



Stewart Medical Centre Patient Participation Report 2020



**Stewart Medical
Centre**
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**SMC PPG
20-Aug-20**

INTRODUCTION

The Stewart Medical Centre (SMC) and its Patient Participation Group (PPG) normally carry out, during March-April of each year, an annual survey to obtain patient's views on how the practice is performing. This was not possible in 2020 because of the Corvid 19 pandemic. However, it was possible to get a reasonable indication of patient's views through other sources of information. As it was necessary to put these views in context, a coronavirus timeline is provided together with the actions that the Practice took at the key stages. The main sources (see Appendix 1) of information used were the:

- SMC Practice Facebook posts January to June
- Wikipedia Coronavirus Timeline from January to June 2020
- National GP Patient Survey carried out during the period January to March 2020 and published on 9th July 2020
- SMC mini Facebook survey on "what you would like to see in the future" carried out in June 2020
- MJOG Friends and Family Test feedback data from January to May 2020.

This report provides an analysis of the of the data available and makes recommendations on which areas may need improvement. In order to help put the results in the national context, the GP Survey National Infographic is given in Appendix 2. This report will be published on the Practice website as well as being made available to PPG members by E-mail or post.

CORVID 19 AND PRACTICE ACTION TIMELINE

The timeline for the Corvid 19 spread, government actions (Wikipedia) and the actions (SMC Facebook posts – "Practice says") the Practice took are summarised in Table 1. Some of the actions by and with other Buxton practices are included as they have an impact on patient experience.

Table 1. CORVID 19, GOVERNMENT AND PRACTICE ACTION TIMELINE

DATE	OCCURENCE	ACTIONS
31-Jan-20	First two UK cases of coronavirus.	
10-Feb-20	The Department of Health updates their advice regarding the Coronavirus.	Practice says that if you think you may have any symptoms of the Coronavirus, do not visit the surgery, isolate yourself at home and contact 111 for further advice.
27-Feb-20	Parent with virus causes Buxton school closure.	Buxton Medical Practice closed for deep clean. Practice re-enforces above advice.
3-Mar-20	The government publishes its action plan for dealing with coronavirus.	The overall phases of the plan to respond to COVID-19 were: Contain, Delay, Research & Mitigate.

DATE	OCCURRENCE	ACTIONS
4-Mar-20	Practice advertises NHS 111 online service and says if you need advice about Coronavirus please try this online service first.	The Practice gave the following links: https://111.nhs.uk/service/covid-19 : https://www.nhs.uk/conditions/coronavirus-covid-19/ . You can get 111 advice about other issues at: https://111.nhs.uk/
5-Mar-20	The first death from coronavirus in the UK is confirmed as the number of cases exceeds 100. UK moved from "containment" to the "delay" phase.	The Practice says if you have a new continuous cough OR a high temperature (above 37.8°C for Adults or 37.5°C for children), you should stay at home for at least 7 days from when your symptoms started. PLEASE DO NOT COME INTO THE PRACTICE or go to a pharmacy or hospital.
9-Mar-20	Practice deactivates online bookings for face-to-face consultations as a precautionary measure to minimise the risk of infection for other patients and our staff.	All appointments must now be booked through our reception team, at which point they may ask you if you have had any recent travel or contact with a suspected case of coronavirus. Offered the option of having your consultation over the phone rather than face-to-face to save patients sitting in waiting room unnecessarily.
12-Mar-20	The UK Chief Medical Officers raise the risk to the UK from moderate to high.	The government advises that anyone with a new continuous cough or a fever should self-isolate. Public Health England stops performing contact tracing as widespread infections overwhelm capacity.
13-Mar-20	Practice making extensive use of video consultation and photographs sent in by patients. The AccuRX messaging service for doctor surgeries to communicate with patients was used for both of these. (www.accurx.com).	In the case of agreeing with the patient that they will send a photograph in, a text message is sent to the patient explaining that it will be stored on their medical records and that submitting a photo constitutes consent for that to be done. They can also send photos by E-mail which similarly has a text message template that we send to them with the address to send it to and explaining consent to store.
14-Mar-20	Practice sets up temporary system for patients without technology.	Prescription requests temporarily accepted over the phone, and/or encouraged them to order via their pharmacy. Very limited number of patients seen face-to-face where a visual assessment was needed in addition to a phone call and the GPs and patients weighed up the risks together in each instance. Often patients felt it was safer to delay assessment until a later date, but the pros and cons were discussed and the patient empowered to make the best decision for them. In a small number of cases relatives/carers were able to use their own mobiles/tablets to assist sending photos or having a video consultation.
15-Mar-20	Practice made changes to the way it worked with its two linked care homes.	Practice moved over to weekly telephone/video ward rounds with its two linked Care-home GPs.

