!
- I have always found all the staff from reception staff, nurses and doctors extremely helpful, friendly and professional. Thank you for the service you provide.
- As a newcomer to the practice I am delighted with the professionalism and care that I receive from the clinicians and support staff in spite of the dead hand of the NHS.
- Polite friendly staff. Extremely helpful and Dr Fletcher is definitely to be recommended.
- Very friendly staff. It's like speaking to close family and friends. I feel very comfortable here as well.
- Great staff doctors, nurses and reception. Always do their best to accommodate and listen.
- I always receive a very good service. I find the call back service excellent. The GPs nurses and reception staff are always helpful and accommodating. Thank you.
- You're helping people and not given up.
- Being told that I have only 10 minutes for you. It's not great. I feel I am not being listened to by some doctors. Everything is dragging on and on until finally any treatment is offered. Long waiting time for appointments.
- Reception services are not efficient and there is no privacy when discussing personal details.
- Staff at reception are friendly, doctors are very helpful and listen to you.
- Friendly approachable staff and doctors. Doctors are willing to go out of their way to ensure best possible treatment and always ready to explain things and answer questions.
- Most caring GP I've had, no complaints whatsoever. I've had the best treatment. My family can vouch for that.
- My doctors at Boundary have always made me feel at ease, welcome and able to talk to all staff. Exceptional reception staff always.
- Since Dr Gibbs went it has gone from bad to worse.
- Usually GPs that listen. However layout of waiting room is not very accessible for wheelchair users.
- I always have to wait past my appointment time.
- I'm not happy with the treatment I'm receiving.
- Better than other GPs in the area. Friendly health service - one is taken seriously. • Shevonne was extremely helpful in regards to explaining repeat prescriptions. She explained how to register online and was very friendly. Thanks!
- This lady Karen knows what she is doing, is very helpful and polite
- Yes, I like this practice very much.
- Good response time, usually appointments are available within a week. Friendly reception staff and kind and understanding doctors.
- Friendly and efficient staff. All make time for you as an individual. Great doctors and staff. Very happy with service.
- The doctors see patients when needed.
- I don't think that there is a reasonable waiting time and I don't think the service is OK.
- Need a text reminding service for patients to avoid DNAs and cancellations - When we changed our computer system in July last year, we were able to send text message reminders to all patients about their appointments. Unfortunately though this didn't make a difference to our DNA rates – in fact, DNAs actually increased after we introduced the service! As we now have to pay for every text message we send to patients, we've decided to suspend the service for now.
- Need more toilets for patients instead of sharing a mixed toilet especially a locked disabled toilet – This is a very valid comment but unfortunately we don't have the space at either of our

practice sites to do this.

- Please consider applying for disabled parking spaces out front at City Road.
- Great GP.
- Dr Fletcher is a very good GP amongst many. Need more appointment slots for Dr Fletcher too.
- Really good with appointments. Also concerned care for sick patients old or young etc.
- I understand that everyone is under pressure to meet targets but it would be nice sometimes to spend a couple more minutes with the person.
- Staff are respectful and I got all my appointments on time
- I think there should be photos of all the staff in the waiting room
- Hard to call through and opening times are odd, odder than any surgery I've had before. Seems to be little that can be done without a wait or having an unnecessary appointment to ask about something.

## Our action plan for 2016

Action	When by
As part of the annual business planning process, consider whether there is sufficient funding this year for the Booth Street site to be re-decorated	April 2016
As part of the annual business planning process, consider whether there is sufficient funding this year for Wifi to be installed at both practice sites	April 2016
Carry out a belt and braces review of how we deal with repeat prescription requests at the practice	December 2016
Update the practice display in the waiting rooms at both practice sites to include photographs of ALL practice staff (not just the doctors) as teams	March 2016
Ensure that our agreement to use at least two patient identifiers (name AND date of birth) in all our contacts with patients is written into all relevant practice policies.	March 2016
Make publicity information available to patients on the extended hours services we are able to offer through Primary Care Manchester as soon as we receive it, and include some guidance for patients on the best times to call us depending on what service they need.	March 2016
Contact Manchester City Council to enquire about the possibility of having designated disabled parking spaces in front of our City Road site.	March 2016