

Dr Krishna GP Practice Patients Questionnaire

Summary – updated 17 July 2021

METHODOLOGY

The PPG (Patient Participation Group) adapted a survey model provided by Healthwatch Central West London. The GP Practice Nurse then sent it out via text in May 2021 to all patients over the age of 16. It received 98 replies from a wide ranging demographic (compared to 80 responses in 2018).

Aims of the survey

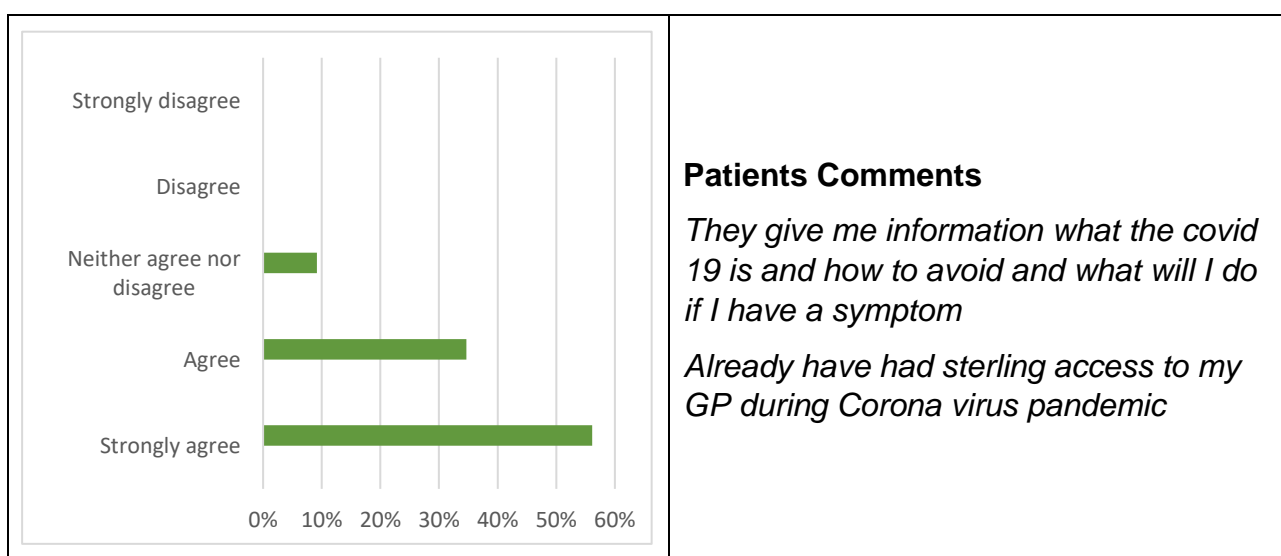
1. To engage with practice patients and keep lines of communication with the practice staff open
2. To better understand how patients have been during the pandemic and how they have managed new access systems such as the telephone triage and online tools
3. To gather patients' feedback during the pandemic from a wide range of patient groups (ie parents, carers, people in full time work, long term health conditions etc) about practice services and their views about how services could be improved
4. To promote practice PPG and invite patients to the next PPG meeting online
5. To promote and signpost patients to different services depending on their needs

SHORT SUMMARY OF QUESTION RESPONSES

Q1 - Would you say you had enough information about how the practice is working during the Coronavirus restrictions?

98 patients answered this question

- ◆ 90.81% of patients feel they have enough information about how the practice is working during the Coronavirus restrictions (agree and strongly agree).
- ◆ The remaining 9.18% of respondents neither agreed or disagreed.
- ◆ No patients disagreed



Recommendations

1. Discuss with practice PPG how best to communicate important messages to practice patients.

Q2 - If you had a chance, what would you like to ask our practice staff about practice services or the Covid-19 vaccine?

44 patients answered and 54 skipped this question

- ◆ 18 patients asked questions (the majority regarding the Covid vaccines) and remainder left comments, many of them complimenting the practice service.