DATE	OCCURRENCE	ACTIONS
16-Mar-20	In line with NHS advice, Practice moved to a TRIAGE ONLY appointment system and patients told not to attend the surgery in person unless they have spoken to a clinician first.	The Practice says that, when contacting the surgery to book an appointment, this will be made as a telephone appointment initially. The consultation will be done over the phone and only those who still need to be seen face-to-face will be invited to the surgery in person and only if it is safe to do so. Urgent or Acute medical problems will still be dealt with in the same way by the On-Call doctor.
17-Mar-20	NHS England announces that from 15 April all non-urgent operations in England will be postponed, to free up 30,000 beds to help tackle the virus.	
22-Mar-20	The government releases a list of those they consider to be at highest risk of severe complications from Coronavirus.	Patients to be contacted individually with more information. Guidance on who this applies to and how to practice 'shielding' given at: https://www.gov.uk/.../guidance-on-shielding-and-protecting-e...
25-Mar-20	Because of increased uncertainty about staffing levels, the Practice moved to an "on the day only" booking system.	Workload shared between the clinicians actually available each day. The aim was to have at least one routine nurse and at least 2 routine GPs in addition to On Call provision.
26-Mar-20	UK-wide partial lockdown to contain the spread of the virus. The public are instructed that they must stay at home, except for certain "very limited purposes" – shopping for basic necessities; for "one form of exercise a day"; for any medical need; and to travel to and from work when "absolutely necessary".	SMC adoption of digital consultations, from telephone triage and use of E-mail to video consultations so that patients do not have to attend a practice in person and clinical staff can work remotely if needed. Some patients, with or without Covid-19 symptoms needed to be seen in person and practice reorganises its physical space within and outside to keep people safe. Problems with obtaining Personal Protective Equipment (PPE).
27-Mar-20	Practice says that in addition to ordering your prescription online or via your pharmacy, you can now order with us via E-mail.	E-mail to be sent to stewart.prescriptions@nhs.net
29-Mar-20	The government sending a letter to 30 million households warning things will "get worse before they get better" and that tighter restrictions could be implemented if necessary.	The letter was accompanied by a leaflet setting out the government's lockdown rules along with health information.
1-Apr-20	Practice says if you develop a cough OR a temperature over 37.8 °C, it is VITAL that you follow the Government guidelines and self-isolate at home for 7 days even if you do not feel unwell. Your whole household should also isolate for 14 days (or until 7 days after the start of their own symptoms, even if that means isolating for more than 14 days). If you and your household are self-isolating you should NOT go out for food, go to work or leave your home at any time.	Practice says you can get a self-isolation fit note here: https://111.nhs.uk/isolation-note/ or we can provide you with a generic signed letter for your employer.
6-Apr-20	The death toll from COVID-19 in the UK exceeds 5,000. The total number of reported cases is nearly 52,000.	

DATE	OCCURRENCE	ACTIONS
14-Apr-20	High Peak Primary Care Network (PCN) helps bring GPs across the area to plan and share resources together. A new coronavirus assessment centre is set up by the town's three GP practices based at Buxton Hospital.	"Red" hub used as a 'drive in' facility to assess patients who have potential coronavirus symptoms but are not unwell enough to need hospital treatment. No walk-ins accepted as the centre is only to be attended by patients who have been triaged by 111 and their own surgery first.
14-Apr-20	The Office for National Statistics indicates that coronavirus was linked to one in five deaths during the week ending 3 April. More than 16,000 deaths in the UK were recorded for that week, 6,000 higher than would be the average for that time of year.	Several UK charities express their concern that older people are being "airbrushed" out of official figures because they focus on hospital deaths and do not include those in care homes or a person's own home.
16-Apr-20	Foreign Secretary announces a three-week extension to the nationwide lockdown measures as the number of confirmed COVID-19 cases in the UK surpasses 100,000.	
20-Apr-20	Number of confirmed cases "flattening out". The number of people in hospital for COVID-19 has begun to fall in Scotland, Wales and every region of England, with significant falls in London and the Midlands.	
25-Apr-20	The number of recorded deaths increases by 813, taking the total past 20,000 to 20,319. The UK becomes the fifth country to pass the 20,000 mark along with the United States, Italy, Spain and France. NHS figures show that A&E attendances are half their usual level.	The health service urges people to seek healthcare if needed and not be put off by the coronavirus outbreak.
28-Apr-20	The ONS report indicates a third of coronavirus deaths in England and Wales are occurring in care homes, with 2,000 recorded in the week ending 17 April and the number of deaths from all causes in care homes is almost three times the number recorded three weeks ago.	Practice maintains care home patient system set up on 14-Mar-20.
5-May-20	The number of recorded deaths rises by 693 to 29,427, giving the UK the highest number of COVID-19 related deaths in Europe.	
6-May-20	Practice indicates problem with telephone lines. Temporary testing facility set up at Grinlow Country Park SK17 6UJ.	Telephone problem fixed by following day. Practice says only attend testing site if you have a pre-booked appointment. There is NO testing available at the Buxton Cottage Hospital site.
18-May-20	The UK adds loss of smell and loss of taste to the list of COVID-19 symptoms that people should look out for.	Anyone suffering loss of taste or smell, or a noticeable change, should now self-isolate for seven days to reduce the risk of spreading the infection.

DATE	OCCURRENCE	ACTIONS
1-Jun-20	The Health Protection (Coronavirus, Restrictions) (England) (Amendment No. 3) Regulations 2020 (SI 558) come into effect.	The prohibitions on leaving home are replaced by a prohibition on staying overnight away from home, with certain specific exceptions. Gatherings of people from more than one household are limited to six people outdoors and are prohibited entirely indoors, with exceptions including education. Schools partially re-open.
8-Jun-20	Practice launches survey of patients' views on what has worked well during the Coronavirus time and what you would like to see change, or stay, in the future.	Patients asked to complete a short 2-minute survey. Survey runs for a week. The results are considered in this report.

