

BARRINGTON MEDICAL CENTRE



Patient Feedback Report 2017

We receive feedback from a variety of sources during the course of the year, both prompted through surveys and questionnaires and unprompted via formal complaints and a variety of feedback routes such as our website, suggestion box and NHS Choices.

The purpose of this report is to pull together into a single document all forms of feedback, positive and negative, received during the course of the previous year. The practice reviews and reflects on all constructive patient feedback and instigates change wherever it is considered feasible or appropriate.

	Page No
Practice Survey 2017/18	
69 patients were asked to complete a questionnaire following their same-day urgent consultation with a clinician at the practice.	2 - 7
Formal Complaints 1st April 2017 – 31st March 2018	8 - 9
A total of 1 formal complaints (written or verbal) were responded to by the practice during the year.	
Friends and Family Test 2017	10 - 12
320 patients told us how likely they would be to recommend our practice to their friends and family. This feedback was received by text, in our waiting room or through our website.	
Waiting room feedback box and practice website	13 - 14
5 patients provided feedback through these methods during the course of the year, some of which were anonymous	
NHS Choices 2017	15 - 20
7 patients submitted anonymous feedback through NHS Choices	

Patient Survey Report

Each year, in conjunction with the input and agreement of our Patient Participation Group, we run a themed survey of patient opinion regarding a particular aspect of the surgery and the care that we provide to our registered patients.

In February this year we ran a survey to audit the delivery of the type of appointments that are attended by patients with a **same-day, urgent problem**.

These appointments are provided at the end of morning surgery and at the beginning of afternoon surgery as *extra* appointment slots so that patients have important access to a clinician when they feel that the need is sufficiently urgent to be unable to wait for the next available routine appointment. As these appointments squeeze the amount of available time that a GP has in the middle of the day to attend to other important tasks such as authorising prescriptions, undertaking home visits or dealing with referrals, paperwork and telephone messages, it is important that these types of appointment are used appropriately.

The purpose of the survey was therefore to validate patient perception of a same-day urgent appointment and understanding of its purpose and arrangements, and then to check in the GP's opinion whether it was accessed appropriately, or if another form of treatment could have been equally or more effective and if so what that might have been.

In this report we have shown the number of patient responses to the 7 questions we asked them, broken down by individual GP and also including some comment about what we feel these responses indicate to us. Following on from that we have taken a similar approach to the questions we asked our GPs with regards to the consultation from their perspective as a clinician.

At the end of the report we have summarised our findings and set out any actions we intend to take as a result of the survey findings this year.

Thank you to all those patient who participated in the survey this year. We hope all our patients will find the survey interesting and informative.

Practice Manager

The questions we asked our patients about their consultation

- Abbreviation key: NM – Dr BN Macdonald, RH – Dr RI Heaney, SL – Dr S Ladha, NH – Dr N Hankins, EB – Dr E Barnes
- Number of responses to the question are noted below the clinician's initials - all questions were not always answered so the total number of responses will not correspond throughout the survey

Question 1

Are you aware that your appointment today is a same-day, urgent appointment i.e. not a routine appointment ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	14	13	8	16	18	69 (100%)						
<i>Practice comment</i>	It is good that all our patients understood that they were attending a same-day urgent appointment rather than a routine appointment.											

Question 2

Did you ask for a same-day, urgent appointment when you contacted our reception team ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	12	12	6	14	14	58 (85%)	2	1	1	2	4	10 (15%)
<i>Practice comment</i>	The vast majority of our patients specifically asked for a same day urgent appointment – this means that they felt the problem was sufficiently important to request urgent GP attention – how does that match the GP's perspective? see Q10 below Our reception team are not medically trained to make a clinical judgement but will guide a patient to an urgent appointment based on the reason a patient states for needing an appointment during the call.											

