

# **Patient Survey of Practice Lockdown Arrangements Summary Report**

## **Survey Details**

This survey was designed and conducted by the Patient Participation Group (PPG) and sent to all PPG Newsletter subscribers. The survey asked patients to reflect on their experience of using the surgery and its facilities during the 2021 lockdown periods. The survey was live for 10 days on October 2022 and resulted in 148 responses which represents approximately 26% of Newsletter subscribers. 79% of respondents were over 65 and all respondents were aged over 35. The predominantly older response reflects the age profile of the Newsletter readers themselves. A full demographic breakdown is shown in Appendix 2

## **Summary**

Overall there was an appreciative and grateful response to the way the surgery handled arrangements during lockdown and valued the Practice. Most of those who visited the surgery commented favourably about the safety of the arrangements. As can be seen in the appendices patients offered much appreciation of the surgery, and concern over the increased work for staff. Most negative comments tended to be about difficulty using the website or the telephone, a lack of communication about the arrangements and a feeling by some patients felt that they were being kept at arm's length.

## **Main Findings**

The survey showed that patients continued to use the full range of surgery facilities during lockdown, with over 86% of respondents phoning for a GP consultation and 48% actually visiting to see a GP. Only 3% of respondents had a video conference with a doctor and the majority of these were pleased with the experience, and at least one person said they would have taken it if it had been offered. There may well be scope for expanding these video-conferencing calls to give patients a better experience with the doctor.

36% of respondents had put off contacting the surgery when they might otherwise have done during the lockdown, but the majority had contacted the surgery as normal. The main reasons for not contacting the surgery were to reduce the pressure on the surgery or not to add to the workload. This may well reflect the wider media messaging during that period. Many of those patients who did not contact the surgery felt their condition was not urgent enough or made other arrangements, most often visiting a pharmacy or using the internet.

For those patients who did visit the surgery during this period 94% said that they felt safe. There were many positive comments about CLMP and the efforts that were made to keep things running as normally as possible.

When asked about any changes that could have been made of the 86 respondents 47% were happy with the arrangements and of these 56% felt that nothing else could have been done to improve things. There were some feelings that GPs were keeping patients at arm's length during the period and there was a lack of face-to-face meetings. 18% of these respondents made comments relating to communications and the website.

The Questions about the practice website elicited a wide range of views with 29% saying it was easy or very easy to use and 33% feeling it was unintuitive, difficult or very difficult. Many felt that the navigation was not easy; it changed from week to week, or looked clunky with long menus and vague labels, was over complicated and difficult to locate relevant information. Finding and completing online forms was often a problem and not knowing it had been sent was also an issue for some. There is clearly work to be done in this area to make the website more attractive and easier to use.

## **Key suggestions emanating from the Survey**

- Communications between the practice and patients could be improved as often patients who infrequently visit the surgery are unaware of the changes that have been made, for example the triage system, or the move to more online access to doctors through forms. Apart from the PPG newsletter which reaches only 4.5% of the patient list there is no other means to let all patients know of changes until they try to contact the surgery. This may be more important for vulnerable groups such as those with mental health problems or the elderly.
- The Practice website needs a full review and redevelopment based on the needs of the patients, particularly remembering that many of its older users are less competent with using technology.
- Exploring whether more patients could be offered video-conferencing appointments. Maybe patients' records could show that they are happy to do this.

## Response Summaries

Twelve questions were asked in the survey (see appendix for questions and responses). (79%) of respondents were 65 or older.

The majority of the ways in which the surgery was used related to the booking of GP or nurse appointments either phoning or visiting the surgery (**Q1**)

Those who had video-conferencing (11 responses) experienced no problems and were mostly positive about the experience (**Q2**):

- Absolutely fine – quick, easy and effective
- No problem at all
- Good, no issues

However, for one or two, there was still a sense that in-person contact was preferable. One person complained they were never offered video-conferencing

Of those who avoided contacting the surgery when they might otherwise have done, about a third of patients (**Q3**) cited concern for the staff, awareness of the pressure everyone was working under and did not want use GP time nor add to that pressure. Some decided their query wasn't urgent enough to bother the surgery:

- Didn't want to add to the NHS burden
- Trying to give you guys a break
- It's a minor inconvenience and can wait

Others who avoided contact were less positive. About half the responses cited difficulties with the phone system - waiting time was too long, the system was too complicated, face-to-face was best or there was concern that it wouldn't be possible to see the doctor they preferred. One or two worried about contact with others should they attend surgery:

- It didn't seem possible to see a GP as I used to
- I felt the surgery was almost overwhelmed and the surgery was reluctant to have patients contact
- Cause I didn't think we were allowed in

Some 2% of respondents put off contacting for any follow-up to a diagnosed medical condition (**Q4**) This varied between a mix of not bothering the GP and not adding to pressure and 'could not see the point as couldn't get past receptionist'.

