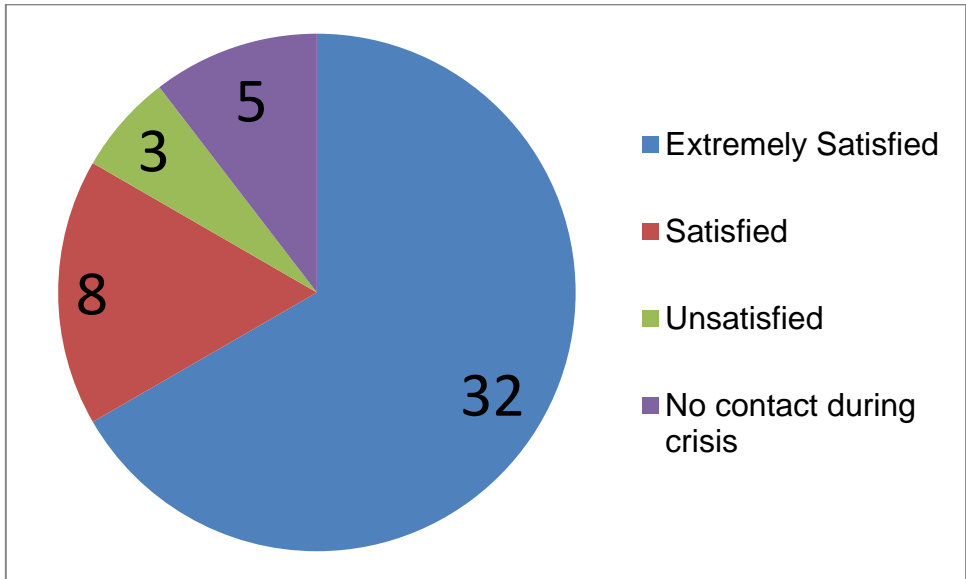




High quality flexible patient care sensitive to the individual needs of all patients

Patient Survey Report May 18 2020

Overall Satisfaction Rating for medical services during Covid19



Specific Patient Comments & Thoughts

Patient Communication

There were a lot of positive comments about the regular flow of information via text messaging, the website, the despatch of letters & phone calls from nurses & doctors.

The surgery will continue to maintain this flow of information/reassurance.

Access to GPs & nurses

Some dissatisfaction was expressed at the reduction in face to face GP appointments. Two unsatisfied patients said GPs did not return phone calls but there were far more comments thanking GPs for prompt responses.

Face to face access to GPs and nurses will remain tightly controlled for the foreseeable future. Face to face access will be restricted to childhood immunisations, post natal reviews and for urgent consultations eg suspected cancers, severe pain.. Each clinician will assess the need for a patient to be seen face to face when the initial telephone consultation takes place.

The surgery is keeping up to date with all NHS guidance on providing our services to our patients and will respond promptly if the situation changes in the coming weeks.

GPs are committed to responding each day to phone calls so we do not understand the reason for the comments from the two unsatisfied patients. Both responses were anonymous so we cannot investigate further.

All home visits by doctors and nurses from Peartree Medical Centre are currently suspended. There are separate arrangements for patients to be seen at home by other clinicians if this is unavoidable.

Urgent Blood tests

These can be arranged via the surgery where required & where the doctor/nurse assesses that the benefit of the test outweighs the risk of contracting Covid19 by attending the blood clinic. We have a limited capacity at the surgery to take blood.

Antibody & Covid19 testing

This will be directed by the Department of Health and the surgery will respond promptly to any instructions. There is no timetable for this yet.

Similarly if a vaccine is developed, the Department of Health will also direct how this is delivered to patients. There is no timetable for this yet.

Video calling

The technology is in place to do this and GPs/nurses will use it when it benefits the consultation.

Regular phone calls

We cannot ring every one of our 5000+ patients to reassure and advise them so we have been analysing those we assess to be at most risk. Nurses, the Care Co-ordinator and Interpreter have been ringing patients since the crisis began. We have contacted the following:-

- Around 40 patients struggling to control their diabetic condition particularly during Ramadan
- Patients without a carer or family support
- 232 patients who were identified as high risk by the Department of Health & surgery for whom an initial 12 week isolation period was recommended
- Ongoing telephone consultations with asthmatic patients gradually working our way through the register of 350 patients especially as the hay fever season approaches.
- All COPD patients (poor lung capacity).

Telephone medication reviews

We will be conducting more reviews by telephone as one patient suggested.

Advice/consultation service or help line for Covid19

This will not be provided directly by the surgery and we would emphasise the national guidance available on the internet (have a look at our website if you are not sure). The 111 service should also be contacted by telephone if you have Covid19 symptoms. Do not come to the surgery.

Non-English speaking patients

We share patient concerns about ensuring that key messages are received by ALL patients. The proactive phone calls (see above) via the interpreter have helped with this and family/carer support at this time is also going to be very important. The mosques have also been updating advice via Facebook pages.

Use of PPE in the surgery

We have reviewed our practices following one comment from a father & thank him for his concerns.

<p>A big Thank you to the 48 patients who responded to our survey. We hope that this response has clarified any points of concern. Dr Singh & Dr Joseph ask you to Please stay alert, stay well and follow the national guidance.</p>

www.peartreemmedicalcentre.nhs.uk

Rated 'Outstanding' by the Care Quality Commission