



FOREST MEDICAL GROUP

# **Patient Survey 2021**

## **Introduction**

Forest Medical Group, which incorporates Forest House Medical Centre & Warren Lane Surgery, asked patients for their feedback on a number of areas including access, service provision & facilities between the 25<sup>th</sup> May 2021 – 25<sup>th</sup> June. The aim of the survey was to understand the impact the recent changes has made during the Pandemic. The Practice used both the online software 'Survey Monkey' and hard copies of the survey posted to patients registered address to gain responses, with easy read, large print and translations available on request.

The total number of replies was very positive with 1603 respondents, which represents over 10% of the practice list size.

## **Background**

This report summarises the findings from Forest house Medical group survey in two forms. Firstly, the questions that had a multiple choice option to choose from are represented in pie chart format to clearly represent the answers. Second, the questions that required the respondents to fill out the narrative have been 'tagged' under key words so themes can be identified. Under these questions the narrative behind the key themes has been explained in further detail.

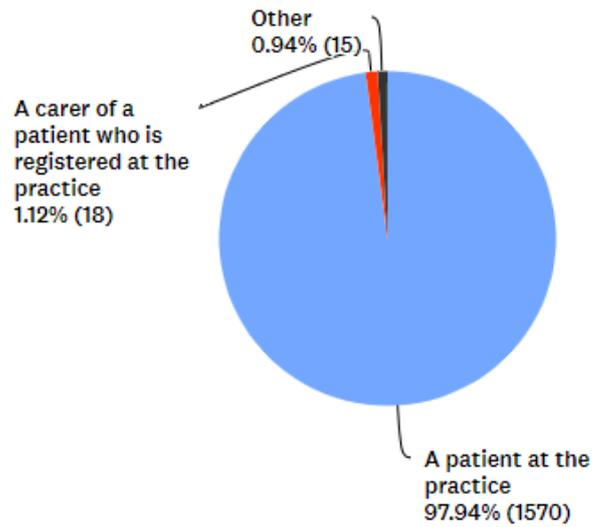
The Practice is already in the process of reviewing the comments and making some key changes to improve the service where it has been highlighted as a challenge. For example, the appointment system that is currently being used was appropriate during the pandemic, but will now be adapted following on the easing of lockdown.

The survey has been very insightful and has provided valuable information to both Forest Medical Group and the East Leicestershire & Rutland Clinical Commissioning Group, on how to shape the service provision moving forward. The survey will be shared at our upcoming Partners meeting and with our Patient Participation Group. Once approved the survey will be shared on line, on our social media platforms and in hard copy in reception, with outcomes summarised for the patients to review

## Question 1

Please select the main option which applies to you. I am:

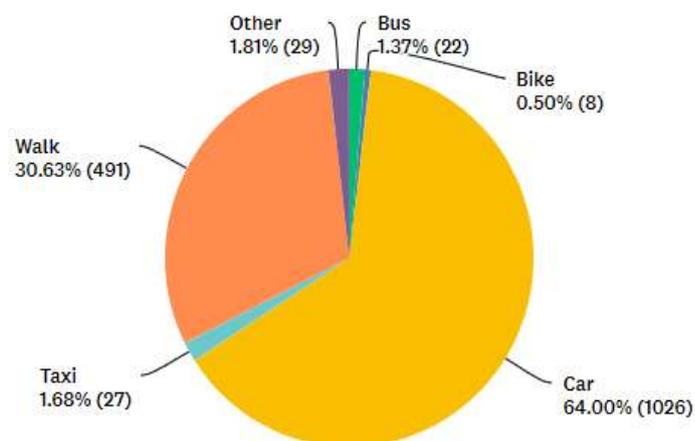
Answered: 1,603 Skipped: 0



## Question 2

How do you currently access services for your practice? (Warren Lane GP Practice)

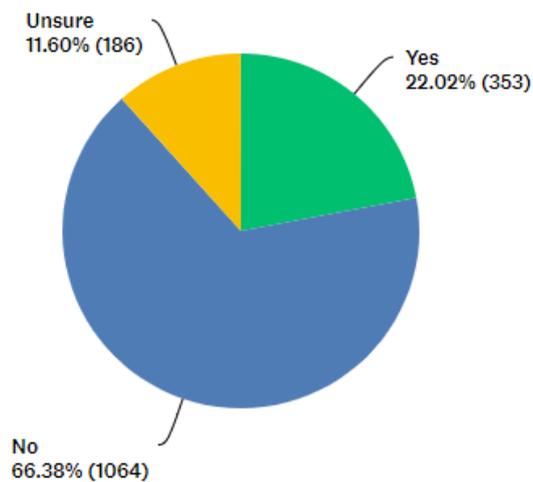
Answered: 1,603 Skipped: 0



### Question 3

Has the recent arrangements of selected services caused you any concerns at either Practice?