In general, the Practice informed patients of the changes in the ways of working by:

- Conversations with the receptionists;
- Alerts on the SMC website;
- Posts on the SMC Facebook account; and
- Summaries of the more important Facebook posts on the SMC Twitter and Instagram accounts.

The Practice reports that the High Peak Primary Care Network (PCN) was instrumental in setting up the "Red Hub" sites in Buxton and Chapel-en-le-Frith for patients with symptoms of Corvid-19. The PCN also provided funding for emergency Corvid purchases and advocated for the Practice to the CCG and beyond. There has been a considerable boost to collaborative working between Buxton practices during the pandemic which should be continued in preparation for the Buxton Hub.

RESPONDENTS

Demography

The National GP Survey (119 responses, 51% male 49% female) is a postal survey and the results are weighted to take the actual Practice balance of female to male patients into account over the different age ranges. Although the gender and age range are asked for in the full Friends and Family Test, it was not included in the MJOG returns provided by the Practice. The Practice Facebook survey did not ask about gender or age. It would be helpful if any future Facebook surveys carried out by the Practice asked about gender. Past surveys where the question was asked suggest that the respondents to both the SMC Facebook (103 respondents) and the MJOG mobile phone surveys (more than 200 respondents) were likely to have been at least two thirds female.

Health problems

Unlike previous SMC/PPG surveys, the GP Survey does not give health condition by age. However, a comparison between this year and last year of the number the respondents with long standing physical or mental health conditions is given Table 1.

Table 1. RESPONDENTS WITH LONG TERM HEALTH CONDITIONS

ANSWER	2019 (%)	2020 (%)	DIFFERENCE (%)
Yes	50	65	15
No	49	31	-18
Don't know / Can't say	1	4	3

There was a significant increase in the number of respondents having a long-term health condition. The GP Survey also asks about other health problems. The responses are compared by year in Table 2.

Table 2. RESPONDENTS WITH OTHER HEALTH PROBLEMS

PROBLEM(S) (patients may have more than one)	2019 (%)	2020 (%)	DIFFERENCE (%)
Problems with physical mobility, for example, difficulty getting about your home	17	10	-7
Two or more falls that have needed medical attention	0	3	3
Feeling isolated from others	13	8	-5
None of these	76	82	6

There were only slight differences. As the GP Survey was carried out mainly before Corvid-19 lockdown, the isolation figures are not representative of the current situation.

ACCESSING THE PRACTICE SERVICES

Receptionists

96% of the respondents found the receptionists very (54%) or fairly helpful (42%). As with last year, this is an excellent performance and compares well with the CCG 90% and National average of 89%.

Making appointments

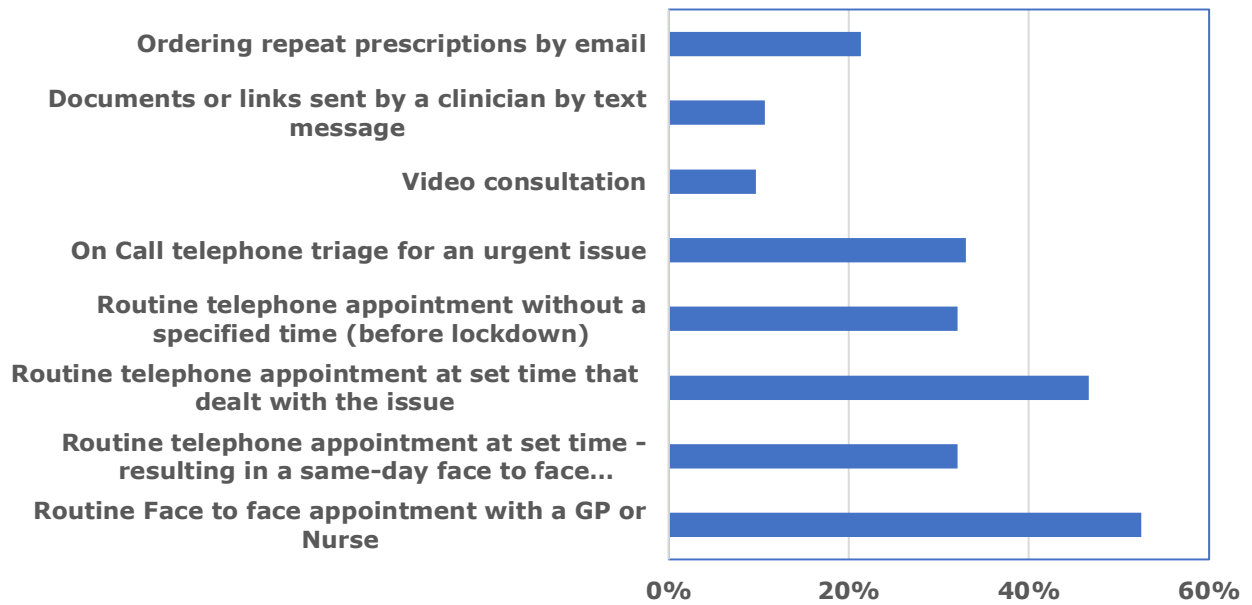
The GP Patient Survey indicates that 37% (cf. 47% 2019) of respondents accessed appointments in person, 74% (cf. 78% 2019) by telephone and 23% online or by app (cf.14% 2019). Hence there was an increase on online bookings. The online service has been suspended during the Corvid-19 lockdown. The Practice has installed a new telephone system and 92% (cf. 88% 2019) of respondents to the GP Patient Survey considered it very easy or fairly easy to get through on the telephone to someone at the surgery. This compares very favourably to the CCG average of 63% and the national average of 65%. The practice is performing very well in this area. 61% of respondents were satisfied with the appointment times available. This was an 11% drop on the previous year and is slightly below the CCG and National averages. Any issues relating to appointment times are likely to be subsumed in new ways of working during and after the pandemic. However, one problem was that the Practice changed to having all the bloods tests performed at the Cavendish hospital. Although this was alerted online, the paperwork accompanying the blood form was not amended to reflect this.