On the safety of visiting the surgery during lockdown (**Q5**), 94% felt safe. Of the remainder, the concerns were lack of social distancing and poor ventilation in the surgery.

**Q6** asked patients what they did instead of coming to the surgery. 16 respondents used the phone triage system without apparent difficulty:

- I know the doctor would have called me in if necessary
- other concerns were ....just uncomfortable so I put up with them.
- Most applied common sense - some self-medicated, searched the internet, or spoke to their pharmacist or other therapist. Quite a few did nothing - 'put up with it', 'hoped for the best'

Of those who were dissatisfied one felt they had waited a long time for consultation with a physio, one delivered a letter after feeling unhappy with the phone response and another made frequent appointments in the hope of being asked to come in.

91% of those who made a telephone call and spoke with a receptionist were satisfied with the way the call was dealt with (**Q7**) Among the remainder one felt that the receptionist avoided offering in-person appointments. Referral to the website didn't answer the questions

of others or proved difficult to use. There was one very negative comment on receptionist response.

Just over half the respondents used the website during lockdown (**Q8**) The majority of comments highlighted difficulty in navigating the site/finding the right forms/ordering medication. These were expanded on in **Q9** on the ease of using the site. 29% found it easy, 38% neither easy nor difficult and 33% difficult or very difficult

There is an obvious willingness to use the website and to try to overcome the subsequent frustration, but the site was experienced as over-complicated:

- '...not easy to negotiate, it changed from week to week...blood pressure chart could not accommodate missed readings
- The organisation could be better/Could not find the form (several such comments)
- Too many sections, confusing to follow/ Questions don't always fit the need

It's important to remember that the feedback on use of the website was not necessarily influenced by the lockdown period but could have been offered any time. Several respondents pointed out their lack of computer use or knowledge, which they felt left them at a disadvantage.

**Q10** Followed up on **Q6** and asked patients where else they went for help. Of the 69 respondents 68% used a pharmacy and 19% used the internet to seek help for their problems.

**Q11** What changes could have been made by the surgery to make things easier for you during this period?

It was very clear that patients really valued the Practice. This was shown not only by direct comments but also by expressed understanding that the doctors were working hard in very difficult circumstances eg 'so as not to add to the pressure you were under'. This comment was typical of many.

Overall patients seemed very happy with the arrangements made by the Practice during lockdown and subsequent period. Although some patients felt they were being kept at arm's length, other patients felt that they wished to keep away

- All the changes were very reasonable
- I think the practice managed things very well
- They did their best in unprecedented times

Comments on access to GPs emphasised feelings of remoteness and disconnection and strong longing for face-to-face appointments. Comments on the website echoed answers to previous questions:

- Re-design the website
- Make the website easier to navigate
- More readily available information on the website regarding issues which are known to be current
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**Q12 What can be changed?**

Should another lockdown be necessary it might be possible to address practical changes which were raised by respondents:

- Installation of another intercom at head height
- Some shelter/cover for patients waiting outside the building, separate from the intercoms so that no-one but the receptionist hears what's said
- Better ventilation inside the building

## Appendix 1 : Responses to each survey questions with written comments grouped by topic.

### Question 1 : Which ways was the Surgery used

There were 142 responses:

Phone to arrange a GP consultation	81.69%
Visit the surgery to see a GP	47.89%
Phone to arrange a nurse appointment	47.89%
Visit the surgery to see a nurse	54.93%
Contact the surgery about your medication	38.73%
Visit at the surgery's request for a test or long term medical review	21.13%
Contact the surgery for test results	21.83%
Arrange a home visit	4.23%
Contact the surgery for help or advice	20.42%
Contact the surgery about Coronavirus	2.11%
For a video consultation	2.82%
None of the above	2.11%
Total Respondents: 142	
<b>Other reasons</b>	
Flu jab	
Complaint	
Visited for an ECG	
Volunteer help for annual flu immunisation	
Phoned about a referral	
Contacted via Patient app	

### Question 2 : If you had a video conference during this time how did you feel about it?

There were 11 responses

1. OK but would rather do face to face
2. A video conference was never offered, I would have taken the offer rather than a telephone call
3. Fine
4. Complicated compared to in-person consultation
5. Okay in the absence of face to face but it was striking how much more impact the eventual meeting was in the case of my wife's rash
6. It was useful in that the doctor decided that a home visit was needed.
7. Good no issues
8. It was fine, went well. Easy to do.
9. Yes fine
10. No substitute for face to face consultation and never will be
11. Absolutely fine - quick, easy and effective without concerns about going out
12. No problem at all. Consultation was excellent.

