MODERN MEDICAL CENTRE

YOU SAID WE DID RESULTS FROM THE GP PATIENT SURVEY

CARRIED OUT

ONLINE AND BY POST

DURING JANUARY & APRIL 2022

Our review of the MORI survey done this year revealed the following: (Some areas, we have taken action to improve our service to our patients)

89% find the receptionists at this GP practice Helpful.

72% were satisfied with the appointments they were offered.

97% took the appointment they were offered.

96% were given a time for their last general practice appointment

84% say the healthcare professional they see or spoke to was good at giving the enough

time during the general practice appointment.

89% say the healthcare professional they saw or spoke to was good at listening to them

during their last general practice appointment.

85% say the health care professional they see or spoke to was good at treating them with

care and concern during their last general practice appointment.

84% felt the health care professional recognised or understood any mental health needs

during their last general practice appointment.

94% were involved as much as they wanted to be in decisions about their care and treatment

during their last general practice appointment.

98% had confidence and trust in the healthcare professional they see or spoke to during their

last general practice appointment.

94% felt their needs were met during their last general practice appointment.

78% described their overall experience of the practice as good.

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| MORI QUESTION | YOU FELT | OUR ACTION |
| How easy it is to get through to our practice by telephone? | Overall 67% of our patients find it easy to get through by telephone, however  33% had not had the same experience. | We employed more staff to take telephone calls at peak times. We will carry out our own survey in January 2023 to see if this has helped to improve access by telephone. |
| 1. How happy are patients with the appointment times? 2. Experience of making an appointment? | 1. Overall 64% of our patients were satisfied with appointment times, however 36% had mixed feelings about appointment times. 2. 56% are happy with their experience of making an appointment, however, 44% had mixed feelings. | We have increased the number of nurses at the practice and now offer appointment every day.  We also have a physician associate weekly.  A nurse practitioner offering appointments 3 days a week.  We have regular GP locums  Also extended Access 6 days a week, with appointment times being outside of our practice hours.  Daily: 6.30pm – 9.30pm and Saturdays. Appointments available with nurses, GP, Physician Associate etc. |
| How easy is it to speak to your preferred GP when you would like to? | 43% felt they usually get to see or speak to their preferred GP, However, 57% had mixed feeling | We have increased our clinical capacity to meet with demand, however, due to the increase in complex cases with conditions getting worse and new ones emerging, it is not always possible to speak to your preferred GP on the day and at the time you wish to speak to them, however, this is constantly under review. Our practice policy is to ensure patients are seen by a GP if the appointment is urgent, however, if it is non urgent a routine appointment can be made with the GP of your choice. |
| Do you have enough support from local services or organisations in the last 12 months to help manage your long term conditions (or condition)? | 65% felt they had enough support, however 35% did not feel they had enough support. | Our practice is part of Havering Crest PCN within this group of GP practices, we have access to the following services, some of which are based within the practice.   1. Podiatrist 2. Social Prescriber 3. Occupational Therapist 4. Mental Health Nurse 5. Clinical Pharmacist 6. Physician Associate 7. Physiotherapist 8. Health and Wellbeing Coach 9. Care Co-ordinator 10. Pharmacy Technician 11. Pharmacy Technician   Having access to such services, support in managing long term conditions will continue to improve. |