Usage of services

The GP Patient Survey (mainly before lock down) indicated that 51% of respondents were aware you can book appointments online, 33% that you can order repeat prescriptions and 19% that you can access your medical records. This represents a slightly worse situation than the previous year. The GP Patient Survey does not distinguish between doctor, nurse or blood test appointments although it probably mainly relates to doctors' appointments. Most practices in the CCG perform their blood tests in house and, unlike SMC, do not contract them out as does SMC. SMC nurse appointments cannot be booked online. The online appointment service was suspended during lockdown.

In the Practice Facebook Survey, 63% of respondents said they had been in contact with a GP or nurse. The Practice Facebook survey asked which services the respondents had experienced during lockdown or before? The results are illustrated in Figure 1.

Fig. 1 SERVICES EXPERIENCED DURING LOCKDOWN OR BEFORE



The data illustrates the use of new methods of working during lockdown viz: e-mails for repeat prescriptions, documents etc by text message, video consultation and the shift to telephone only triage. It is likely that at least some of these will continue after lockdown eases.

Website use

With increasing use of online services, the GP Survey asks about the ease of use of the practice's website. 88% of respondents said it is easy to use the SMC website to look for information or access services. This represents a 13% increase over the previous year and reflects the considerable effort made to improve the website and the introduction of ONLINE CONSULT which allows patients to contact a doctor online and get health advice.

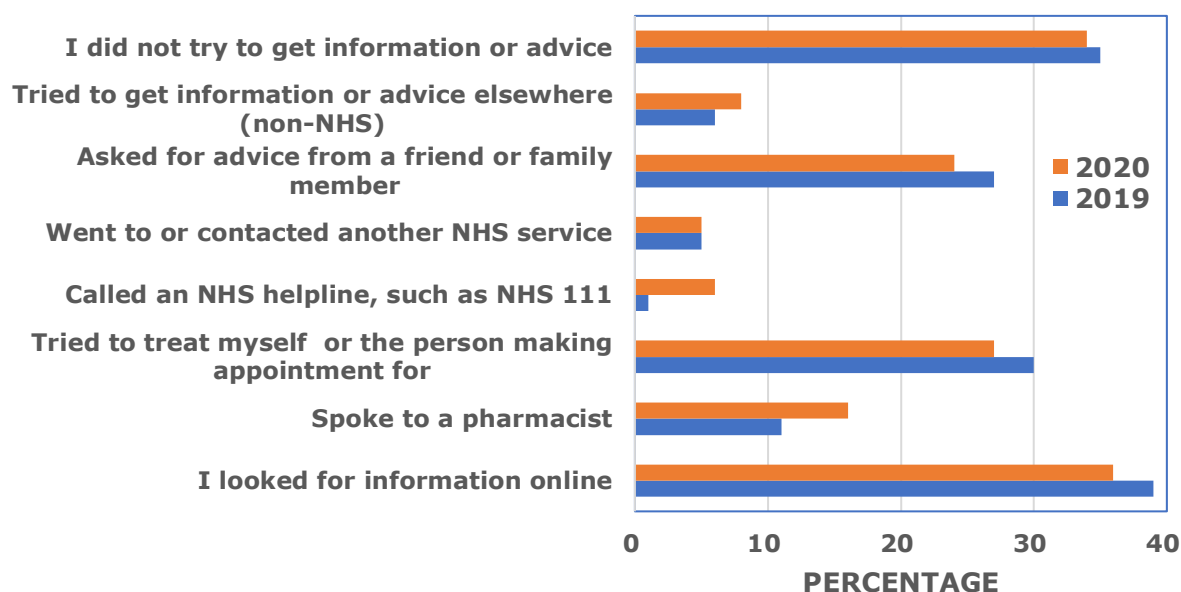
EXPERIENCE OF MAKING AN APPOINTMENT

Before appointment advice

The GP survey asked a question about what patients did before trying to make an appointment. The results for 2019 and 2020 are compared in Figure 2.

The results were broadly similar although there was a small increase in those using the NHS Helpline and speaking to a pharmacist.

Fig. 2 ACTIONS BEFORE MAKING AN APPOINTMENT



Waiting time for a routine appointment

The GP Survey asks "How long after initially trying to book the appointment did the appointment take place?". 15% said on the same day, 6% on the following day, 17% a few days later and 52% a week or more later. The results were broadly similar to the previous year.

Overall experience of making an appointment

72% of respondents said that they describe their experience of making an appointment as good compared to the CCG 66% and National Average of 65%. This is down from the 81% last year and, although the practice is performing slightly better than most practices, there is room for improvement.

