

Elm Lodge Surgery

Patient Participation Group

31st January 2019 2 – 3 pm



Patient Feedback
November 2018 – January 2019

NOVEMBER 2018

We would like you to think about your recent experiences of our service. How likely are you to recommend Elm Lodge Surgery to friends and family if they needed similar care or treatment?



How would you rate your recent overall experience of booking an appointment at Elm Lodge Surgery?



DECEMBER 2018

We would like you to think about your recent experiences of our service. How likely are you to recommend Elm Lodge Surgery to friends and family if they needed similar care or treatment?

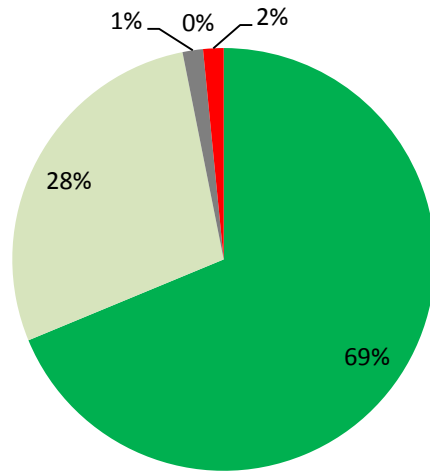


How would you rate your recent overall experience of booking an appointment at Elm Lodge Surgery?



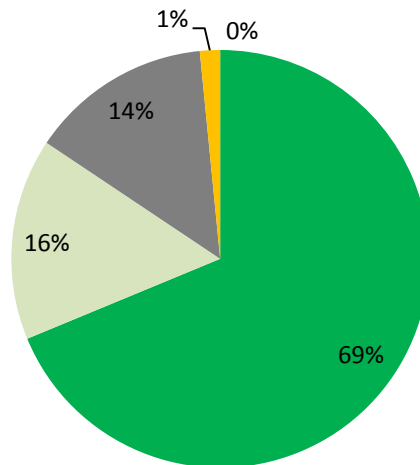
JANUARY 2019

We would like you to think about your recent experiences of our service. How likely are you to recommend Elm Lodge Surgery to friends and family if they needed similar care or treatment?



- Extremely Likely
- Likely
- Neither Likely nor Unlikely
- Unlikely
- Extremely Unlikely

How would you rate your recent overall experience of booking an appointment at Elm Lodge Surgery?



- Excellent
- Good
- Ok
- Not Good
- Extremely Bad

Sample of Negative Feedback

- ❖ Limited to calling at 8 am (when I'm commuting) and only for same day.
- ❖ 25 min delay for appointment
- ❖ You have to phone up at 8am on the day to book an appointment. I ended up having to ring for several times as the line is consistent engaged.
- ❖ Had to call over 100 times to be able to get through, calling repeatedly from 8am - took nearly 10 minutes to get through.
- ❖ It is unsatisfactory to have to go to the surgery before 8am and queue outside till 8am to have a chance to see one of your preferred doctors.
- ❖ It's tedious to have to call in the morning when the line is always engaged when you know the day before there is a time and date free that you need.

Sample of Mixed Feedback

- ❖ It was a while before next available after school appt but receptionist friendly and helpful
- ❖ Trying to ring at exactly 8am to get an appointment for the day is difficult and therefore stressful. Appreciate this is a symptom of your popularity!
- ❖ 1. Excellent doctor 2. The lottery/anxiety of the 8.00 o'clock phone call

Sample of Positive Feedback 1

- ❖ All the Doctors are very good . I also see the osteopath there It is a wonderfully well run
- ❖ The nurse was very approachable and informative. Very good appointment – thanks
- ❖ Appointment at convenient time. Helpful receptionist and practice nurse
- ❖ Seen on time, swift helpful appointment. Fantastic service. Fab doctor. Thank you
- ❖ Got my baby in to an appointment straight away. Dr was friendly, listened and helpful.

Sample of Positive Feedback 2

- ❖ Excellent doctor. Patient and clear. Reception were welcoming and the waiting room calm, clean and tidy.
- ❖ Appointment within a fortnight. Nurse practitioner on time.
- ❖ The help I got from the receptionist and the quick appointment to see the nurse who was able to help me was very efficient and both very friendly and helpful
- ❖ I have been a patient for many years and always find everyone so helpful and caring. When I was younger I used to go to elm lodge in half moon lane under doctor Claydon and dr spears I have very good faith in elm lodge surgery .Thank you all who work there

Overview of Services Offered by Surgery

Our Core Work

Diagnosing

Same-Day Appointments (GP/ANP)

Routine Appointments (GP/ANP)

Urgent Telephone Advice – Triage (GP/ANP)

Home Visits for the Housebound (GP/ANP)

Managing

Routine Appointments (GP/ANP)

Referrals, correspondence and repeat prescriptions (GP)

Respiratory Reviews (Nurse)

Ear Syringing (Nurse)

Wound Dressings (Nurse)

Diabetes Reviews (Diabetic Nurse)

Care Planning (Elderly Care Nurse)

Preventing

Cervical Screening (Nurse)

Childhood Immunisations (Nurse)

Flu and Pneumonia Vaccines (Nurse)

Travel Vaccines (Nurse)

NHS Health Checks (HCA)

Work for our Neighbourhood

Diagnosing

- Community Dermatology (GSTT)
- Audiology (Hearbase)
- 24 Hour BP (IHL)

Managing

- Community Dietitian (GSTT)
- Counselling (SLAM)
- Osteopathy
- Self Management Courses (Self Management UK)

Preventing

- Art Group

Any Other Business

- Feedback from Online Access Workshop
- Southwark PPG Network Meeting 28/2/2019
- National Institute of Health Research seeking contributors
- Self Management Course – Call 0800 988 5560
- Next Meeting: Thursday 11th April at 2pm