**Question 3 During this period did you put off contacting the surgery when you otherwise might have done?**

**No 64% Yes 36%**

**Written Responses:**

**Concern for Doctors workload**

1. felt uncomfortable doing so
2. Didn't want to add to NHS burden
3. They were busy / a visit would increase f2f contact
4. I left it longer than a would have otherwise to see if it cleared up on its own
5. I knew they would be busy
6. Did not to add to the workload of the Practice
7. Trying to give you guys a break
8. So as not to add to the pressure you were under.
9. Did not want to take up time
10. Didn't want to be a bother
11. Didn't want to add to the problems faced by the GPs
12. Worried about GP workload
13. I felt that that GPs in the UK were stretched and minor questions would add to their workload
14. Worried that GPs too busy
15. Aware of practice overload
16. Recognised difficulty in seeing a doctor
17. Didn't want to use up valuable doctors' time
18. Tried not to use the surgery when it was so busy and felt I could wait to see if I could manage without seeing my doctor
19. Services were already overburdened and others were of higher priority.

**Not urgent enough**

1. I delayed contact because I felt my problem minor and knew Drs were under pressure.
2. I have a tendon problem in the palm of my hand but it is a minor inconvenience and can wait
3. I decided it wasn't important enough to bother the surgery
4. Not urgent
5. Thought would clear up on own
6. Thought it wasn't urgent.
7. Problem could wait when surgery was busy with COVID
8. My infection didn't seem serious enough

**Problems with the System**

1. It didn't seem possible to see a GP as I used to
2. Complicated to arrange
3. Because it takes too long to get through
4. Phone waiting time was excessive.
5. Because do not agree with telephone consultation with a doctor you have never met before
6. It seems nearly impossible to see a doctor and phone consultation is poor substitute. I have seen a GP in this period and it did seem rather rushed.
7. Waste of time if you can't see a doctor
8. Too difficult to speak to the right person
9. Difficulty in getting a face to face appointment
10. Avoid contact with doctor's surgeries and hospitals
11. I don't like talking on the phone I'd rather have face 2 face conversation
12. Tried to get phone appt, couldn't, tried 2/3 different days. Tried online consult, told not appropriate so didn't follow through with my concern

### **Other concerns**

1. Cause didn't think we were allowed in
2. Because I felt that the Surgery was almost overwhelmed and the Surgery was reluctant to have patients contact it.
3. I felt the surgery would be inundated with other patients
4. Didn't want to take up a space for covid patients
5. I was asked to put the phone to my chest to hear my sheet wheeze, I thought I wouldn't be given a face to face appointment.
6. So difficult to get time off work to allow all day for a phone call, and that's if I could book an appointment in the first place.
7. Delayed my yearly blood test by 6 months. I would have needed to catch a train and I didn't feel safe

### **Question 4 Did you put off contacting the surgery for any follow up to a diagnosed medical condition?**

**No 89%      Yes 2%**

### **9 Responses:**

1. I have 2 chronic conditions and felt I should be able to just get on with it
2. Felt my condition was not serious enough
3. Because the advice given via your text to me was to increase my anti-depressants and I'm not sure that's the right thing to do.
4. Didn't want to bother the Docs when they were so busy
5. I needed to speak to a doctor
6. Can't remember
7. So as not to add to the pressure you were under.
8. Previous advice given seemed inappropriate
9. Could not see the point couldn't get past receptionist

### **Question 5: If you visited the surgery during this period did you feel safe regarding Covid protection arrangements? If not please explain why.**

**Yes 94%      No 6%**

### **4 Responses**

1. Patients attending for immunisation were not doing social distancing when inside the building
2. Yes and no. When being greeted at the door the receptionist held the door open and stood too close to those entering. Otherwise, I felt safe.
3. OK to begin with as nobody else there but later ventilation was poor
4. Waiting room hot and crowded, had to wait for over 1 hour