Patients Questions to practice staff

Vaccine

1. How Covid-19 vaccine works?
2. What's in the vaccine?
3. What are the side effects of Covid-19 vaccine?
4. I'm sceptical about this vaccine, why shouldn't I be?

Vaccination programme

5. When I will be offered the vaccine?
6. Can I choose the vaccine? (AstraZeneca or Pfizer)
7. Why is GP practice not vaccinating patient for Covid?
8. Will GP practice be vaccinating patients in the future?

Covid-19

9. What are the long Covid symptoms?
10. What are the mild long Covid symptoms?

GP practice services

11. How is practice working during Covid restrictions?
12. When things will be back to normal?
13. When can we have face to face consultations?
14. Does surgery do home visits?
15. How to access Sexual Health Clinic?

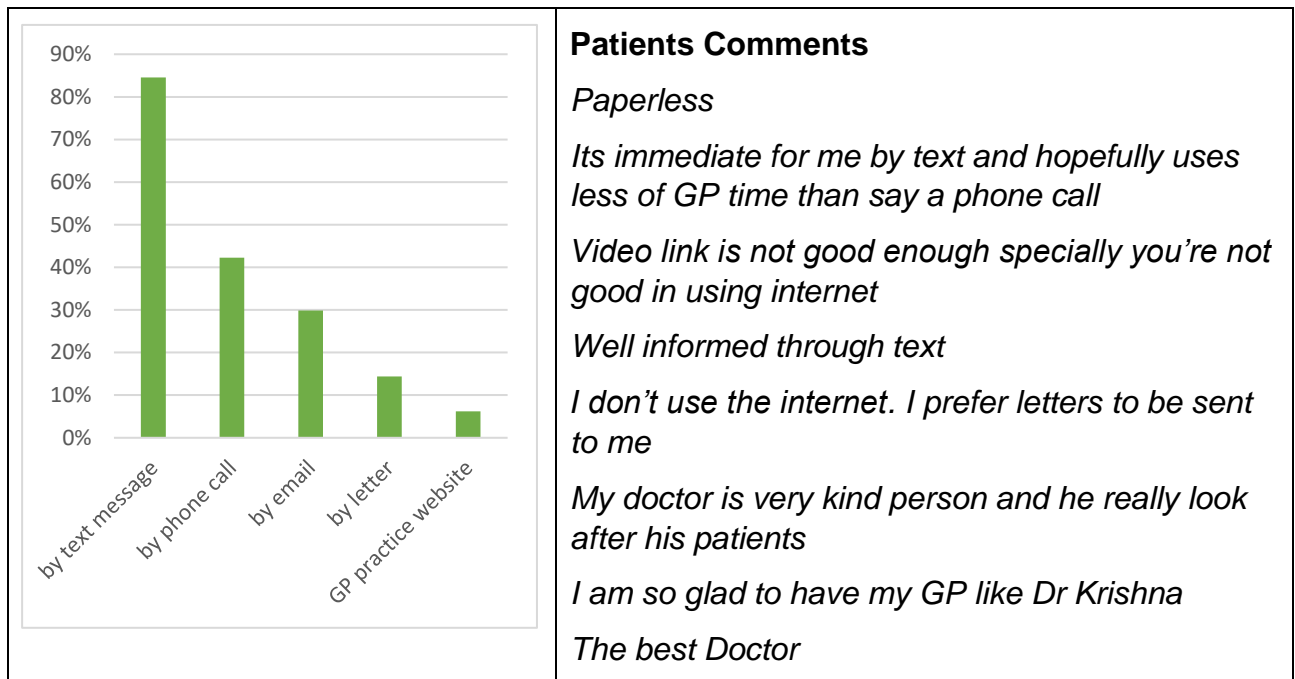
Recommendations

2. Run Q&A session with practice PPG
3. Record and share Q&A with practice patients
4. Update details on website re Covid 19 and GP practice role during this time (likelihood of 1-1?)
5. Publicise details of home services available and Sexual Health Clinic

Q3 – How would you like to receive information from our GP Practice?