Answered: 1,603 Skipped: 0



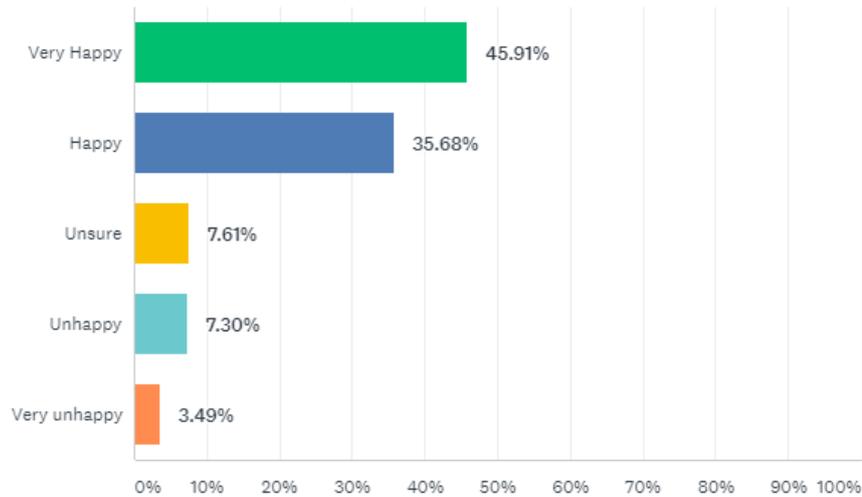
Access issues	3.05%	15
Appointment system issue	24.64%	121
continuity issue	1.22%	6
Distance of WL issue	10.59%	52
Face to face issue	11.81%	58
Individual Comment	23.22%	114
Phone Issues	8.35%	41
positive comments	13.03%	64
Waiting time issue	10.79%	53

- The main issue raised by patients was the appointment system; the frustration from patients was directed towards the only available option for booking appointments is to ring the practice at 8am which causes long phone queues. Examples of these comments, "appointment system needs changing because it is not possible for me to sit and wait for a call" and "unable to get through on telephone to make appointments as line is busy at 8am."
- 23% of the 491 responses were individual comments which did not highlight an issue with the arrangements, these comments included "I have not visited or contacted the surgery for over 12 months so cannot comment" and "I have not yet had to make a face to face appointment, so I can't tell if there is any problem with this."
- 11% of responses highlighted that waiting time was an issue but this is very much fuelled by the issue with the appointment system as this creates long waiting times for patients at 8am. An example of this link is "takes forever to get through on the phone"
- 64 people showed positive comments towards the recent arrangements and these included praise for the way the practice and team have dealt with the added pressure of COVID vaccinations. "I think it has run well in the present circumstances"
- Another issue raised by 10.5% of patients who responded to the questionnaire was the distance of Warren Lane for some patients, comments such as "Forest House was walking distance, but I have to get a taxi to Warren Lane now to take my mother". It was identified that this is due to patients living locally to Forest House.

## Question 4

Please tell us how happy or unhappy you are using the Warren Lane Practice as our main Practice site?

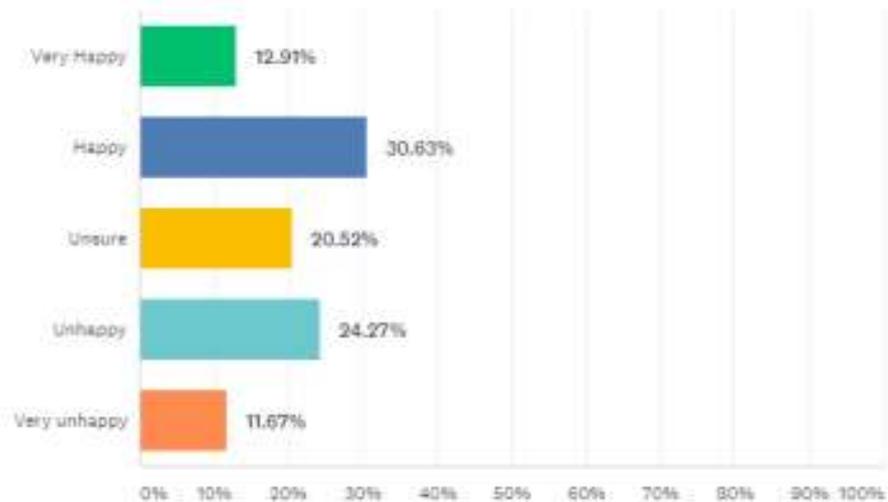
Answered: 1,603 Skipped: 0



## Question 5

Please tell us how happy or unhappy you are with the way we book appointments?

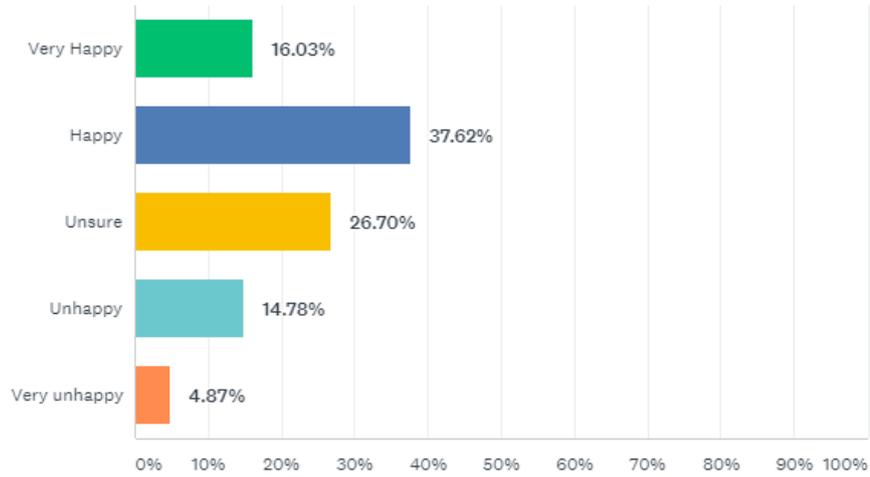
Answered: 1,603 Skipped: 0



## Question 6

Please tell us how happy or unhappy you are with the way we are using telephone or virtual consultations?