**Question 6 : If you did not come to the surgery during this period what did you do instead of coming?**

**Responses:**

**Used the phone triage system**

1. Followed the phone advice of the doctor and used the prescribed medication. Other concerns I had I thought were not life threatening, just uncomfortable, so I put up with them.
2. Had telephone discussions
3. Made use of the telephone consultations - I know the Dr would have called me in if necessary.
4. Online consults
5. Phone
6. Phone consultation
7. Spoke to a doctor on the phone
8. Spoke to GP over the phone
9. talk to a GP on the phone
10. Talked on the phone
11. Telephone
12. Telephone consultation., and then sent photographic for clarification
13. Telephoned
14. Used phone consultation.
15. used the triage system
16. visited the surgery

**Self-medicated**

1. NHS website/pharmacy
2. Researched minor complaint and bought medication at pharmacy
3. Self-medicated
4. Self-medicated
5. Used home remedies sought from the Internet
6. Spoke to a family medic

**Pharmacist or another therapist**

1. Consult a pharmacist + osteopath, chiropractor
2. consulted pharmacist or still have problem
3. Reordered prescription through chemist
4. Spoke to a pharmacist- who told me to see a doctor
5. Just talked to the specialist heart consultant
6. talked to Chiropractor and Pharmacist
7. Went to the Pharmacy for advice

**Did nothing**

1. Carried on
2. Hoped for the best
3. Ignored the problem
4. No choice but to suffer as no appointment s
5. Nothing
6. nothing
7. Nothing
8. Put up with it

**Other**

1. Came several times for blood and urine tests
2. I did deliver a letter having failed to get an adequate response by phone.



3. I made frequent appointments by computer system in the hope that I might be asked to visit the surgery instead of dealing with my cough, wheeze and generally feeling unwell.
4. I phoned for advice re a referral
5. Self-referred for problems with osteoarthritis - waited months for telephone consultation with physio
6. The GP has not invited me to the surgery for face to face.
7. Waited until further requirement

**Question 7 : Once you got to speak to a receptionist were you satisfied with the way that your call was dealt with?**

**Yes 91%      No 9%**

**Responses:**

1. Inability to make a forward appointment wastes everyone's time!
2. There is no way to book an appointment at a future date with my GP .
3. Receptionists seem to be filtering too much to put off an in-person meeting with a GP
4. I rang about a sinus infection was told to deal with it online so I went online it was to do with hay fever I rang surgery back they again said you can deal with it online no I've got a sinus infection and it's all to do with hay fever online
5. Initially was referred to website but could not access so had to call back and was then dealt with well
6. I didn't contact reception except via patient access app
7. I felt it was difficult to get my problem across. It was suggested I call an ambulance whereas I felt that was excessive.
8. No face to face appointments
9. I don't think it was the normal receptionist, but she laughed in my face so to speak saying that there was no way my appointment would be anytime soon. I felt quite depressed anyway as I was furloughed and was having a really tough time adjusting to lockdown. Horrible phone call and I won't forget it

**Question 8 Did you use the practice website to get information or help during this period?**

**Yes 57%      No 43%**

**Responses:**

1. could not find the form to fill for consultation,
2. Eventually. Site could be more user friendly.
3. I find the website hard to navigate.
4. I would like to be able to email the practice with my health issues so that the GP could read it prior to calling.
5. No because medicine ordering system had changed
6. No, I didn't. The options were too restricted and there is nowhere to ask a question that doesn't fit into them. I had been asked by Warwick Hospital to have a repeat blood test in three weeks' time but was not given a form.
7. The website is highly confusing to find the right form
8. Usually, but I do not find the website easy to use at all, nothing is where I expect it to be!
9. Not really. Don't think the website is user friendly
10. Only in part.
11. Only partially

12. Ordering repeat prescriptions was fine. Accessing my medical records was frustrating as there was little or no information available to answer my queries about my own medical history.
13. To report a UTI, doc then prescribed antibiotics
14. For a blood pressure reading submission