97 patients answered and 1 skipped this question

- ◆ Most patients prefer to receive information by text message
- ◆ 14% said they would prefer to receive a letter and 42% said they would prefer by phonecall
- ◆ Least popular was GP practice website - only 6%



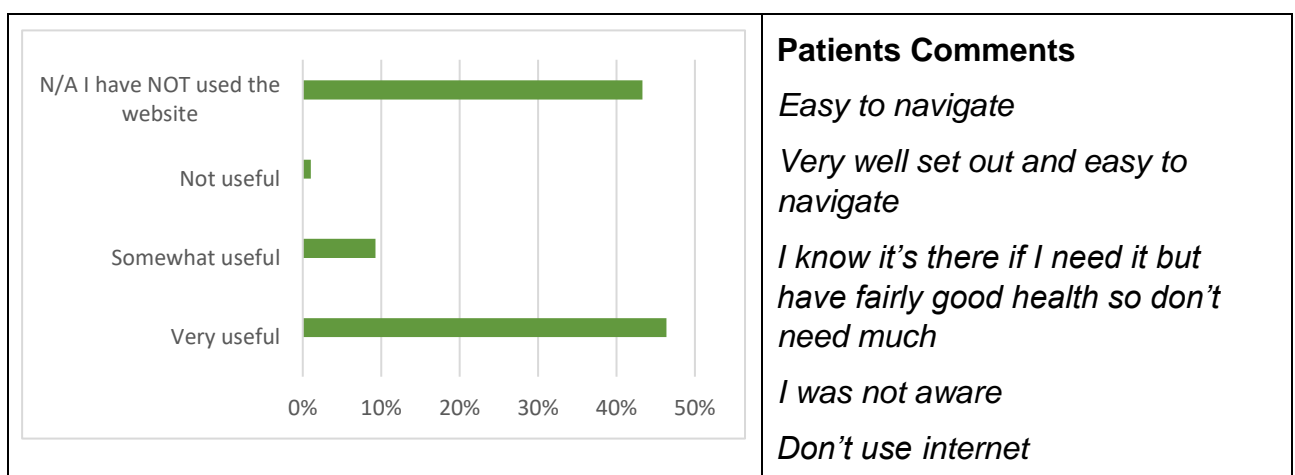
Recommendations

6. Discuss with practice PPG if we should find out which patients prefer letters and ensure they receive all information by letter
7. Discuss with practice PPG green policy – try and limit and recycle paper as much as possible.

Q4 – We refreshed our practice website. How do you find our new website?

97 patients answered and 1 skipped this question

- ◆ Nearly half of the respondents have not used practice website (43%)
- ◆ Similarly, nearly half of patients (46.39%) find the practice website very useful