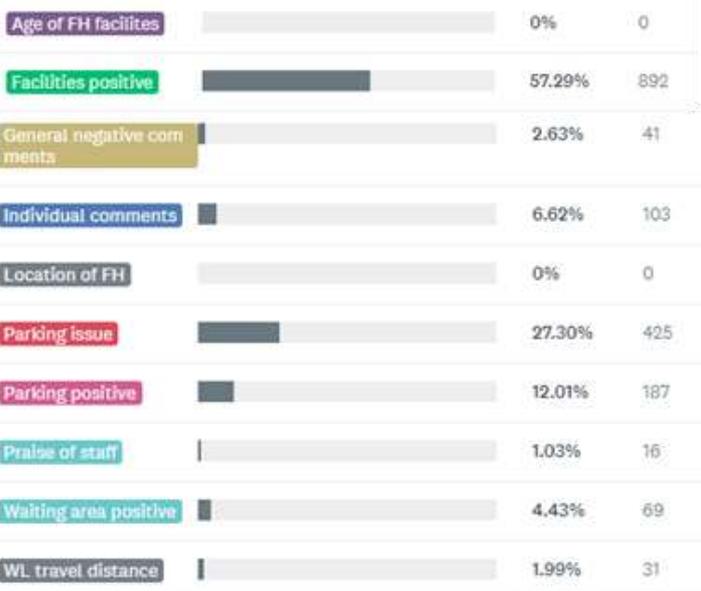
Answered: 1,603 Skipped: 0



## Question 7

Could you provide us with your comments on the facilities and property condition of both Practices, including waiting areas and parking?  
(Please answer questions for both practice separately)

Answered: 1,603 Skipped: 0



### Forest House

- Over 1/3 of responses highlighted parking as a main issue at the Forest House Practice, this was mainly due to the practice sharing a car park with both the Pharmacy and Dental Practice. Patients also highlighting the customers of the neighbouring Co-Op food store using the Practice car park as an overflow car park.
- 12% of responses stated the waiting area is a key issue at Forest House and these responses were mainly aimed at the size of the waiting area and the worry that it cannot accommodate for social distancing.
- 10.5% of responses to this question stated that the age of Forest House facilities was an issue and that the Practice was in need of a “revamp”. However, 22% of patients had positive comments about the Forest House facilities, these included “good in all aspects” and “good and clean”.
- 20% of patients responses about Forest House were individual comments such as “not been to this practice in 2 years” or “I haven’t been for a long time so would be unfair to comment.”

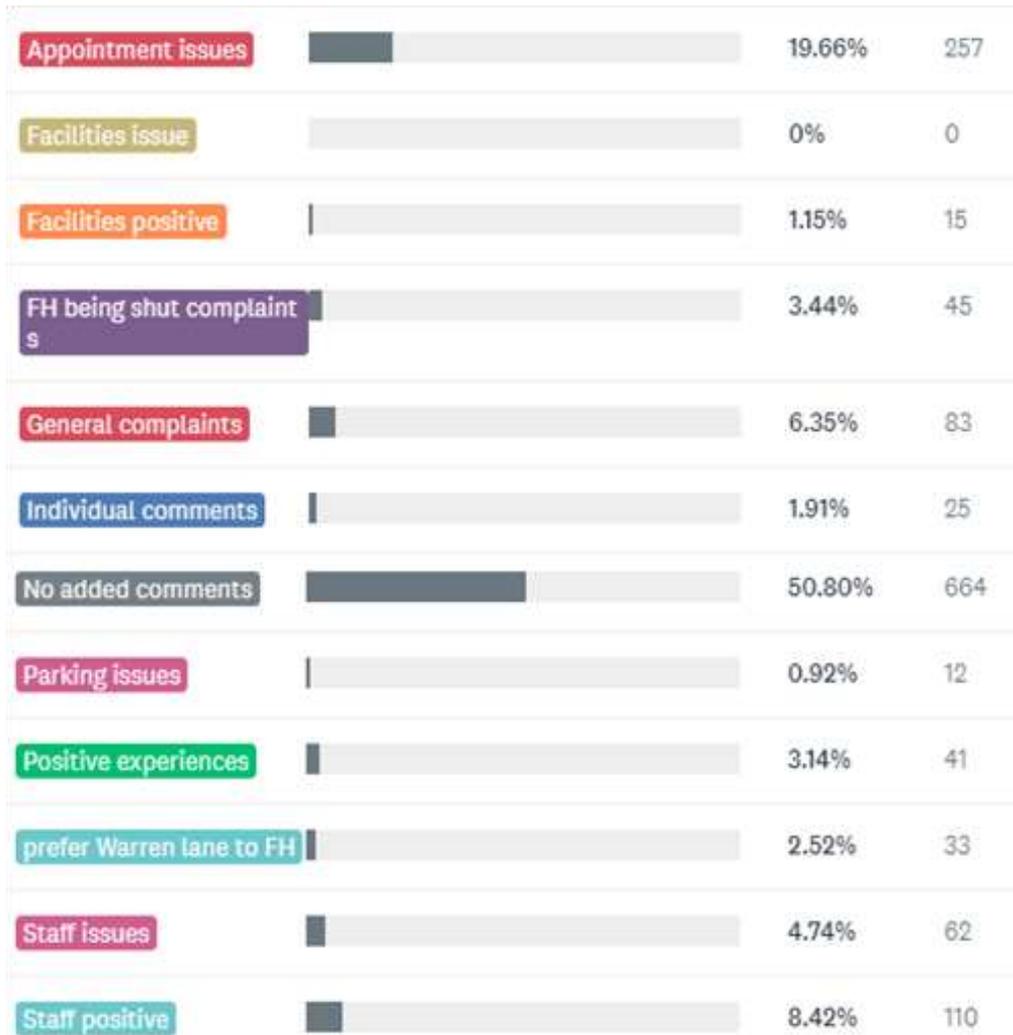
### Warren Lane

- Parking is an issue for patients at Warren Lane as well, 27% of responses were based on the lack of parking. This mainly surrounds the issues that this causes on Warren Lane Road and the danger it causes for traffic. “The parking causes traffic problems” and “parking is insufficient for the size of the Practice.” Despite this 125 of responses suggested that parking was a positive at Warren lane and much improved compared to Forest House.
- The data shows that people think the facilities of Warren lane are a positive. 892 patients/ 57% of patients’ responses were based on the facilities being a positive of Warren Lane Practice and were clearly due to the refurbishment that took place in July 2020, some of these comments were “facilities and condition of this practice is very good” and “excellent facilities, spacious and modern.”
- 69 people (4.5%) stated that the waiting area was a positive of Warren Lane, comments were based on the spaciousness of the waiting area and the bright, clean feel that patients experience when visiting the practice. E.g. “property has been updated so waiting room is larger and more spacious.