DOCTORS AND NURSES

Ability to see your preferred doctor

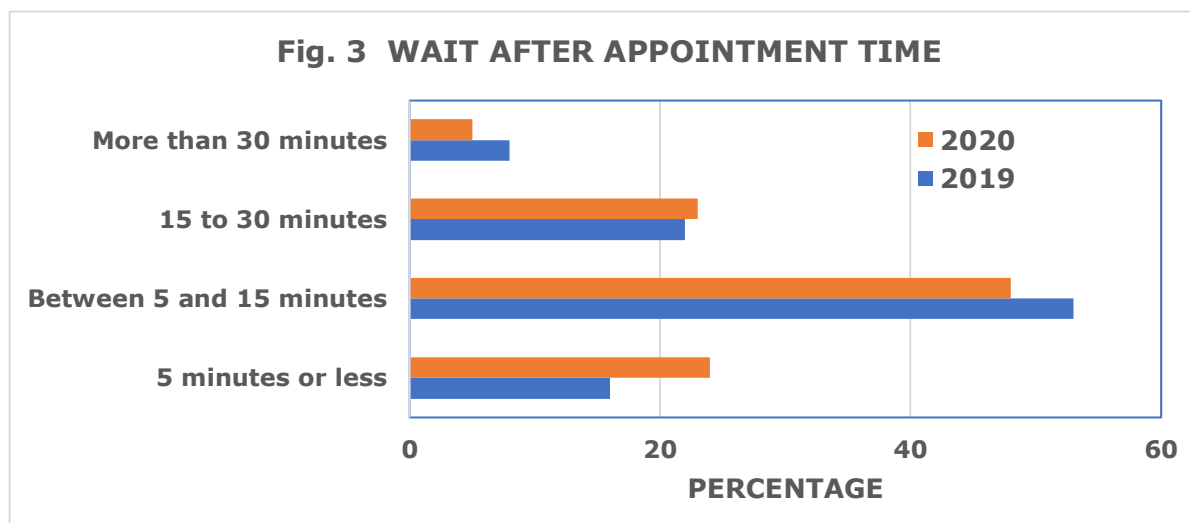
In the GP survey, 13% of patients had a preferred GP for all appointments and 16% for some appointments but not others. This is much lower than in the previous year (29% all, 24% some) suggesting that patients had confidence in all the doctors. 28% of patients said they saw their preferred doctor almost always, 16% a lot of the time and only 9% said almost never.

Waiting time after appointment time

The waiting times after the agreed appointment times are illustrated in Figure 3.

Figure 3 indicates that the waiting times were marginally less this year.

Fig. 3 WAIT AFTER APPOINTMENT TIME



Patients' experiences of healthcare professionals at their last appointment

The GP Patient Survey asked more detailed questions about patients' experiences with their healthcare professional at their last appointment. It does not distinguish between doctors and nurses. The results from the 2020 survey are given in Table 3.

Table 3. PATIENTS' EXPERIENCES OF HEALTH PROFESSIONALS

LAST APPOINTMENT	SMC	CCG	NATIONAL
Good at giving you enough time	90%	88%	86%
Good at listening to you	93%	90%	88%
Good at treating you with care and concern	91%	89%	87%
Good at involving you as much as you want about decisions about your care and treatment	93%	94%	93%
Have confidence and trust	95%	96%	95%
Felt the healthcare professional recognised or understood your mental health needs	88%	87%	85%
Felt your needs were met	91%	95%	94%

The results are very similar to the previous year and suggest that patients' experiences of health professionals were very good.

The MJOG Patient Messaging Service allows comments after an appointment on how well the doctors and nurses (and other staff) have performed their duties. There are far too many justification comments to include in this report and so similar ones have been grouped together and the numbers in each group indicated. After lockdown (April and May), there were no direct comments about doctors. This was not a fault of the system but a reflection of the drastic cut in the number of face-to-face appointments. There were a number of comments about inhouse and contracted out blood tests. As these were all favourable, they are not included. The favourable comments before and during lockdown are summarised in Table 4.

Table 4. FAVOURABLE MJOG/FFT TEST COMMENTS

FAVOURABLE COMMENTS BEFORE LOCKDOWN	DOCTORS	NURSES	RECEPTIONISTS
Prompt, professional and caring	23	11	10
Very efficient, friendly and helpful	35	32	18
Very caring and supportive and have empathy	18	1	
Good understanding of mental health	1		

FAVOURABLE COMMENTS DURING LOCKDOWN	DOCTORS	NURSES	RECEPTIONISTS
Prompt, professional and caring		4	
Very efficient, friendly and helpful	1	4	2
Car park injection service very good		2	
Good cleanliness, approach to hygiene & PPE use		2	
Good use of IT	3		

There were a considerable number of very favourable comments about all members of staff. There were a few adverse comments before lockdown and none during lockdown. There were two adverse comments about two week waiting times for appointments and one about a 45-minute wait in the surgery. There were just two complaints about the care provided viz:

- I returned twice last week complaining of severe breathing problems. Both times I was just brushed off. I am currently writing this from a bed at Stepping Hill being treated for pneumonia.
- It took me a while to find the right GP. A couple of the GPs didn't seem to see me as a person just someone to give a prescription to. Receptionist didn't notice my emotional distress. GPs failed to ask about suicidal thoughts in a patient with depression.

Because the MJOG responses are anonymous, the Practice could not take any direction in relation to these comments. Neither resulted in a written complaint which would have triggered direct action.