Question 3

Do you feel that your problem needs to be discussed today, earlier than the next available routine appointment ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	14	13	7	16	18	68 (98.5%)			1			1 (1.5%)
<i>Practice comment</i>	Overwhelmingly, patients felt that their problem was sufficiently important to need a same day urgent appointment – how does that match the GP's perspective? see Q10 below											

Question 4												
Do you feel that your problem could be managed at this point through other means; the advice of a pharmacist, a period of rest and / or fluids ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
							14	13	7	16	18	68 (100%)
<i>Practice comment</i>						Everyone felt that their problem could only be resolved by access to a GP. What was the GP's perspective on that? see Q10 / 11 below						
Question 5												
As an urgent appointment are you aware that you are booked with the next available clinician at the next available time i.e. that it is not possible to specify a particular time or GP ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	13	12	7	14	18	64 (94%)	1	1		2		4 (6%)
<i>Practice comment</i>						An urgent appointment is accommodated as an extra appointment at the end of already full surgeries – as such a patient requiring this type of appointment will not have a choice of time or GP. The majority of our patients have confirmed that they are aware of that.						
Question 6												
Are you aware the this appointment is typically 5 minutes in length to deal with an urgent complaint only ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	13	12	8	16	18	67 (97%)	1	1				2 (3%)
<i>Practice comment</i>						It is good that the majority of patients understand the nature of the appointment they have accessed						
Question 7												
Are you aware that same day, urgent appointments are at the end of morning surgery and therefore may be subject to a delay if the clinician is overrunning ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	13	10	7	14	15	59 (89%)	1	3	1	2		7 (11%)
<i>Practice comment</i>						It is good that the majority of patients understand the nature of the appointment they have accessed						

The questions we asked our GPs about their consultations

Question 8

Did you make the patient aware that they were being seen in an urgent, same day appointment ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	14	1	1	16	18	50 (74%)		12	6			18 (26%)

Practice comment

Although the earlier responses demonstrate that our patients understand the appointment type that they had accessed, it is good that our clinicians generally reiterate that so that there is focus on using the time appropriately for an urgent issue.

Question 9

Did the patient understand the purpose of the appointment i.e. for an urgent problem needing immediate attention ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	14	10	8	16	18	66 (100%)						

Practice comment

Question 10

Was the appointment accessed appropriately ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
	13	10	7	12	12	54 (82%)	1		1	4	6	12 (18%)

Practice Comment

The majority of patients accessed the appropriately but the GP considered that a small percentage could have taken different action. Although the sample numbers are small these results are in line with our GP team's general experience.

Question 11												
If the appointment was inappropriately accessed what should the patient have done ?:	NM	RH	SL	NH	EB	TOTAL						
				1								
				3	4							
			1	1	4							
	Other	1*										
							*complex problem appropriate only for routine apt with usual GP					
<i>Practice Comment</i>												
Question 12												
If the appointment was accessed inappropriately did you educate the patient for future purposes ?	YES						NO					
	NM	RH	SL	NH	EB	TOTAL	NM	RH	SL	NH	EB	TOTAL
		1	1								4	
<i>Practice Comment</i>												

General patient comments included in the responses :

- ***If pharmacists could prescribe to treat infection it would reduce pressure on GP surgeries.*** Pharmacists are an excellent source of advice and can suggest a wide range of over the counter medication that may be appropriate, or alternatively give you advice about contacting your GP if a prescription is required.
- ***I don't appreciate being made to feel guilty for requesting a same day apt for my 6 month old when the next routine apt is in 5 days. I would have been happy to see someone later or even the next day.*** The purpose of the survey was not to make people attending a same-day appointment feel guilty, simply to gauge understanding of the nature of those appointments and whether they were being used appropriately. A same-day appointment is not to enable quicker access to a GP because the next routine apt involves a wait and is protected access for those that genuinely need to be seen quickly. In this case the GP assessed the appointment as appropriately accessed as same-day.