## Question 8

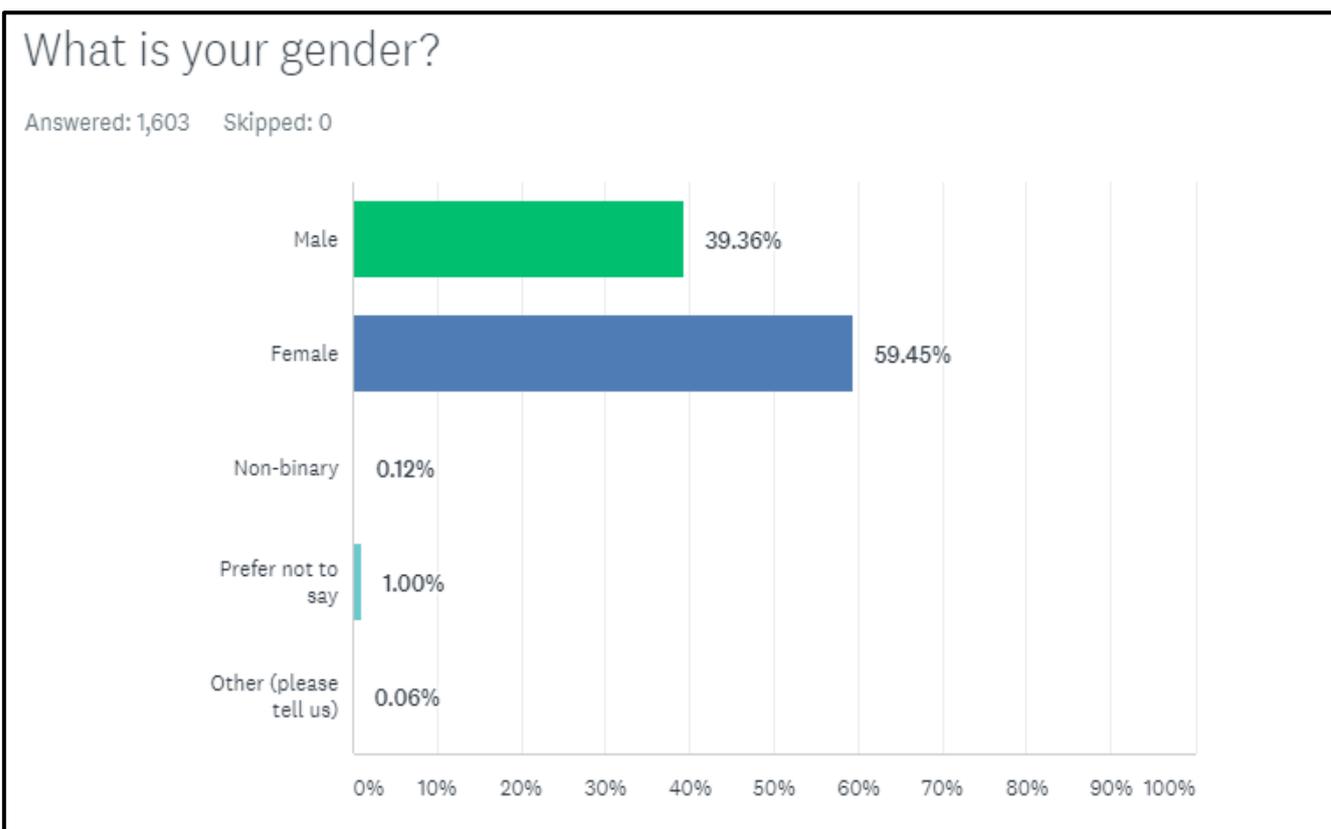
Do you have any other comments regarding either Practice?

Answered: 1,307 Skipped: 296



- As shown in question 3, appointments were once again a key issue raised by 257 patients, these comments were heavily based on the 8am appointment system and the large phone queues that this causes. This linked with people having to balance work and their health priorities and the sheer volume of patients attempting to book an appointment at 8am. E.g. "the telephone appointment system is problematic, to be told you are 29<sup>th</sup> in the queue is not good enough" and "should be easier to get through at 8am, but this is sometimes very hard, and by the time we get through all appointments are taken , so this could be improved."
- A lot of patients spoke about very individual experiences or did not have any added comments, so gave responses such as "no" or "no comments"
- 6.35% of replies were general frustrations, which focused on individualistic issues such as struggling with online services or not liking the way the Staff have to check temperatures at the front door of the Practice.
- 110 patients had a positive message about staff. These messages of praise include "always the service is very good, staff are always helpful" and "congratulations on COVID vaccinations, very well conducted."
- 33 patients said they prefer Warren Lane to Forest House and this was mainly based on the quality of Warren Lane facilities and procedures. "staff are helpful at both but prefer Warren Lane" and "much prefer warren Lane in terms of location and the modern décor gives a feeling of fresh."
- 45 patients stated that they would like Forest House to be reopened but based on the responses being focused on Forest House being within walking distance from them, we can conclude that they most likely live close to that practice. E.g. "inconvenient to attend Warren Lane living only 5 minutes away from Forest House" and "why do we have to go to Warren Lane when Forest House is on our doorstep"