PATIENT SUPPORT

From the Practice

In regard to those with long term conditions, the GP Survey asks if have had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your condition(s). 49% said yes, 45% no and 6% don't know. This was a slight improvement on the previous year. 65% of respondents said they had agreed a plan with a healthcare professional from the Practice to manage their condition(s) and all respondents said this was very or fairly helpful in managing their condition(s).

From local services

The GP Survey asks if, in the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions). 49% said yes definitely and 29% said yes, to some extent. The proportion of no's was 22%, down 7% from 2019.

To others

The GP survey asks if you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill health / disability, or problems related to old age. 89% said no in 2019 and 85% no in 2020 – a marginal increase in the respondents having caring responsibilities.

OVERALL EXPERIENCE OF THE PRACTICE

Pre-lockdown

In the GP survey (carried out mainly before lockdown) 90% of respondents replied that their overall experience of the surgery was very or fairly good compared to the CCG 84% and the National 82%. This is slightly down on the previous year but includes one week of lockdown. In the circumstances, the overall experience was very good.

During lockdown

The SMC Facebook survey asked two questions about experiences during lockdown viz:

- If you have used our services during lockdown, what (if anything) do you think has worked well?
- If you have used our services during lockdown, what (if anything) do you think could have been better?

The worked well comments are summarised in Table 5 and the improvement comments in Table 6.

Table 5. WORKED WELL COMMENTS

WORKED WELL COMMENTS	TOTAL
Being able to phone up and speak to a GP on the same day either emergency or general both being done on the same day	22
Friendly, caring and helpful staff providing an excellent service	11
Speaking on the phone and then switching to a video link	5
Being able to E-mail requests for repeat prescriptions	3
NHS app for ordering prescriptions.	2
Ordering prescriptions over the phone	2
My problem was resolved easily without the need to leave home	1
Brilliant PPE procedures for face-to-face appointments.	1
To phone and talk to nurse for regular injections and get it same day or teach me to do injection at home so it's on time	1
Was able to get urgent X-ray, Doctor sent details direct to X-ray department and they phoned me directly with an appointment.	1

The majority of the comments related to having a same day service and the excellence of the service provided under difficult conditions. There was also support for the video link service and being able to order repeat prescriptions by E-mail.

Table 6. WHAT COULD HAVE BEEN BETTER

COULD HAVE BEEN BETTER COMMENTS	TOTAL
A time slot- approximation of when to expect call back.	4
More video calls	3
There seems to be a problem with prescriptions ordered over the internet. I think there should be a standard time for collecting prescriptions from pharmacists. I have been told on several occasions that the prescription isn't ready when I have gone for it and at the start of the pandemic, I went to collect a prescription and was told that I would have to wait a week to collect further items.	2
More face-to-face appointments	1
Being able to book a routine injection when it was due, rather than having to wait until debilitating side effects occurred	1
Perhaps not to be treated in garden unless it gets enclosed but it was better than not getting injection	1
Improve patients' awareness of the telephone consultation system	1
More reliable computer and telephone systems	1
More control over staff behaviour. Deeply disappointed.	1

Most of the improvement comments relate to having an approximate ring-back time, having more video calls and knowing how long the pharmacies take to process electronic prescription requests. Having a ring back time is important as, if a mistake is made in taking down the caller's details, patients can be left waiting for a call that never comes. In regard to ring back times, the Practice says that the non-urgent same-day appointment telephone system patients are always told when booking that their appointment will be "up to half-an hour either side of **:**." This range is given because the Practice found that it is more difficult for clinicians to precisely keep to 10-minute time slots for appointments while doing telephone calls, but in recognition of the fact that it is unfair to expect patients to wait in all day for a call. In regard to urgent appointment requests, the Practice says that these are dealt with on a triage basis according to the level of urgency and hence no time is given. However, the Practice says that if patients have not been called within 3 hours then they should contact the surgery again in case an error has been made. If the Practice moves to new ways of working, it is clear that patients need to be fully informed as to what these are.

MJOG Friends and Family Test Feedback

The national measure of overall experience is the Friends and Family Test (FFT). It asks you to rank "How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?" and then to give your main reason for feeling that way. The MJOG mobile phone Patient Messaging Service asks each patient to give a ranking and the reason after their appointment. In April 2020, the question was altered to ask about overall experience. The MJOG responses provided by the Practice relate to doctors, nurses and blood tests. The changes in ranking by month are summarised Tables 7 to 9.

Table 7. MJOG/FFT RATINGS AFTER SEEING A DOCTOR

Month	Extremely likely (%)	Likely (%)	Neither likely or unlikely (%)	Unlikely (%)	Extremely unlikely (%)	Don't know (%)	Number of responses
Jan	82	8	0	3	6	0	62
Feb	92	2	2	2	0	2	49
Mar	90	0	0	0	3	7	30
Apr	No results available						
May	No results available						

The results for January were slightly down on those for February and March and, as can be seen, no results were available for doctors during lockdown.

Table 8. MJOG/FFT RATINGS AFTER SEEING A NURSE

Month	Extremely likely (%)	Likely (%)	Neither likely or unlikely (%)	Unlikely (%)	Extremely unlikely (%)	Don't know (%)	Number of responses
Jan	100	0	0	0	0	0	29
Feb	86	5	0	0	5	5	21
Mar	91	0	0	0	0	9	11
Apr	100	0	0	0	0	0	5
May	100	0	0	0	0	0	13

The results for nurses were very good both before and during lockdown although there were relatively few responses during lockdown.