Results

The results of the survey overwhelmingly demonstrated that our patients understand that a same-day, urgent appointment is:

- to enable them to seek attention for something they consider urgent and cannot wait until the next available routine appointment
- will be with the next available GP on the day they need to be seen rather than with a choice of GP
- will be at the end of morning surgery or at the start of afternoon surgery (i.e. not at a choice of time) and may be subject to delay
- around 5 minutes in length to discuss an urgent problem

Actions we will take :

1. All of our patients surveyed felt that their problem could only be resolved through access to a GP, whereas from the GPs perspective almost 20% of those patients they saw could have had their problem resolved through other means; a pharmacist, rest, fluids or self-medication. Admittedly the survey sample was small in number but this perception is generally in line with the general experience of our GP team. We will update our appointments leaflet to include reference to alternative routes to care that may be appropriate for our patients to consider.
2. The resources that we have at our disposal are finite, particularly in terms of appointment time and the number of people that we have to deliver our services. It is important that we educate our patients to use these resources responsibly as well as providing high standards of care. Our GP team will continue to encourage patients to consider alternative means for accessing care when they have been seen in an urgent appointment that was not necessary from the perspective of the clinician.

**Formal Complaints
1st April 2017 – 31st March 2018**

Subject matter	Complaint reference	PID	Date received	Outcome	short summary	Outcome / response
	1	12656	16/01/17	Declined	Patient unhappy with length of time before next available practice nurse apt – issue was over the flu/Qof/Feb half term period. Patient offered an apt just outside the 1mth aspiration. Alternative options given for extra nurse clinic the week after when the call was being made, or at a Saturday hub apt. Neither apt convenient.	Explained parameters within which NHS operates. Original appointment only just outside 1 month aim. Further options the week immediate following the request and Saturday hub reasonable alternatives.
Prescriptions	0					
Reception	0					
Consultations	0					
Practice Policy	1					

FRIENDS AND FAMILY TEST 2017

How likely would you be to recommend our practice to your friends and family ?

2017	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know	Sample of Comments
January	221	40	7	7	7	0	<ul style="list-style-type: none"> • It's a good surgery but I had to wait 50 minutes for my appointment • Karen is an excellent nurse, she is friendly, approachable and gives really good advice • Reception staff very helpful and pleasant • I am under Dr Heaney and I cannot fault her, she has been so professional and thorough in her care and advice • Other family and friends with other practices seem to have difficulty getting an appointment whereas I never have any difficulty • The practice nurse, Sarah, was very friendly and professional • The time keeping lets you down, my apt was 5.10pm and I was seen at 5.40pm • I saw Dr Macdonald and he was excellent, took great care
February	11	4					
March							
April							
May	2						<ul style="list-style-type: none"> • Fantastic surgery – appointment wait times, helpful receptionists. First Class – Lucky to be a patient here. • Very efficient.
June	5						<ul style="list-style-type: none"> • Barrington Medical practice have always been considerate and professional and really do offer a 5 star service. I can't imagine going to any other GP's surgery. • I have always been able to get an appointment quite quickly • Everyone has always been very happy to deal with me and makes an effort when solving a problem • Friendly, personal service • Really grateful that we can always get an appointment relatively quickly. Such friendly staff too.

July	4			1			<ul style="list-style-type: none"> All the receptionists, nurses, Doctors and the text reminder for appointments are all excellent. It is very clean and the people above are understanding, patient, sympathetic and empathetic. Great consultation with Dr MacDonald (female), straight to the point and very helpful / sympathetic. The general atmosphere is calm and unhurried and one never feels the clock is being watched even when appointments are running late. One is treated as an individual Rudely treated at reception.
August	1	1					<ul style="list-style-type: none"> Lovely staff. Cramped building – outgrown itself. Too long to see nurse. Feel comfortable and secure with Dr B Macdonald. Practise is always helpful, been here over 30 years and never had a problem
September	2						<ul style="list-style-type: none"> Dr Heaney listens and is helpful and reassuring
October	3						
November							
December	1	2	1				<ul style="list-style-type: none"> Appointments are getting much harder to make, especially with a nurse. After blood tests I have just been told the next appointment to see a nurse is in six weeks time. I can't help but wonder what is happening to a once efficient and acceptable situation Excellent advice and support Sometimes it is difficult to get an appointment, especially with a practice nurse

**Practice Website
and
Waiting room suggestion box**

20th October 2017

Just like to say thank you to the receptionists, great job all of you (Sandy especially).