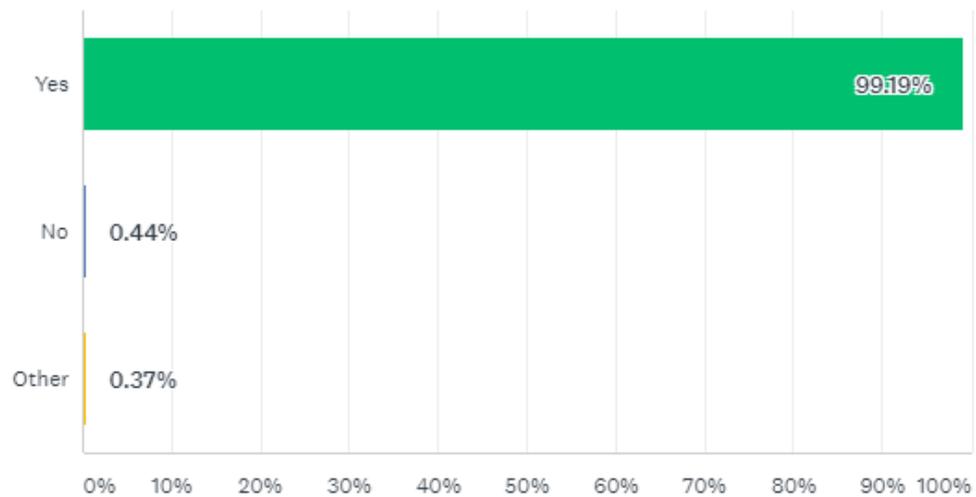
## Question 9



## Question 10

Do you identify as the gender you were assigned at birth?

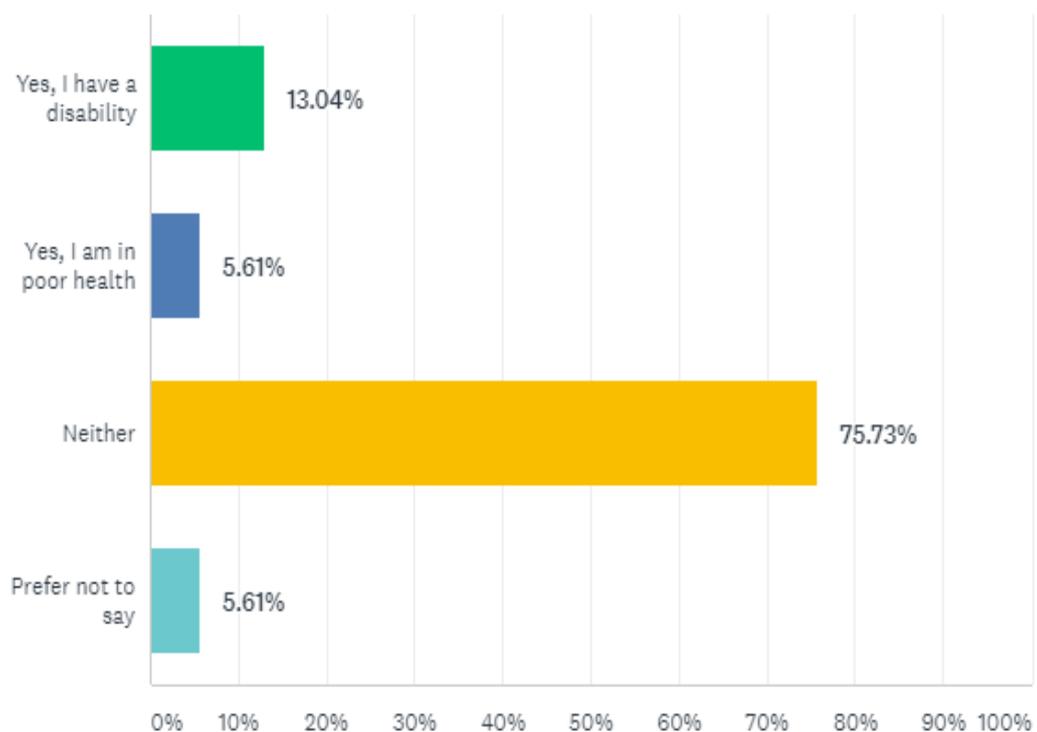
Answered: 1,603 Skipped: 0



## Question 11

Do you consider yourself to have a disability?