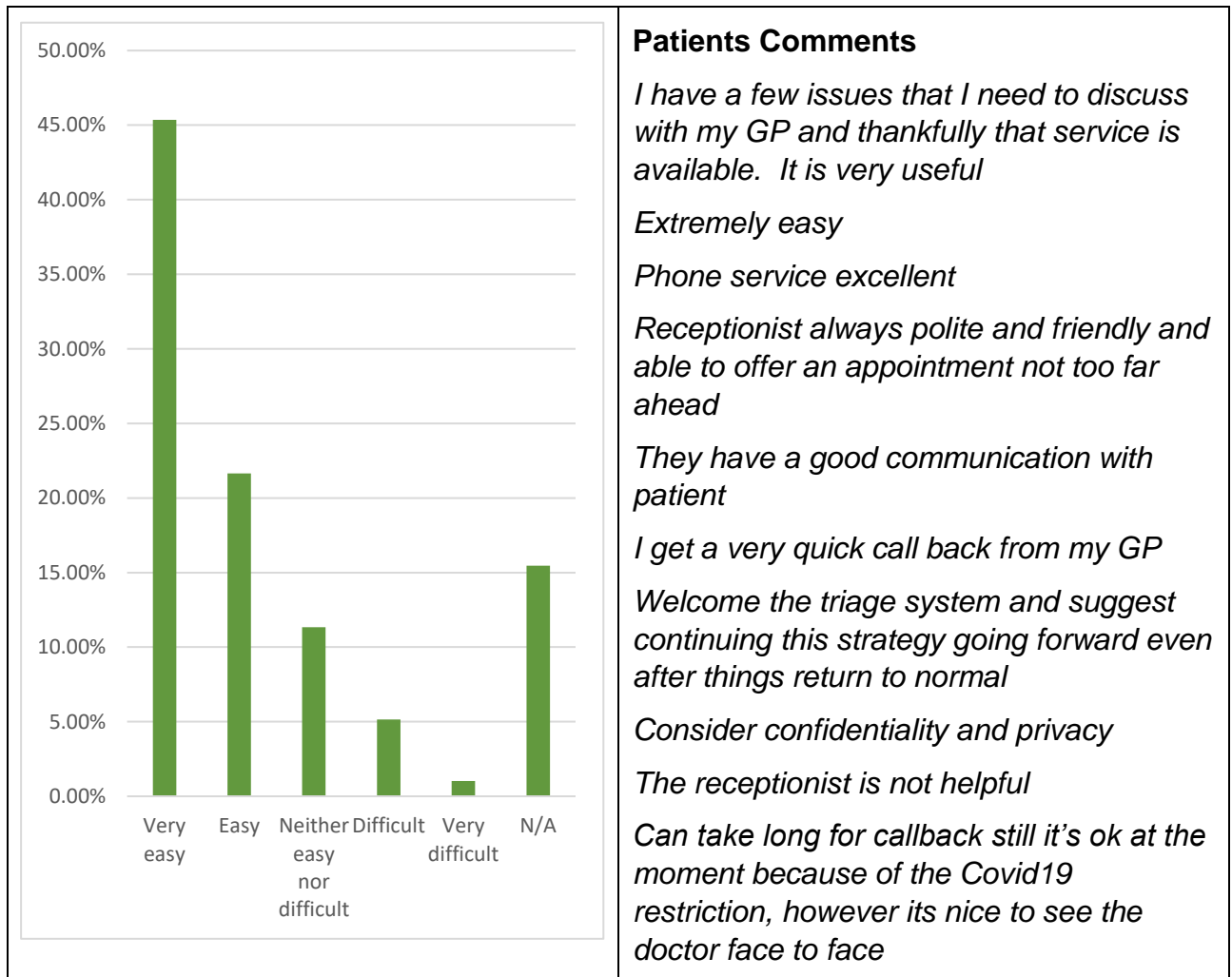
Recommendations

8. Discuss with practice PPG how best to publicise the website to patients to encourage more patients to use it.

Q5 – To prevent the spread of Covid-19 infection at the practice, we introduced the telephone triage system. When booking an appointment, we now ask you to tell us the reason you need to see a doctor, as this may be something the doctor can deal with over the phone or via video consultation rather than in person. How do you find the new telephone triage system?

97 patients answered and 1 skipped this question

- ◆ Nearly half of patients find the TTS (Telephone Triage System) very easy to use
- ◆ A total of 6.18% of patients find TTS difficult or very difficult to use
- ◆ One person found telephone triage system very difficult but didn't leave the comment.



