

**Listening Clinic Feedback Report
Swineshead Medical Group- Lincolnshire East CCG**

Visit date: 20 September 2016, 8:30-12:30

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Purpose

This report provides a summary of the feedback gathered through the Listening Clinic held at Swineshead Medical Group on 20 September 2016. It also provides a background on the programme as a whole, its aims and how it is delivered.

Background

The 30 practices that form Lincolnshire East Clinical Commissioning Group (CCG) are working together to improve the quality and delivery of health services for patients living within Boston, East Lindsey, Skegness & Coast.

Lincolnshire East CCG has a strong track record of public and patient engagement. In line with NHS England's assurance framework, and with regard for Section 242 of the Health and Social Care Act 2006, the CCG has undertaken best practice engagement around its plans, and priorities over the last 3 years.

Listening Events Programme

Since 2013, the CCG has held Listening Events quarterly, in partnership with neighbouring Lincolnshire CCGs. Each event is delivered alongside staff from provider organisations, who come together to listen to patient experiences first hand.

Each event is promoted widely to encourage as many patients as possible to attend and share their experiences of healthcare. Patient stories are recorded and shared with the relevant organisations, which in turn develop actions to improve quality and service delivery.

Listening Clinics

Lincolnshire East CCG Listening Clinics are an extension of the Listening Events Programme and enable the CCG to listen directly to patients registered at their 30 member practices.

Methodology

Listening Clinics take place at each GP practice on an annual basis. Each clinic is attended by the Engagement Manager and/or a nurse from the CCG's Quality team, or other staff representing the CCG. The team encourage patients to feedback their experiences of local health services in their own words and may prompt or ask questions to get further information if needed. If patients are distressed or upset they can be taken to a private area. Listening Clinics are advertised by posters in the practice, as well as on Twitter and Facebook. The poster for the Swineshead Medical Group Listening Clinic can be seen in **Appendix 1**.

Feedback

Where possible Practice managers are given a synopsis of the patient feedback shared after each Listening Clinic relating to their practice, to enable any urgent action to take place immediately. In addition, feedback is reported back to the practice manager for action.

CCG Reporting

Findings from all of the Listening Clinics are analysed to identify trends CCG wide. Patient feedback relating to secondary care, and non NHS providers is also reported and used alongside other quality monitoring intelligence, to inform the location and timing of the CCG's Quality team inspection visits.

Feedback to Providers

During the Listening Clinics patients also share experiences of other NHS and non NHS healthcare providers. The CCG feedback to provider's patient experience teams periodically.

Caveat

The findings of the Listening Clinics are based solely on patient feedback received on one day and should be considered alongside other available intelligence on the practice, for example GP patient survey results, friends and family test results, reviews left via NHS Choices, Patient Opinion, complaints, CQC inspection results and any recent in house patient surveys.