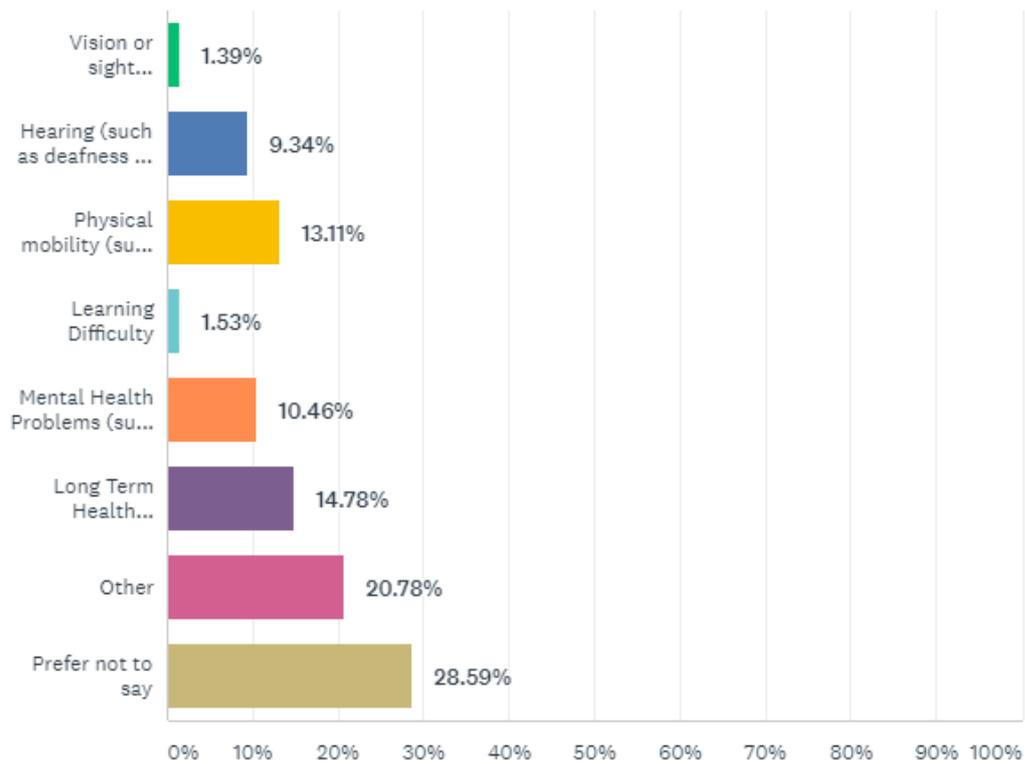
Answered: 1,603 Skipped: 0



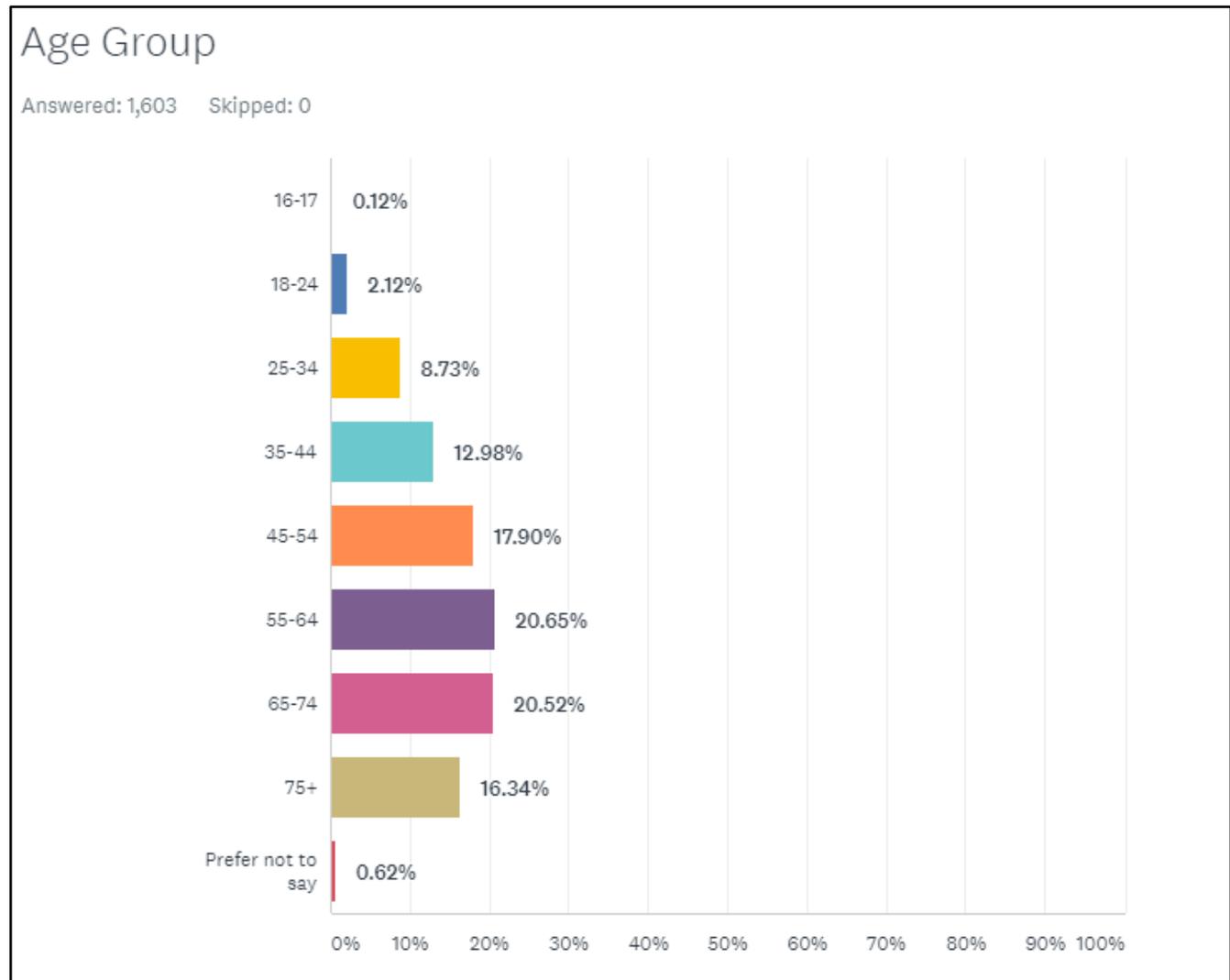
## Question 12

If you have selected “yes”, please tell us which condition:

Answered: 717 Skipped: 886



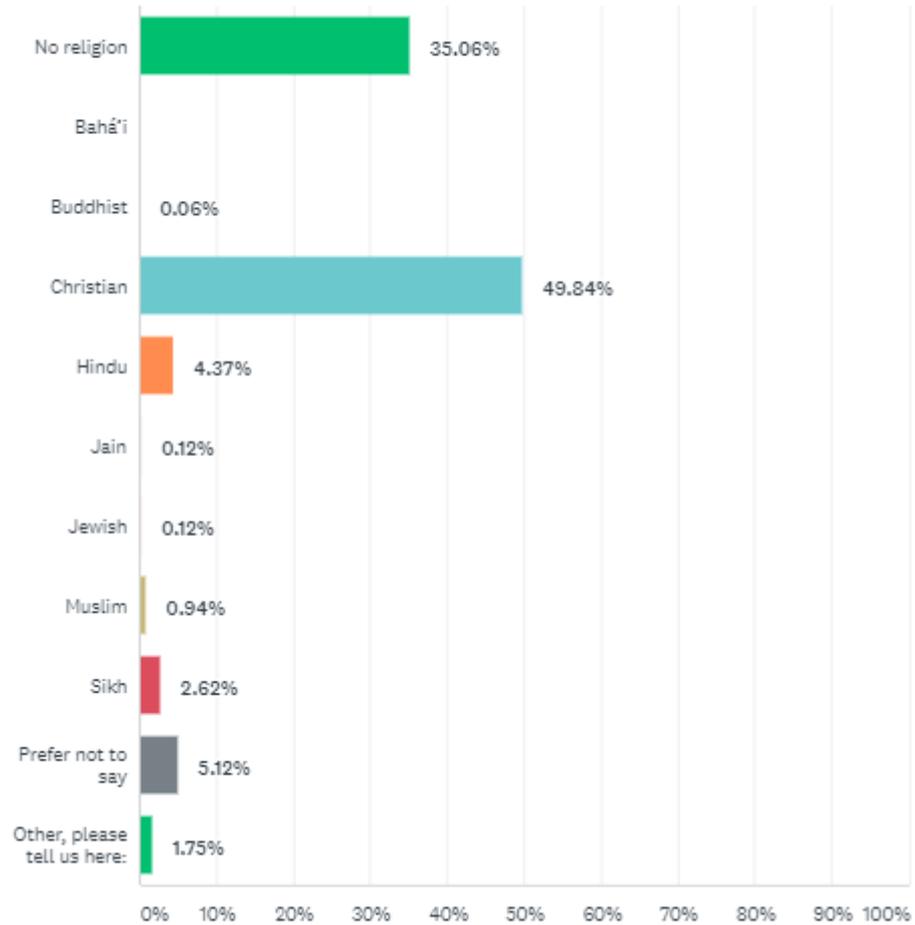
## Questions 13



## Question 14

What is your religion or belief?