Recommendations

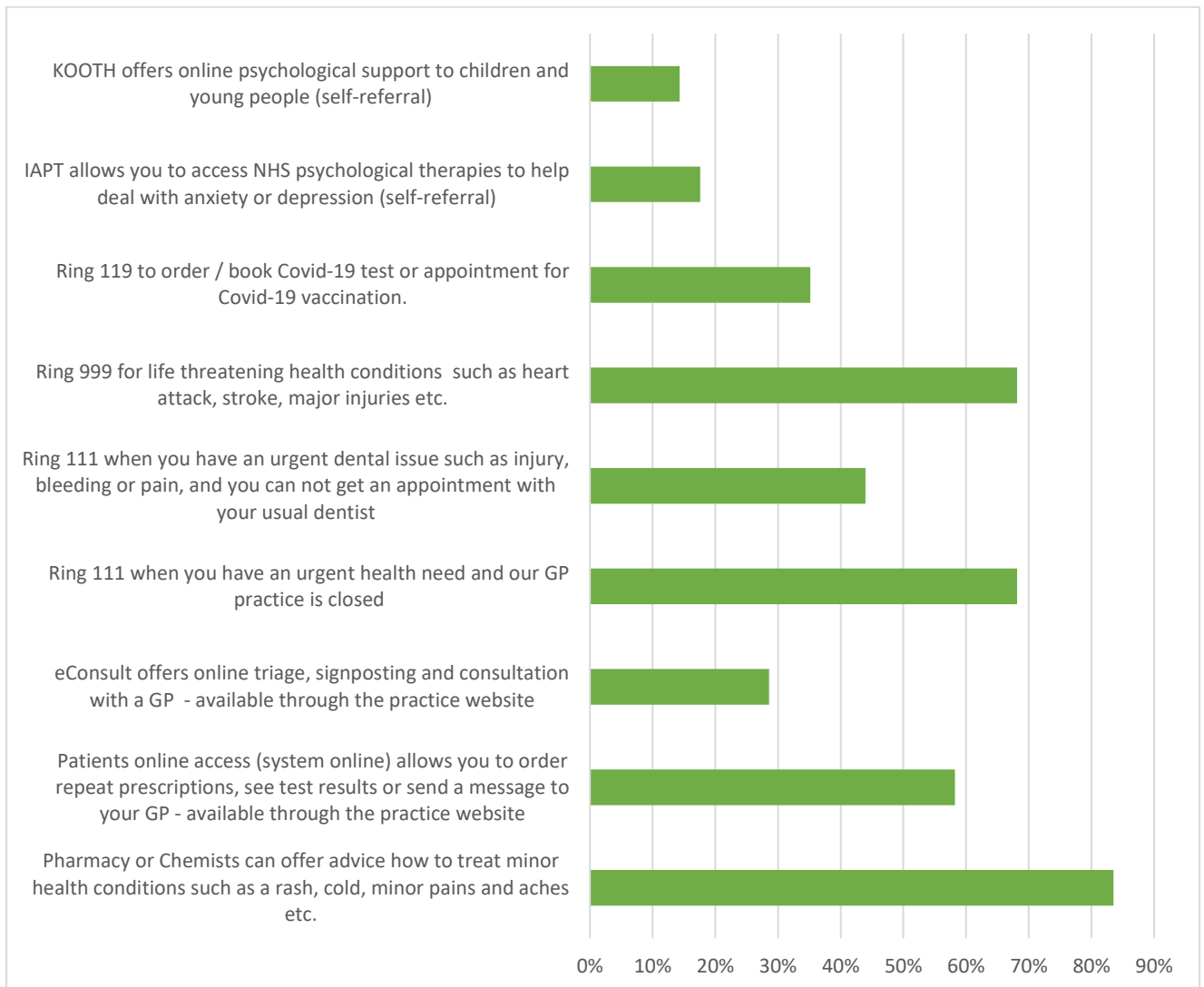
9. Discuss patient comments at next staff meeting and identify action points eg how best to improve TTS service and consider confidentiality/privacy aspects.
10. Discuss a way of explaining it to those patients who find it difficult.
11. Share your actions with PPG.

Q6 – Are you aware of the following services available to you?

91 patients answered and 7 skipped this question

- ◆ Most patients are aware of pharmacy services and of emergency numbers.
- ◆ Least known are eConsult, IAPT and KOOTH.