Swineshead Medical Group Listening Clinic – 20 September 2016

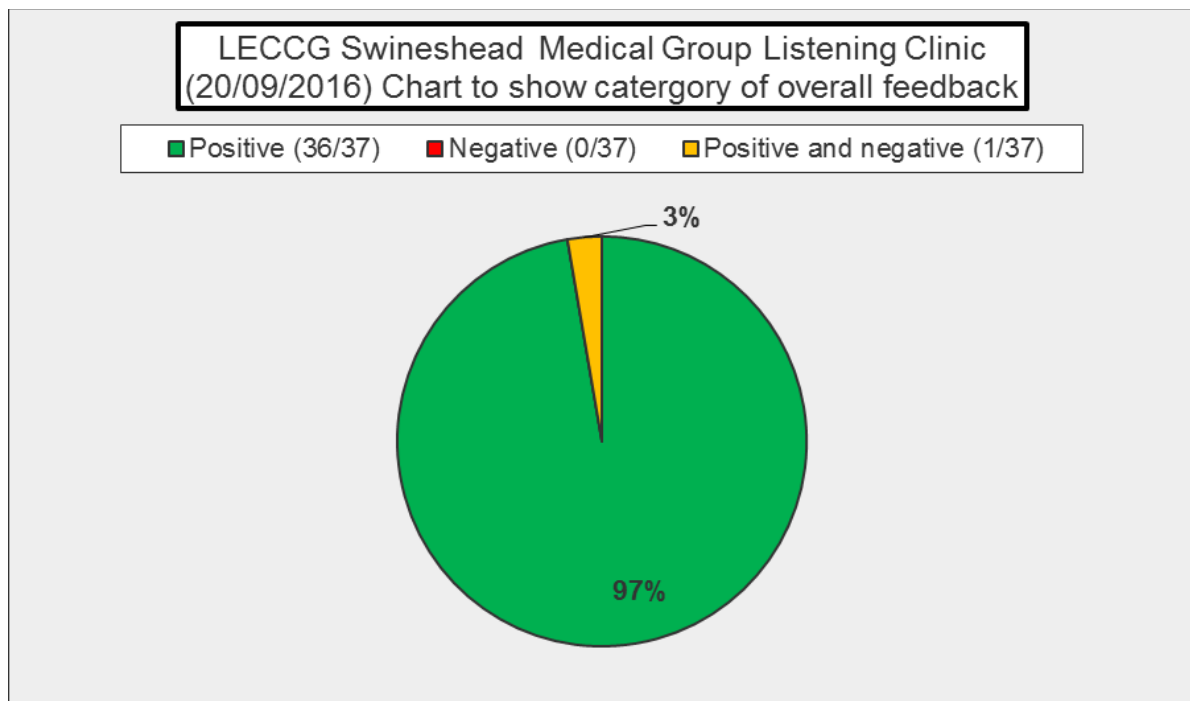
The Listening Clinic was facilitated by the following staff from NHS Lincolnshire East CCG, who spoke to patients whilst they were waiting to attend their appointment:

1. Claire Hornsby, Engagement Manager, Lincolnshire East CCG (LECCG)

Findings - Swineshead Medical Group Surgery Feedback

Listening Clinic staff spoke to 39 patients who attended Swineshead Medical Group on the morning of 20 September 2016.

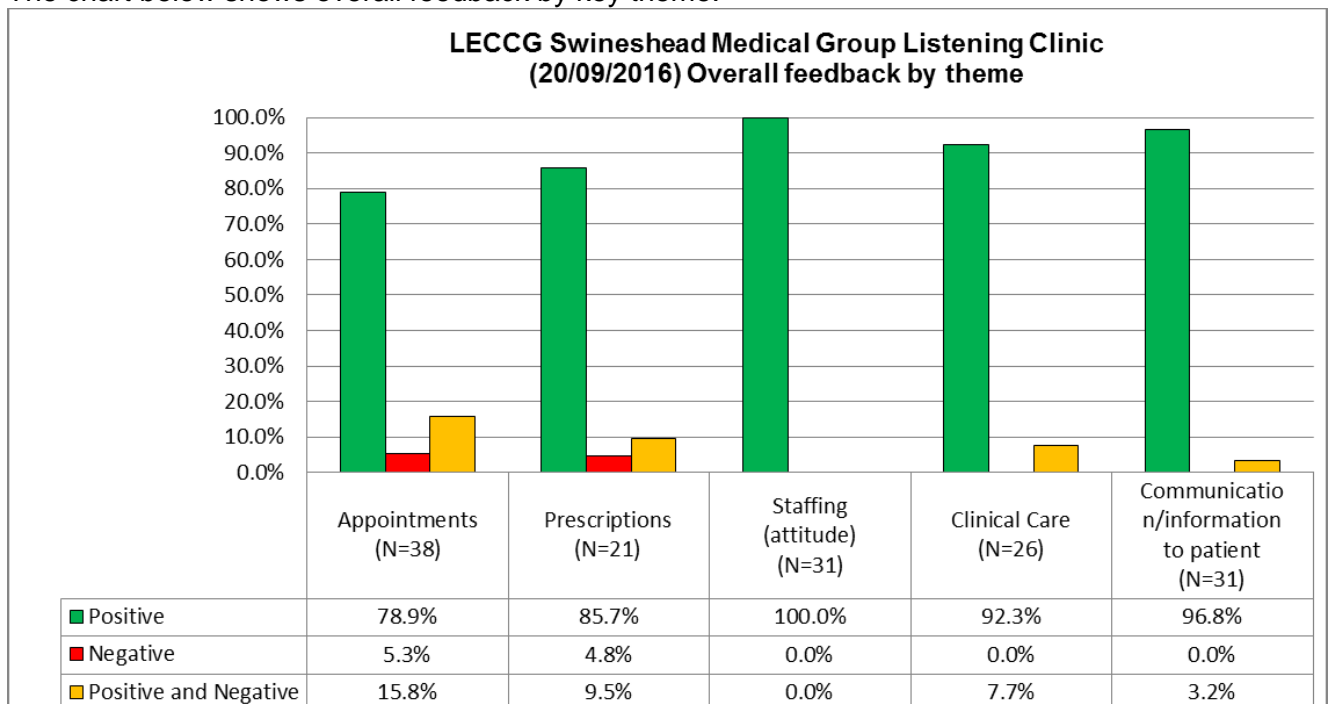
The chart below shows the breakdown of overall feedback coded as positive, negative, or comments relating to both positive and negative feedback. As indicated feedback was on the whole very positive.