25th September 2017

Extremely deep and large pothole near disabled parking space. I am a wheelchair user and tipped over in it and had to wait for someone to come out of surgery to help me out. Extremely dangerous and I was scared I was going to fall on to the floor.

The practice apologised for this most unfortunate incident. As the care park is relatively small there are certain 'hot spots' that are put under great pressure over time through repeated use. As cars reverse out of bays they tend to turn sharply on specific spots which over time grinds away at the surface of the tarmac. As soon as the surface is broken down, in a matter of no time at all the compacted loose shale under the surface is excavated and a pot hole forms. This problem is then masked when the hole is filled with rainwater. It is difficult to get contractors to come to site and attend to such small repair work and a number had been previously repaired by a member of staff. Following this incident further repairs were made the weekend immediately following.

27th April 2017

What is the point of giving an appointment to the patient and having to wait for an hour to be seen by the Doctor. Please give realistic time to patients rather than waiting.

The practice produces a patient information leaflet 'Your appointments' which explains how delays can arise and how they are sometimes unavoidable.

27th April 2017

Just wanted to say how very helpful Nichola was when enquiring to see the nurse. Thank you very much.

8th March 2017

Not to have a radio on in the waiting areas please. Thank you for the care and kindness of Dr Heaney and Dr Macdonald (lady Dr)
The radio is played to ensure the privacy of patients having consultations in adjacent consultation rooms.

NHS CHOICES

Visited in November 2017. Posted on 08 November 2017

Anonymous gave Dr Bn Macdonald & Partners a rating of 5 stars

Quick access and swift care

I contacted the surgery at opening time yesterday as my 9 yo son had a a very sore throat and had had breathing difficulties overnight. The receptionist was obliging and very helpful and we were fortunate enough to be seen by a GP with-in an hour. The GP was professional and courteous and clear in managing our son. The practice appears well organised, and was responsive to us in time of need.

Practice response - 09 November 2017

Thank you for taking the time to provide feedback - we are delighted that you had such a positive experience with the service we work hard to provide.

You were fortunate to be seen within an hour, which would be due to a GP having a vacant routine appointment available, however, irrespective of that, we always see patients on the day with a genuine urgent need - typically these appointments are provided at the end of morning surgery and can be subject to delay if the GP is overrunning but we will make sure that you are seen on the day.

Visited in September 2017. Posted on 12 September 2017

Anonymous gave Dr Bn Macdonald & Partners a rating of 1 stars

broken processes - avoid.

It's such a pain dealing with this practice and I'd recommend avoiding at all costs (you'll later regret it when you actually need help).

My GP said I need to go see a Neurologist following my car crash, but there is a 4 month waiting list. Luckily, my medical cover agreed to pay for me to go private as long as I get a referral letter from my GP (standard practice).

My GP only works 2 days a week, and this week they're off ill. I phoned the practice asking if anyone else can provide me with the referral letter while they're out of office (standard practice in all organisations and that's why the NHS enforces thorough note taking). However, I was advised that it's against this practices policy to do that and I'd need to wait until the doctor comes back.

So ... I've got medical cover to see a Neurologist (and not burden the NHS), however, I need to wait an unspecified amount of time until my GP is back in the office so that I can receive the paper work (so far I've waited a week, but who knows when she'd recover?)

Practice response - 13 September 2017

Thank you for your comment. To add a little perspective to the situation we would reply as follows.