- ◆ Comments suggest a number of patients are grateful to know about these services and would be keen to receive more information about them.



Patients Comments

Would like more information

This is very helpful

Really helpful to know about these services. I will try in future to use Patient online access for repeat prescriptions.

Appears all are necessary to know so should be communicated

Never use any of these services

Recommendations

12. Discuss with practice PPG ways of publicising to patients the lesser known services available e.g. eConsult, IAPT and KOOTH
13. Ensure all services are communicated to patients on the practice website and other forms of communication as necessary.

Q7 – Please tell us what our GP practice is doing well or how we could improve?

50 patients answered and 48 skipped this question

- ◆ An overwhelming number of patients are more than happy with the service provided by Dr Krishna and his staff, shown by the many lovely comments.
- ◆ There are just a few suggestions for improvement regarding possible refurbishment of the practice, telephone system and communicating information to patients.

What we are doing well (selected few)

The triage services and the repeat prescription that will be sent to a chemist near your place

Practice is run very well, all the nurses and staff are very good at their jobs

Dr Krishna has always contacted us within a day of leaving a message

Contact over the phone is the best

The whole staff are very caring

Dr Krishna is fantastic

We are always so grateful to be patients at your surgery. Dr Krishna and his team always go above and beyond for their patients.

The best doctor ever seen thanks Dr Krishna and my nurse Penny

The receptionist is polite and helpful, in fact, everyone is helpful in the circumstance

Easy to contact by phone

The surgery is very responsive, even out of hours. The staff are brilliant

I like over the phone triage cause I suffer with anxiety really bad

I don't have a problem with my GP as he is well attentive and if we phone Dr Krishna, he will always call you back

My experience of the GP practice has always been very pleasant, and both the receptionist and doctors do everything possible to help

He's doing well and very caring to each patient

I really appreciate all what is offered and that includes specially the doctor caring as always, the nurses always ready to help and the receptionist when answering calls always very helpful

Doctor is always available to speak to which is fantastic.

My GP is doing well and happy to see me

Great and responsive practice, no problems

I'm very happy with my GP and don't think they need to improve anything

Very good service and clean place

Your practice has the best doctors nurses etc all very polite and take their time listening to you

How we could improve

I think PPG could may be help with improving decor in the surgery when restrictions allow.

The clinic needs to be refurbished.

The receptionist needs to be changed

Maintain the appointment time

Just to improve in communicating information that would aid better well being and health

The only thing is getting through to make an appointment. The line is always busy and there needs to be a new system

