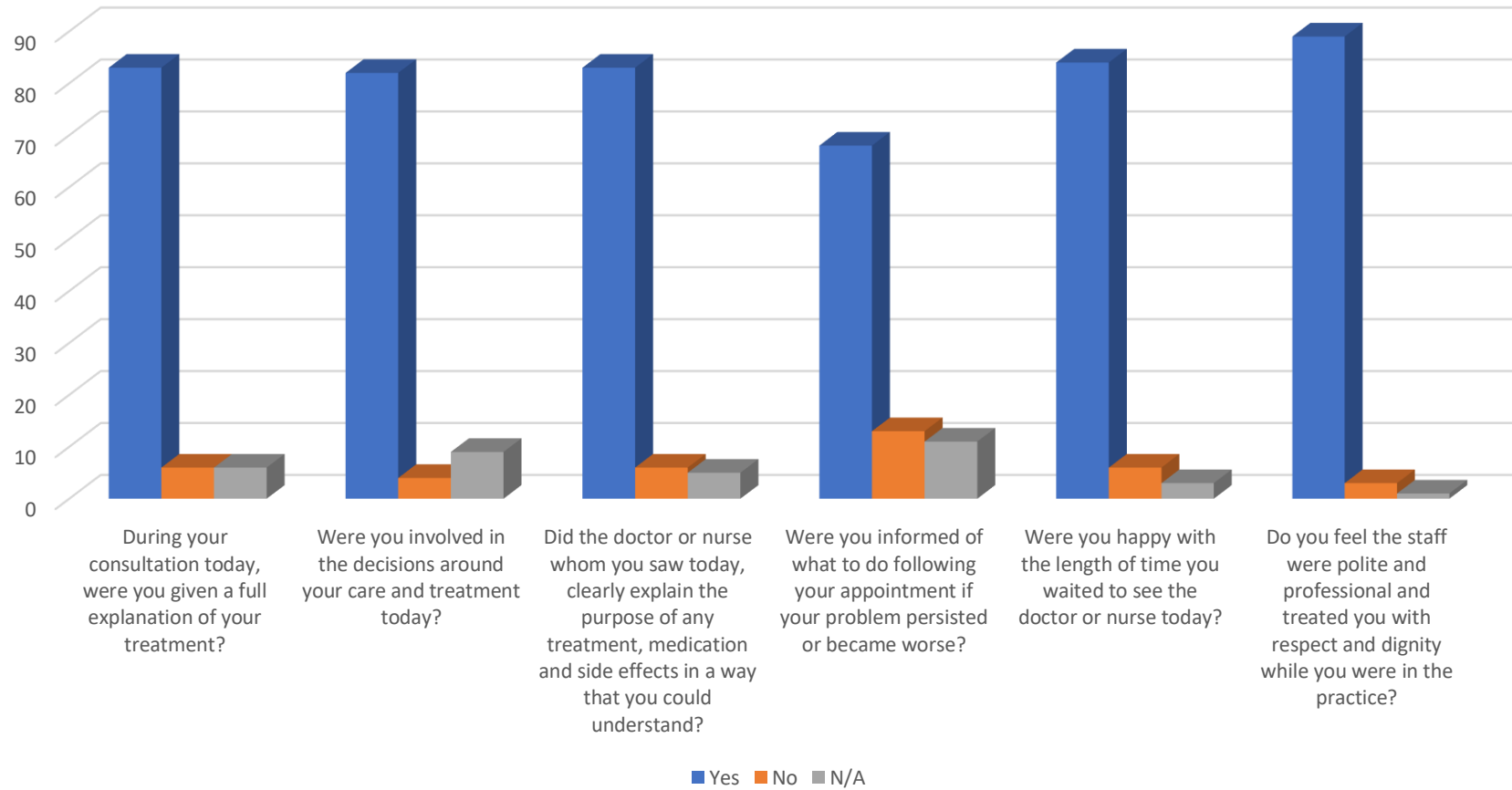


Leven and Beeford Medical Practice
Patient Survey Results 2021

Patient Survey Results August 2021



If you had a COVID vaccination given at the surgery or Alfred Bean Hospital, how organised was the clinic?



We have recently had a new telephone system installed. If you have telephoned us since 20th July, please comment on your experience of the new system.



How have you found dealing with the practice during the pandemic?



If you could change one thing about the practice or the way we do things, what would it be?



Any other comments you would like to make?



Very-good-well-done-and-thank-you-for-all-you-do
Keep-up-the-good-work

Allow-appointments-to-be-booked-at-a-time-that-suits-patient

Receptionist-are-lovely-and-try-their-best

Attitude-from-some-receptionists-is-poor

Provide-a-fantastic-service

Condition-not-been-properly-diagnosed

Overall-all-staff-are-fantastic

Fantastic-safe-practice-during-covid-problems

Very-happy

Excellent-practice-envy-of-friends-and-relatives

Good-docs-but-getting-past-receptionists-very-hard

Staff-on-reception-were-very-professional

Doctors-surgery-try-their-very-best-for-the-patients

We-are-very-lucky-to-have-doctors-in-the-village

Best-surgery-I-have-attended-in-my-76-years

Well-done-for-all-your-hard-work-you're-all-amazing

Staff-always-helpful-and-give-excellent-service

Comments regarding the results of the Patient Survey August 2021

Firstly, we would like to thank all the patients who completed the survey and took the time to feedback comments to us. We are extremely proud of the results after working during a very difficult previous 18 months. Doctors and staff have worked tirelessly to offer the best possible care, whilst trying to keep our patients and staff as safe as possible alongside delivering the biggest vaccination programme we have ever known.

Action plan

Comments about returning back to normal pre-pandemic

Whilst we understand that some patients want the service to return to as it was pre-pandemic, Covid-19 is still around and we must ensure that we don't become complacent and forget this. We have size restraints across both sites and therefore are still limited to numbers we can have in waiting rooms. We are also still socially distancing as much as possible, whilst we are working, which has resulted in the continued closure of the waiting room at Beeford, which we are using as a temporary dispensing area.

We will continue to follow advice from NHS England, alongside our own risk-assessments and will make appropriate changes as a result of this.

Comments about the receptionists being rude / aggressive

- We understand the receptionists have a very difficult role, often having to face aggression when informing patients there are no appointments or limited appointments available. However, we are going to arrange some Customer Service training and Dealing with Difficult Situation training which may enable the receptionists to handle conversations in a more suitable manner.

Comments about appointment availability / online access to appointments / face to face appointment availability

- We currently have online telephone appointments available in the morning, which are pre-bookable up to 1 month in advance. We are going to add some more online available telephone appointments throughout the day, making it more flexible.
- We are changing the appointment system to allow the receptionists to book patients directly into a face to face appointment if they have had 2 covid vaccinations. All other patients would continue to be telephone triaged first.
- In July 2021 we changed our telephone system as a result of patients reporting problems getting through to the practice. Whilst we have made some 'tweaks' to the new system from initial feedback received, we hope patients continue to encounter a more positive experience from the change.

Late night appointments

We currently offer appointments on a Thursday evening with the Nurses, Health Care Assistants and Advanced Nurse Practitioners which are all pre-bookable, 1 month in advance.