Table 9. MJOG/FFT RATINGS AFTER HAVING A BLOOD TEST

Month	Extremely likely (%)	Likely (%)	Neither likely or unlikely (%)	Unlikely (%)	Extremely unlikely (%)	Don't know (%)	Number of responses
Jan	92	8	0	0	0	0	12
Feb	75	0	13	13	0	0	8
Mar	100	0	0	0	0	0	8
Apr	86	0	0	14	0	0	7
May	94	0	0	6	0	0	18

The results after blood tests were reasonable both before and during lockdown. Overall, the MJOG/FFT ratings were very good.

WAY FORWARD

SMC Facebook Survey asked which services patients would like to see and use in the future. The results are illustrated in Figure 4.

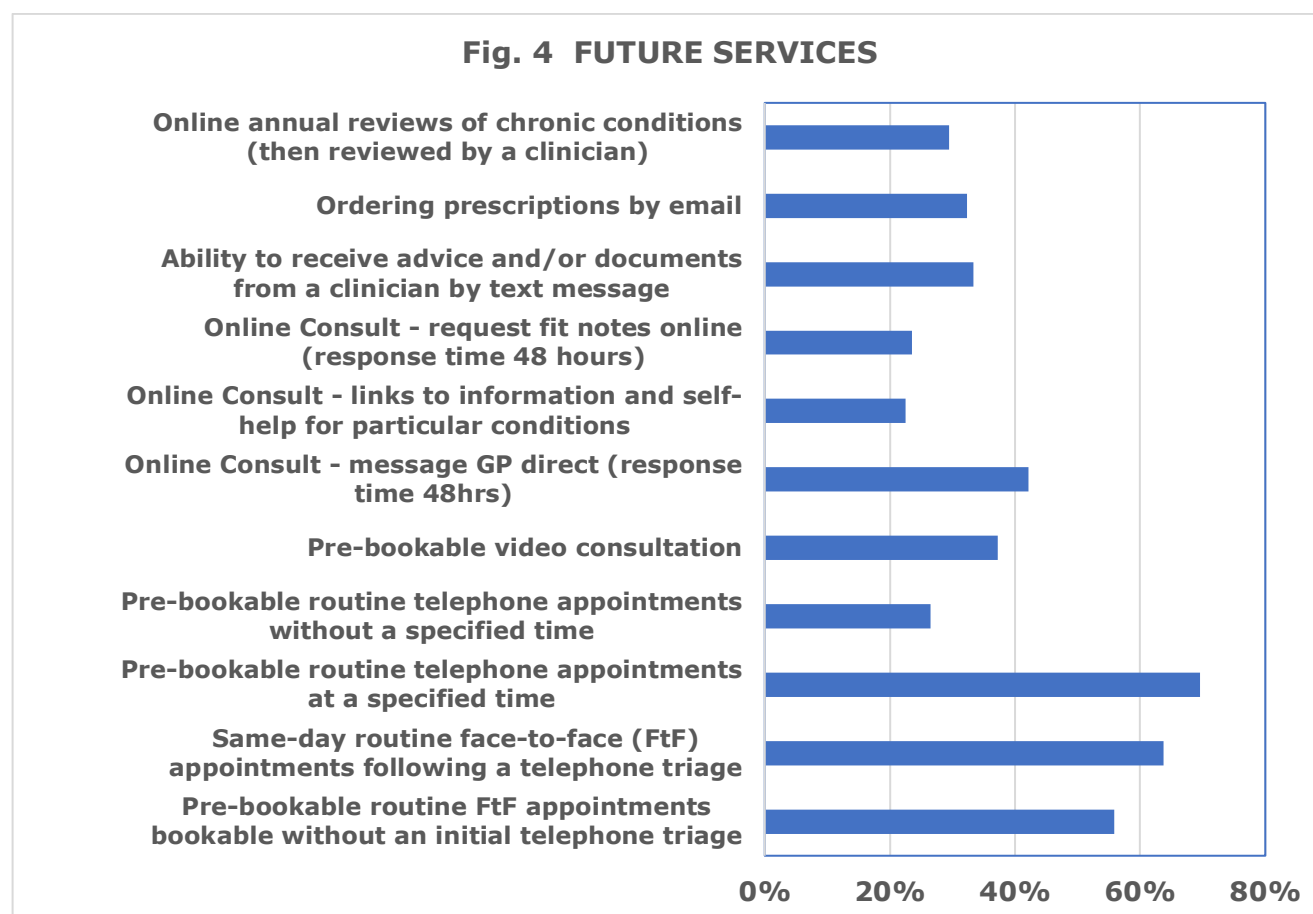


Figure 4 suggests that 64% Facebook respondents still want to maintain the Practice’s pre-lockdown way of working. However, there was a large majority (70%) of respondents in favour of having pre-bookable telephone appointments at a specified time. In addition, more than 20% of respondents were in favour of increased use of technology e.g. E-mail, texts, video consultations and online health requests & reviews.