Recommendations

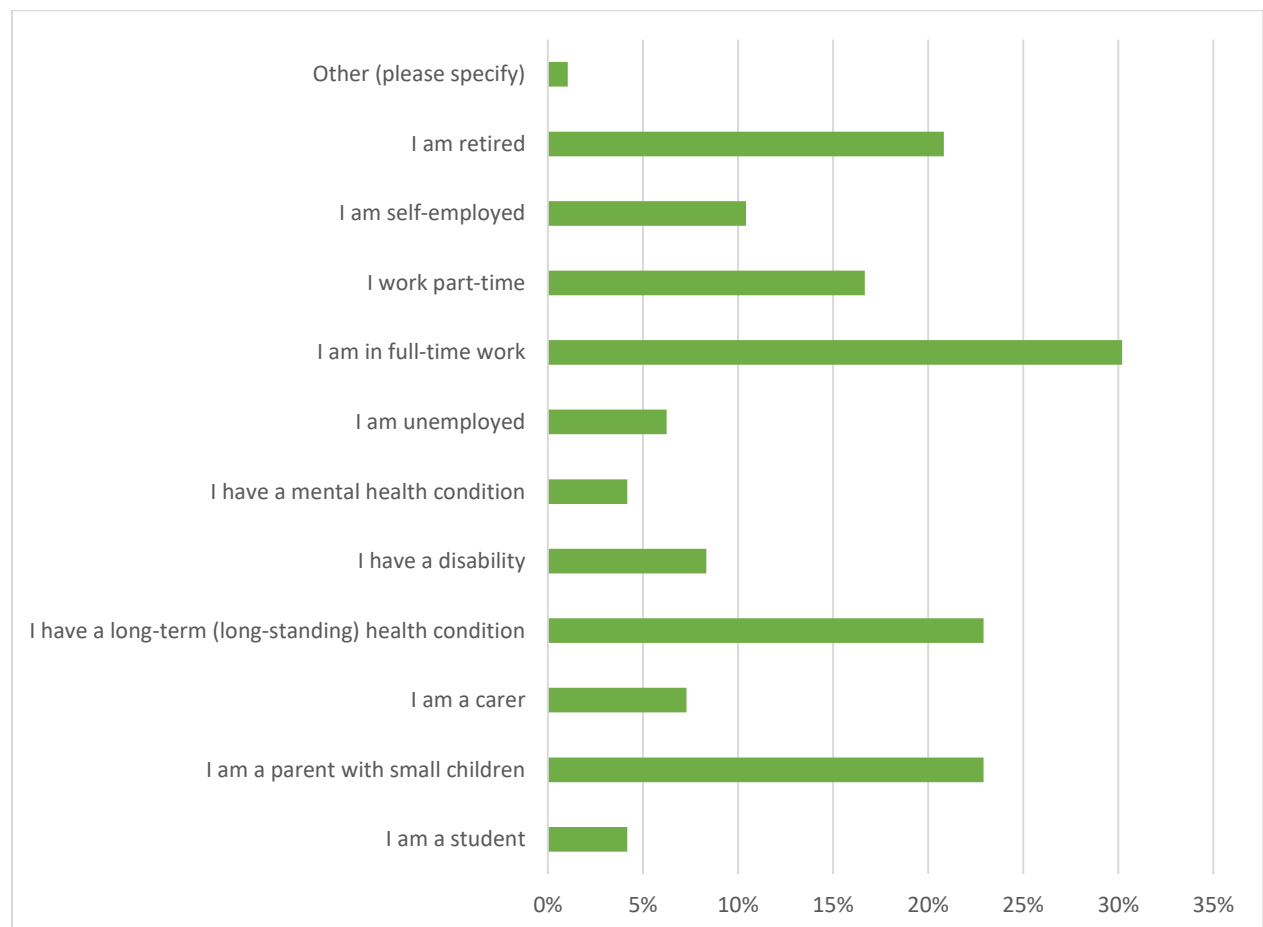
14. Discuss patient comments at next staff meeting and identify action points.

15. Share patients comments at PPG meeting and seek patients perspective on action points.

Q9 – Please tell us what best describes you?

96 patients answered and 2 skipped this question

As mentioned at the beginning of this document, the survey received responses from wide ranging demographic cohort, including young people, carers, parents, retired people, people with mental health conditions or disabilities etc.



Q 10 - DR KRISHNA PRACTICE PPG

37 patients shared their email contact asking to join practice PPG

NEXT STEPS

- Create this document summarising responses and identify key areas for improvement (shown in recommendations)
- Work on areas for improvement
- Thank patients for their participation, send out summary document highlighting where patients can get help and invite those interested to next PPG meeting
- Host PPG meeting

HEALTHWATCH CENTRAL WEST LONDON RESPONSE

It's been a pleasure working with DR Srikrishnamurthy Health Centre and assisting with wider patients' engagement. We would like to thank PPG members for leading the way and contributing their time and skills to support their GP practice.

We read DR Srikrishnamurthy Health Centre 2021 patient survey results in full.

Overwhelmingly and almost unanimously, patients said that they are feeling supported by the practice staff, and they can get the help they need at the time they need it.

Recommendations, drawn out from patients' responses, will contribute to further practice development and improvements.

We wish Dr Krishna and his team to continue provide best care which is so valued by practice patients.