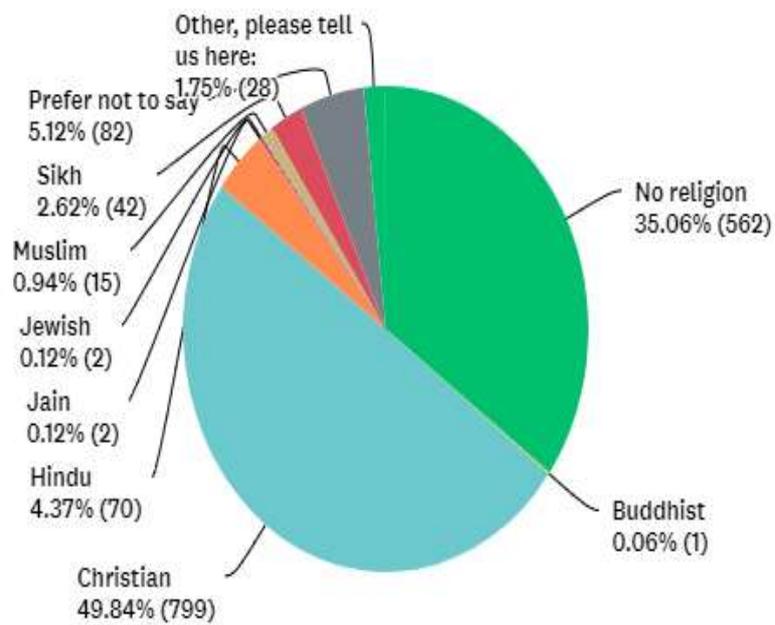
Answered: 1,603 Skipped: 0



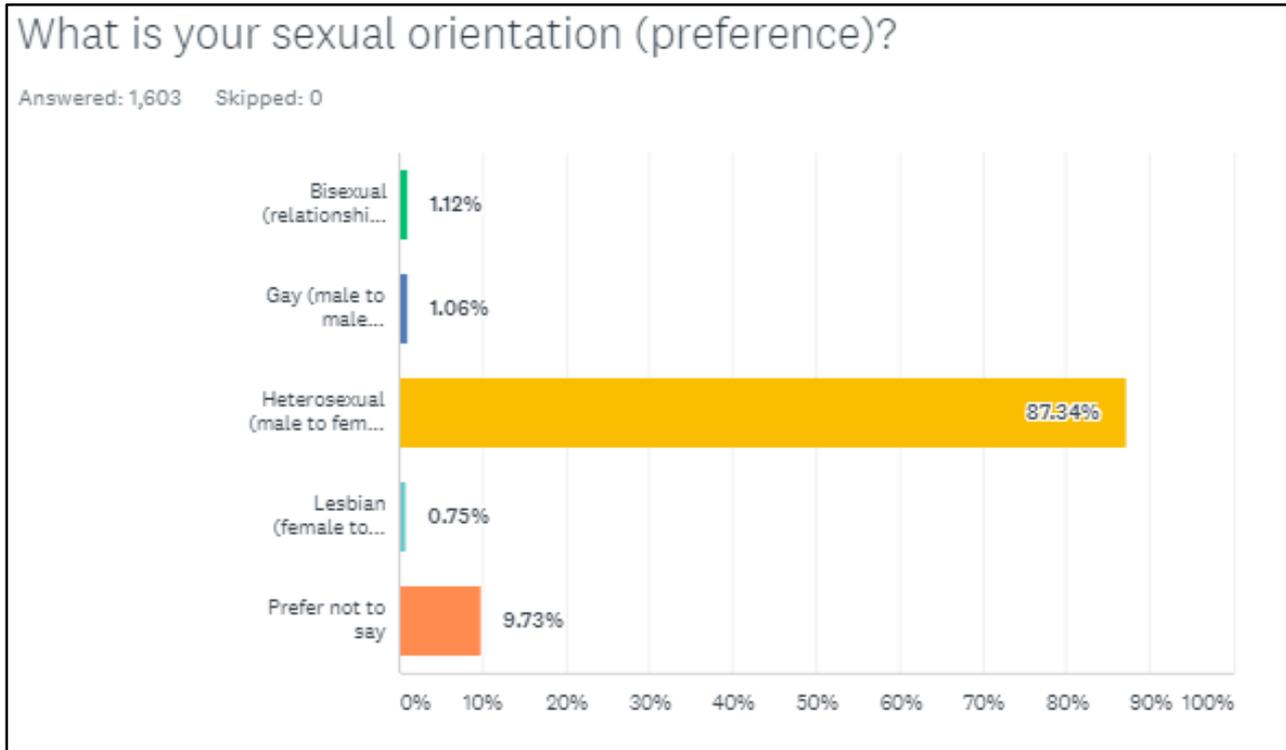
## Question 15

What is your religion or belief?

Answered: 1,603 Skipped: 0



## Question 16



### Next Steps

Forest Medical Group will review the findings of the survey in conjunction with key stake holders, which will include the Partners of the practice, key staff members, The Patient Participation Group and The East Leicestershire & Rutland Clinical Commissioning group. The practice will then produce an action plan on how we are going to address the areas and move forward.

Once the action plan has been approved the survey will be shared on line, on our social media platforms and in hard copy in reception, with outcomes summarised for the patients to review.

## **Survey follow up actions**

Having reviewed the report in detail and discussed with key stakeholders, including the Partners of the Practice, The Management Team and Team Members we set about developing a plan to address the key themes that came through following the survey above.

Firstly, we identified key themes that we could see that needed to be actioned and were within our scope to be able to address, such as the Practice appointment system. Other areas such as car parking will need to be raised at local level with the relevant authorities and this will be detailed below.

For reference the key areas will be highlighted below and the subsequent actions will be listed underneath the heading.

### **Appointment system**

As a direct result of the global pandemic Forest Medical Group simplified the booking system to meet the demands of the local community and ensure safety for the patients & clinicians was paramount. As a result all patients are asked to call on the day at 8am and the reception team will signpost them to the most appropriate pathway.

Given the feedback received we understand that a more accessible and flexible approach is now required coupled with moving out of the pandemic.

### **Appointments**

The telephone notifications you hear when you call into the practice will be altered and updated to help signpost you to the best most efficient pathway, these include:

- The option to quickly cancel an appointment using the telephone buttons on your keypad. This will reduce the time in the queue and also allow more appointments to be available through a quick and easy cancellation process.
- To reduce the amount of patients calling at peak time we are now advising patients who are calling for non-urgent matters to call after 11am. This will not only reduce the time in the queue for patients

with urgent matters but calls after 11am will be answered in a timely manner.

- Sometimes it is quicker and easier to use your local pharmacy to address patient issue, the telephone notifications have been updated to remind all patients calling in of this service and a summary of the type of conditions that can be addressed by this service.
- We also have an on line service called Engage Consult. This is available 24/7 and works intuitively to signpost you to the best possible pathway. However, the option to contact the practice is also available.

## **On line**

- We will be making more & more forms available on line so you can gain quick and easy access to the resources that you need. These include travel forms, change of address forms and much more.
- A number of online appointments will also be made available again as we emerge from the pandemic, making it even easier to make an appointment at a time that is convenient for you.

## **Ways to get in touch and informed**

As new services, improvements and changes are made to the practice we always aim to keep our patients informed, so why not follow us on:

### **Facebook**

<https://www.facebook.com/forestmedical>

### **Instagram**

<https://www.instagram.com/forestmedicalgroup/>

### **Twitter**

<https://twitter.com/Forestmedicalg1>

## **In the practice**

Please see the notice boards in the waiting room that are updated on a regular basis.

## **Car Parking at Warren Lane Surgery & Forest House Medical Centre**

The issues surrounding parking was raised at both Practices. However, the challenges at both Practices are very different. Please see below the actions that we are taking at both practices.

### **Warren Lane Surgery**

As part of the Warren Lane Extension the Practice increased the car parking capacity. This has reduced the impact of patient cars being parked on the surrounding streets. However, we are aware that some patients are still parking very close to the entrance/exit of Warren Lane thus reducing the visibility of drivers to exit safely. We are in the process of contacting the local council to see if we can extend the double yellow lines to stop parking outside the entrance.

### **Forest House Medical Centre**

We are acutely aware that we have a limited amount of parking at Forest House Medical Centre. As you are aware the practice is being used on an appointment only basis currently. However, we have liaised with the local businesses to ensure that parking spaces are left for patients only and to elevate street parking.

If you have any further questions regarding the actions we are taking please do not hesitate to e-mail them to [warrenlane.medicalcentre@nhs.net](mailto:warrenlane.medicalcentre@nhs.net) for the attention of James Longmore, General & Operations Manager