Irrespective of what Dr is working on a particular day you will always be seen on the day if you have an urgent need for a same day appointment, which would also include attention to an urgent NHS referral if that is clinically appropriate. For non-urgent appointments you can choose to see any GP at the practice and we can generally meet that need within 2 days of request, but we do have a policy of encouraging you to see the same GP regarding an ongoing medical condition to ensure continuity of care.

The Dr that you were booked to see was ill and so your appointment was cancelled. This is the first time this Dr has actually been unwell since joining the practice and even Drs do get ill sometimes ! As you point out, this Dr works at the practice 2 days a week and so as we only expected the Dr to be off for one day it was simply a case of rearranging your appointment to the next available convenient slot.

We understand the reason for you needing a private referral letter for your private referral outside the NHS service and obviously the person to complete that referral is the Dr who has been managing your medical care. That need would not be prioritised as urgent though and it is entirely appropriate to expect the Dr to deal with that following her return a couple of days later. In a situation where a Dr became unexpectedly absent from the practice for an extended period then a colleague would obviously see you to pick the matter up for you on their behalf.

As a service we have a finite amount of resources to meet the demands placed upon us. This means that we have to prioritise our attention in a way that enables us to perform at a level where we can aim to make sure that all reasonable demands and expectations are met.

Visited in July 2017. Posted on 01 October 2017

Anne Hunter gave Dr Bn Macdonald & Partners a rating of 5 stars

Fairs Fairs

I cannot believe the previous comments that I have just read. I have always been dealt with professionally by receptionists, doctors and nurses. I have never had to wait any undue time for an appointment and have always been seen the same day if an emergency. I have been with this surgery 45 years albeit with previous doctors and would not still be attending if I was dissatisfied.

Practice response - 02 October 2017

Thank you for taking the time to comment - we really appreciate your support and some balance to the feedback on this particular site. We are reassured by the feedback that we receive and publish on our own website www.barringtonmedicalcentre.co.uk which is overwhelmingly positive about the service we work hard to provide.

Visited in June 2017. Posted on 20 September 2017 Suited n booted gave Dr Bn Macdonald & Partners a rating of 4 stars

Very satisfied

Very happy with the service and care I have received here in the last 5yrs.

I would however, rather see the same doctor regularly, rather than be seen by various members of the team, and sometimes locums. In this way maybe I wouldn't be treated as such a stranger each time.

Reception staff seem to sit away in a back office, which isn't exactly a problem, but a warmer, more human welcome might be nice (you check into a machine on the wall).

But don't get me wrong these are minor grumbles (feedback!). I am very happy with the actual care and advice I have received. And would recommend.

Practice response - 20 September 2017

Thank you very much for taking the time to pass comment and we are pleased that you are generally satisfied with our service. We understand the importance of the couple of points that you have made and the information below may be helpful.

You are able to see any clinician at the practice but we would agree with your preference, and in fact have a policy for that, in terms of asking patients to see the same GP to ensure continuity of care, particularly with regards to an ongoing medical condition. All of our GPs have different work patterns and to enable you to access your regular GP for a planned appointment you can book up to one month in advance either online or through our reception team. It should only be necessary to see a different GP when the need is urgent (same day appointment) or accessing a routine appointment with short notice when your normal GP is fully booked or unavailable. Ordinarily if you see a different GP for an ongoing medical condition being managed by your normal GP it would not be uncommon for you to be asked to re-book the appointment.

We understand that it would be nice to have a member of the reception staff on the desk to greet you on arrival. However, most people simply need to check-in and the most efficient way of doing that is through the wall mounted automated check-in as this keeps staff free to attend to other more important duties, which includes being called to the counter regularly to attend to other needs that a patient may have. Given the confidential nature of our environment it is not possible for a member of staff to be stationed at the counter as it would limit the tasks they would be able to tackle without conversations of a confidential nature being overheard.

Visited in June 2017. Posted on 17 June 2017 Dr David MacDonald gave Dr Bn Macdonald & Partners a rating of 5 stars

Barrington's five star service

I have been registered with Barrington medical centre and they really do offer a five stars service always considerate and professional.

