

## Annual PPG Report 2020-21

The last two years have been very difficult for patients and practice staff. To avoid the spread of infection in the community we needed to close our doors to minimise footfall.

Our business was mostly run remotely. Following government guidelines the majority of our staff were working from home to maintain social distancing.

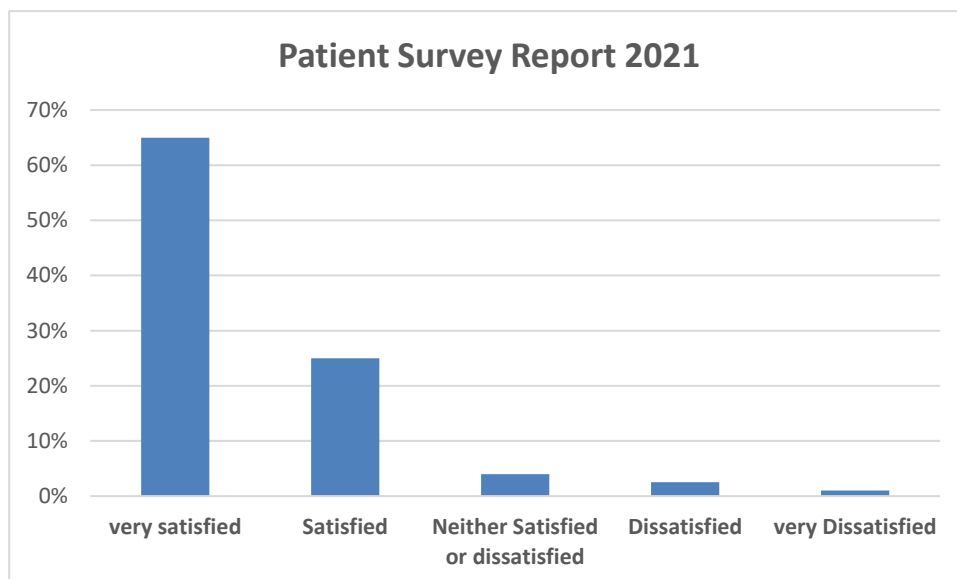
During this unprecedented time and throughout the national lockdown we were still looking after our vulnerable patients. We were regularly calling our patients to find out how they were doing and if they needed any help or support. We had groceries and hot meals delivered to some patients. We also contacted organisations in the community that were able to provide support to some patients.

The practice social prescriber was doing weekly calls to patients who were socially isolated due to the pandemic and felt depressed. We managed to carry on doing patients health checks and reviews, baby immunisations and smear tests. This was done after patients were triaged by the clinicians.

### **Patient Survey & Result:**

Our patient survey was based on services provided during the Covid pandemic.

As patients were not visiting the surgery we started survey monkey and decided to ask questions related to services that were being provided and how our patients felt about them. The results of the survey is on our website. Overall the satisfaction rate was 90% for services patients received during the pandemic.



# ABBEY ROAD MEDICAL PRACTICE

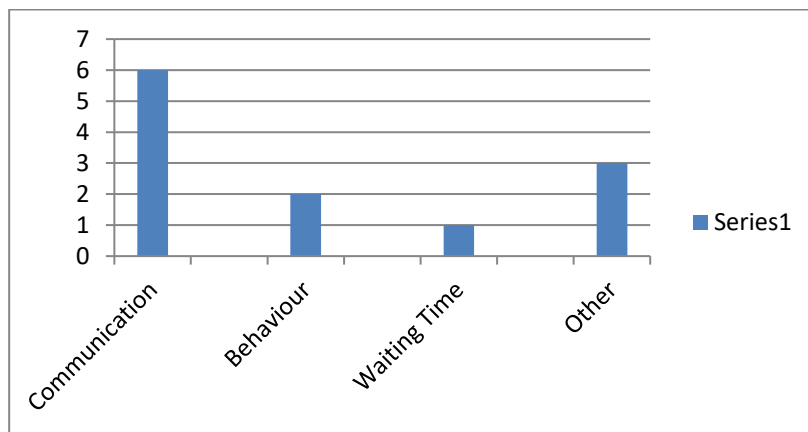
## **Patient Complaint Review 2020**

In 2020 we received 12 complaints

This year we have received less formal and verbal complaints due to the pandemic. Because of the lockdown we had less demands for all services and reduced footfall. Our services were mostly run via telephone consultation and e-consultation.

Patients did not require secondary or community care referrals as these services were on hold for a long time. We had less patient interaction with the reception team, as all patient appointments were triaged by the clinical team.

### **The total number of complaints is as follows:**



### **Communication:**

Some patients have found that the communication with clinicians was not satisfactory as when they were requesting repeat prescriptions or any other meds/dressing, due to the pandemic as per practice policy we were directly sending it to their nominated pharmacies. This message was not correctly passed to the patients. Doctors were sending the prescriptions to their nominated pharmacy or local pharmacy.

During the consultation the doctor did not mention to the patient that the prescription was going to the local pharmacy. This was not communicated to the patient and was sent without consent.

On one occasion the patient complained that he should be receiving regular blood test forms but he was not and he needed to chase this up himself rather than the surgery contacting him.

### **Action taken:**

The issue about nominating pharmacies has been discussed with all the clinicians and it was agreed that during the consultation they must explain to patients as to why they don't want patients to come to the surgery and their prescription needs to go to a nominated pharmacy. If

## ABBEY ROAD MEDICAL PRACTICE

they do not have a nominated pharmacy, the GP needs to get consent from the patient to send to the local or any other pharmacy. If this is not discussed during the telephone consultation then before sending to any pharmacy the GP is to task any admin staff to discuss or inform the patient.

For patients who are on regular monitoring of blood test, BP or ECG etc. doctors need to use diary entries. A designated member of staff will run a search on a monthly basis to find out who is due for follow up.

### **Others:**

One complaint was about a 75 year old female patient who came to see the HCA in her flu clinic and to have her hypertension review. After getting the vaccination and her BP check done the patient went home and complained to her daughter that her BP was not taken and she was given the flu vaccination without her consent.

We have investigated the complaint and noticed from the HCA's consultation that everything was done with the consent of the patient.

### **Actions:**

To avoid this type of confusion we agreed that we would give all patients coming to see the HCA for a review or vaccination, a tick chart of what they had done during the appointment.

When they go to the HCA's room she will tick off everything that was done during the appointment and give this to the patient.

Admin staff also needs to be polite while they are giving information to patients. We need to understand that nowadays patients have information available on the internet which can also cause confusion.

### **Patient's views from the comments & suggestions box and from patient web site (NHS Choices).**

We had some mixed reviews on our NHS choices website about how patients want more improvement in our practice communication.

## ABBEY ROAD MEDICAL PRACTICE

### **PPG Meeting:**

This year we had our PPG meeting virtually where we discussed our survey results, complaints review and patient's comments and suggestions. Members have showed their satisfaction and were happy with our services. Some members have said that they are not shielding now and are meeting people in the community.

They do prefer face to face appointments with the clinicians. I have explained to them that our doctors are seeing patients face to face but after a telephone triage first.