The table below shows the overview of key points for positive and negative feedback received.

Positive	Negative
97% (36/37) of feedback relating to the practice was positive	
<ul style="list-style-type: none"> • Access (appointments) – 78.9% (30/38) of patients who mentioned appointments gave positive feedback • Prescriptions – 100% of the 21 patients who mentioned prescriptions gave positive feedback • Staff Attitude – 100% if the 31 patients who mentioned staff attitude gave positive feedback. • Clinical Care – 92% (24/26) of the patients who mentioned clinical care gave positive feedback. • Communication/ information to the patient – 96.8% (30/31) of patients gave positive feedback. 	<ul style="list-style-type: none"> • No themes of negative feedback.

The chart below shows overall feedback by key theme:



More detailed findings are provided under the headings below:

Access – Appointments Feedback

78.9% (30/38) of patients who mentioned appointments gave positive feedback. Comments made are shown below:

Positive

- Moved here from another practice- appointments are much easier to get here. I like the online appointments system.
- Appointments are good and they try to fit you in.

- Appointments are harder to get with Dr Kelly and Dr Whitfield - sometimes can take a little longer, however I got in within one day on this occasion which is pretty quick compared to other places.
- Appointments are good, especially for kids.
- Appointments are fine by phone - can get through ok. Obviously first thing it is busy but it is not like you have to wait a long time to get through.
- Making an appointment is good, usually via the phone, unless they tell me to make one over the counter.
- I find the appointment system ok - I know some people that don't
- Kirton patient but comes here for a blood test, likes this practice, unable to register here as does not drive.
- Appointments very good and quick
- Appointments are ok via the phone, triage are good but would rather see the doctor face to face.
- Appointments are good via the phone.
- Appointments are fine - usually made by the phone
- I made this appointment in advance a week ago - good
- Patient got in straight away with the GP
- Appointments are normally OK.
- The appointment waiting time is good - people are getting called straight in
- Appointments ok, never had a problem
- Patient has a regular appointment and likes that you are able to book the next one in advance
- The appointments system is fine. We are able to make appointments in advance - I need to come quite often for PSAs.
- Appointments are good and I like the triage system. The phone system is very good as well as the online services for appointments.
- First time patient has attended as is newly registered, appointments fine so far.

Positive and Negative

- Can be difficult to get but can get one in an emergency - the phone system is ok. Can be difficult to get through on the phone at 8.30 am - like that I am able to pre- book
- Can get one if you really need one but it is not always easy
- Can sometimes have to wait a while for appointment (up to 40 mins)
- Annoying that you have to phone at 8.30am & can't get through, then all the appointments have gone.
- Appointments are easy to make with the nurse but not so easy to make with a doctor of your choice.
- Appointments can be difficult at times but can get in to a point. Don't have to wait too long to be seen on the day.