Dr Bn Macdonald & Partners replied on 19 June 2017

Thank you very much for taking the time to acknowledge the service that we try hard to deliver.

Visited in May 2017. Posted on 15 May 2017 Anonymous gave Dr Bn Macdonald & Partners a rating of 1 stars

Worst GP I have ever known!

This is the worst practice I have ever been to! Rude dismissive GPs that don't care and reception staff are terrible, would not come here unless absolutely desperate as I know numerous people who have come away upset without issues resolved! Never left a review before but felt obliged as the service here is absolutely disgusting!

Dr Bn Macdonald & Partners replied on 15 May 2017

We genuinely value all forms of constructive feedback and always openly reflect on something that has not gone quite as it should so that we can avoid repetition and make improvements going forward. Where there is a specific issue it is always best to discuss that openly with the practice, whether with the GP concerned or through Practice Manager, as without that sort of interaction a situation cannot be resolved and an appropriate standard of medical care be provided.

Aside from the above and without specific information regarding the issue that has caused this comment it is difficult to give a constructive response to this feedback other than to say that we do not accept our GPs are rude, dismissive and don't care, nor that our reception staff are terrible or that there are numerous people who leave the practice upset with issues resolved. Several feedback reports are available on our practice website www.barringtonmedicalcentre.co.uk and the Friends and Family Test responses for 2016 indicated that 93% of the patients who responded said that they were highly likely or likely to recommend the practice. There are also a large number of supporting comments from patients expressing recognition and appreciation for the clinical and administration staff at the practice who work hard to do what they do.

Visited in April 2017. Posted on 13 April 2017 Anonymous gave Dr Bn Macdonald & Partners a rating of 1 stars

Disappointed

The reception staff are as helpful as they can be but getting an appointment can be tricky unless you are lucky at 8am in the morning. Even then appointments go so quickly.

Unfortunately I have had to book urgent appointments recently and sadly was informed by the doctor that I shouldn't have despite being very ill! Apparently they are only "for people with coughs and colds." I was made to feel like I shouldn't have been there and that the doctor couldn't wait to get me out of the door. Rude comments when someone is ill are not necessary and made me upset and feel worse.

Now there are only two doctors out of the few that work there that I will see because some of the main ones there appear to lack sympathy and understanding; essential skills for a doctor.

It is a great shame because as a practice it could be amazing in my opinion.

Dr Bn Macdonald & Partners replied on 26 April 2017

As a practice we invest in providing a level of routine GP appointments greater than our list size dictates, which generally means there is a good level of access to a routine GP appointment, apart from obvious peak periods such as bank holidays or periods of annual leave (we are assuming your appointment was over the Easter holiday period). We do need to accept that appointments are a finite resource though and an urgent appointment is for a patient experiencing a problem that genuinely won't wait until the next available routine appointment, perhaps urgent medication, treatment or referral is required. Although a necessary level of access, urgent appointments do put a great deal of pressure on the surgery as they reduce the time that GP has available in the middle of the day, prior to afternoon surgery, to attend to home visits, prescriptions, test results, referrals, incoming hospital correspondence and patient telephone queries. Urgent appointments are not designed to offer a more convenient way of seeing a GP or for addressing a minor or ongoing complaint already being treated - it is therefore incumbent on the GP to educate a patient to alternative options when in their clinical judgement an urgent appointment has been accessed inappropriately. As a practice with six GPs it concerns us that you feel only willing to see two of them as this is neither a safe nor viable way of ensuring that your medical needs are covered. We would ask that you discuss specific concerns with the GP concerned or the practice generally to see if they can be resolved. There will be times where you will not be able to see either of the two GPs of your preference (due to work patterns, annual leave or general availability) and if that creates a difficulty it may be that due to a breakdown in the relationship with the practice the only sensible action to take would be to register at another local practice of your choosing.