CONCLUSIONS

Overall, the outcomes from the SMC Facebook Survey, the GP Patient Survey and the MJOG Friends and Family Test comments were very positive. The common view continues to be that the practice is very well run and liked. However, it was apparent that there are some areas where the situation needs to be monitored or improvements can be made. The main conclusions were that:

- a) There has been a considerable boost to collaborative working between Buxton practices during the pandemic which should be continued in preparation for the Buxton Hub.
- b) It would be helpful if any future Facebook surveys carried out by the Practice asked about gender.
- c) Patients' experiences of health professionals were very good.
- d) The majority of worked-well comments related to having a same day service and the excellence of the service provided under difficult conditions. There was also support for the video link service and being able to order repeat prescriptions by E-mail.
- e) Most of the improvement comments relate to having an approximate ring-back time, having more video calls and knowing how long the pharmacies take to process electronic prescription requests. For routine telephone appointments, the Practice gives a 30-minute margin either way to the specified time. Because of the triage system, no ring back time is given for urgent requests. Having a ring back time is important as, if a mistake is made in taking down the caller's details, patients can be left waiting for a call that never comes. The Practice indicates that patients should call the surgery if no ring-back is made within 3 hours.
- f) 64% Facebook respondents want to maintain face-to-face appointments.
- g) There was a large majority of Facebook respondents in favour of having pre-bookable telephone appointments at a specified time. In addition, more than 20% of respondents were in favour of increased use of technology e.g. E-mail, texts, video consultations and online health requests & reviews.
- h) If the Practice moves to new ways of working, it is clear that patients need to be fully informed as to what these are.

Appendix 1. DATA SOURCES

DATA SOURCE	WEBSITE ADDRESS	HOW TO FIND
Stewart Medical Centre Website	https://www.stewartmc.nhs.uk/	Search for <i>Stewart Medical</i>
Stewart Medical Centre Face Book pages	https://en-gb.facebook.com/StewartMedical/	Search for <i>Stewart Medical Facebook</i>
Stewart Medical Centre Facebook survey	Original survey on https://en-gb.facebook.com/StewartMedical/	Responses provided to the author as an Excel file in an anonymised form.
Wikipedia timeline	https://en.wikipedia.org/wiki/Timeline_of_the_COVID-19_pandemic	Search for <i>Wiki covid timeline</i>
National GP Patient Survey (CCG code 15M, SMC practice code C80134)	https://www.gp-patient.co.uk/	Search for <i>GP Patient Survey</i>
MJOG Automatic Reminder System	https://www.mjog.com/	The MJOG Friends and Family Test replies are sent to the Care Quality Commission and provided to the author as an Excel file in an anonymised form.

About the survey

740,000 responses received [†]

Survey running since 2007

Includes data on:

- 435,000 patients with a long-term condition, disability or illness
- 135,000 carers
- 47,000 smokers
- and more...

740,000

Overall experience of GP practice:

The majority of patients had a good overall experience of their GP practice (83% in 2019)

82%
good experience



Healthcare professional:

95% say they have confidence and trust in the healthcare professional they saw (95% in 2019)^{*}

94% say their needs were met at their last appointment (94% in 2019)^{*}



Access:

The majority of patients find it easy to get through to their practice by phone (68% in 2019)^{*}

65%
find it easy



50%
have a GP they prefer to see (52% in 2019)^{*}



45%

of these always or almost always/ a lot of the time see their preferred GP when they would like to (48% in 2019)^{*}

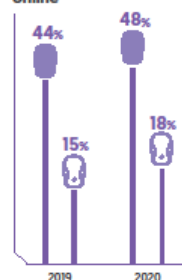


Awareness and use of online services:

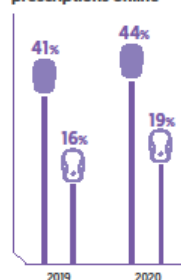
Awareness and use of online service is increasing

Awareness Use

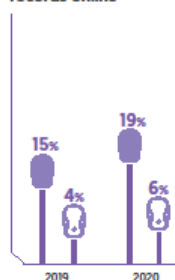
Booking appointments online



Ordering repeat prescriptions online



Accessing my medical records online



Making an appointment:

56%

saw or spoke to someone at a time they wanted to or sooner (57% in 2019) ⁺

62%

who wanted a same day appointment got one (62% in 2019) ⁺

65%

say they had a good experience of making an appointment (67% in 2019)

If patients did not take the appointment they were offered (7%), they did the following:

- Didn't see or speak to anyone: 29%
- Contacted their practice at another time: 21%
- Got an appointment for a different day: 13%
- Went to A&E: 13%
- Looked for information online: 12%
- Spoke to a friend or family member: 10%
- Went to or contacted another NHS service: 10%
- Spoke to a pharmacist: 10%
- Called an NHS helpline, such as NHS 111: 8%

Choice and satisfaction with appointment offered:

Offered a choice of time or day^{*}



Offered a choice of place^{*}



Offered a choice of healthcare professional^{*}



73% were satisfied with the type of appointment offered, and accepted it (74% in 2019)

Planning care

40%

with a long-term condition have spoken to a healthcare professional to discuss managing it (39% in 2019)

77%

with a long-term condition say that they have received enough support from local services / organisations (78% in 2019)^{*}

Rating of care at last appointment:

The majority of patients say the healthcare professional they saw was good at...



88%
listening to them (89% in 2019)^{*}



86%
giving them enough time (87% in 2019)^{*}



87%
treating them with care and concern (87% in 2019)^{*}



93%
were involved as much as they wanted to be in decisions about their care and treatment (93% in 2019)^{*}

www.gp-patient.co.uk

See reports which show the national results broken down by CCG and GP practice

Use the analysis tool to look at the survey results across years, and to analyse and compare results for specific groups of patients (e.g. by age, ethnicity and more)