Negative

- Have to wait weeks upon weeks sometimes. You call at 830 and there are no appointments. I dont understand how they can be all gone then.
- All good except appointments, "I don't understand why I need to ring tomorrow morning to get an appointment with Dr Kelly".

Prescriptions

100% of the 21 patients who mentioned prescriptions gave positive feedback. Some of the comments made by patients are shown below:

Positive Comments:

- I like the online prescription system.
- Good service - I like collecting them straight from Swineshead chemist - staff are really helpful there as well, they are lovely.
- "Prescription service is good and they get your medicine right every time"
- Prescription service is good, and the delivery service is good
- Prescription service is good - they try to accommodate you if you need your prescription a bit earlier.
- Prescription service is good.

Positive and Negative

- Prescription service is really good and convenient. They have messed up on occasion but it does not happen often.

Negative

- Won't dispense here which is a little bit of a pain

Staff - Positive Feedback

100% of the 31 patients who mentioned staff attitude gave positive feedback. Some patient comments relating to staff are shown below:

Positive

- Staff are very friendly and helpful.
- Reception lady (manager) especially helpful as well as all staff.
- All staff are good x2
- All staff are ok x 2
- Staff are helpful

Clinical Care

92% (24/26) of the patients who mentioned clinical care gave positive feedback. Comments of feedback are shown below:

Positive:

- Feel well looked after x7
- Well looked after and no concerns
- I feel very well cared for and looked after, I had a nervous breakdown 7 years ago and they saved me. Could not have had any better help"/
- All ok
- Feel well looked after/cared for
- Feels well looked after and staff make me feel at ease, especially as a first time mum.
- Patient has Diabetes and the practice keeps regular checks etc.
- Feels well cared for x3

Positive and Negative:

- Daughter has mental health issues and there aren't any GPs here that specialise in this area. We have had a few issues but we have spoken to the practice manager and these have now been resolved
- Can sometimes expect them to do more than they do.

Negative Comments:

- NIL

Communication/ Information to the patient

96.8% (30/31) of patients gave positive feedback. Some comments of feedback are shown below:

Positive:

- I have been here 7 years now and feel the staff always listen to you.
- Practice are good at communicating and listening x2
- Feel the staff are good at listening
- Communication is fine

Positive and Negative:

- Communication and listening is generally good but it depends on who you see.

Other feedback

Patients gave additional feedback during the clinic; these are listed under the headings below:

Positive

- All ok - never has a problem here before, my whole family come here as well
- All good x2
- All ok - never had any problems coming here.
- No complaints what so ever. All staff are very helpful.
- Surgery always try to accommodate
- Been registered 6 years and never had any problems what so ever
- No concerns x2
- Practice has been much better since they have got new staff on reception
- Newly registered - registration process easy.

Positive and Negative

- Lots of new GPs work here, who are in training. I am happy to see them but it depends on what you have come for.
- Would like the practice to keep a closer eye on the over age 75s. ie regular health checks.

Negative

- Lots of new GPs work here, who are in training. I am happy to see them but it depends on what you have come for.
- Would like the practice to keep a closer eye on the over age 75s. ie regular health checks.

NHS
Lincolnshire East
Clinical Commissioning Group

CCG Listening Clinic

Swineshead Medical Group

Fairfax House, 1 Packhorse Lane, Swineshead
Boston Lincolnshire, PE20 3JE
20 September 2016 - 08:30-12:00

**Come along to our informal and friendly
Listening Clinic and share your views on your
local health services**

Lincolnshire East CCG is responsible for the planning,
purchasing and quality monitoring (Commissioning) of
healthcare services for over 240,000 people living
within Boston, East Lindsey, Skegness and Coast.

If you are not able to attend but would still like to leave feedback
please contact us on Tel: 01522 515364 or email
Public.Engagement@LincolnshireEastCCG.nhs.uk

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