**Question 9 : If you used the practice website how easy was it to find what you needed?**

**29% - Easy or Very easy**  
**38% - Neither easy nor difficult**  
**33% - Difficult or very difficult**

**Responses:**  
**Navigation**

1. The website was not easy to negotiate, it changed from week to week which meant you had to start all over again to find things. The blood pressure weekly chart could not accommodate missed readings, the GP timetable was not easy to find, there was confusion over the role of the NHS App and Patient Access for those patients who had signed up for Patient Access, with the link demoted to the foot on of the page with no explanation about the NHS App being a better option.
2. The website looks clunky, has long menus with vague labels, it seems to be designed to make it difficult to find stuff
3. The information I was looking for was not in what I thought would be a logical place, so I had to phone for guidance. Also, I thought I could send in a form for response from the doctor but it turned out I had to speak to a doctor first so they could send me a link via my phone to receive a photo of the problem I had explained to them.
4. The website was over complicated and made it difficult to find quickly relevant information
5. Too many sections, confusing to follow, relevant referral form goes to an error page
6. Could not find the form I'd been asked to complete
7. I followed the link to on-line forms but couldn't find them.
8. It can be a bit confusing, lots to click on to find what you need
9. Difficult to find info I needed
10. Difficult to find the page to book a call from a GP for the following day
11. initially I was not clear what category I belonged to as the terminology was somewhat strange and confusing. After several meanderings around the site, I found what I wanted and subsequent use of the system has been easier, I do thing that when forms have been completed and submitted , it would be helpful to be given an acknowledgement that the practice has received the form
12. It needs simplifying so you can go straight to the category you require
13. It is not intuitive to find anything order than sick notes or common tests
14. Difficult to navigate to what I needed to find out and then unsure that the practice had. Received my request
15. The organisation could be better... I struggled to find things I needed
16. It was not easy to find the online forms
17. Can't precisely remember but know it took too long to find what I wanted

**Other online related issues**

1. Unable to ask ?
2. I would like to be able to email the practice. For example, my NHS app doesn't allow me to re-order meds online. It would be helpful to email an administrator who might be able to advise ,e.
3. The difference between the surgery website and patient access.

4. It's easy but, as above, the options are too limited and the options when phoning reception are equally limited. It's all right until your situation doesn't fit neatly into one of them!
5. I'm not very technical savvy and we have old phones and no computer
6. Only difficulty is knowing if no appointments were available when to try again
7. Being very old I'm not very tech savvy!
8. Not everything is available from the web site. Trying to sync medications became hard work as though my messages weren't actually being read and understood
9. I didn't find it easy to find getting repeat prescriptions
10. Did not succeed in attempt
11. The questions don't always fit the need. I wanted meds where the repeat prescription had lapsed. I had to go to Emergency meds, but only found this after a repeat call to the surgery.
12. Medication not on repeat - difficult to find how to request it online.

**Question 10 : Where else did you go for help during this period? (eg pharmacist)**

**69 Responses**

Pharmacy/chemist	47
Internet	13
Family member	3
Nowhere	8
NHS App	3
Physical Therapist	2
Specialist Services	4

**Question 11 : What changes could have been made by the surgery to make things easier for you during this period?**

There were 86 responses to this question. 47% of those were satisfied or happy with the lockdown arrangements. Of these 56% felt that nothing else could have been done by the surgery to improve the arrangements

16% of respondents made some comment about the access to GPs during this period, although these comments might well apply to the non-pandemic times as well. There were some feelings that GPs were keeping patients at arm's length during the period and a lack of face to face meetings.

18% of respondents made comments and suggestions relating to communications from the practice to patients and the website. There were some comments on the phone system mainly about the waiting times.

**Responses:**

**Happy with system**

1. Thought I ran well for what I needed so I can't comment on any other issues
2. All the changes were very reasonable. I can't think of anything they could have done better.
3. All was ok - in fact, excellent under the circumstances.

4. All works fine
5. Can't think of anything
6. Felt ok with treatment I received
7. Good
8. I am satisfied with the current arrangements. I support telephone triage on the basis that it will create more time for face-to-face meetings with a GP for those who most merit face-to-face. I think the practice should publicise the length of time taken between any initial request and the date of a face-to-face: I imagine the data will reflect well on this practice; unlike a number whose patients irritation features so much in the press.
9. I think that the practiced managed things very well. No change needed
10. I think they did the best they could give the building restrictions
11. I was very happy with the arrangements
12. In the circumstances I was happy.
13. My needs were met by my doctor's practice during this period.
14. None during peak of pandemic
15. None that easily spring to mind.
16. None. I understand this was a time of great emergency.
17. None. You've got too much on your plate. Government needs to offer more support to the NHS.
18. Nothing - everything appeared to carry on as usual with telephone consultations, then coming to the surgery only if it was absolutely necessary
19. Nothing . Re telephone the options could have been slightly better
20. Satisfied with surgery. Sometimes communication between hospitals and surgery was slow.
21. Surgery is limited to amount of change it could do. Assume already doing what is permissible. Government is or is about to allow face to face
22. The system worked Ok for me.
23. They did their best in unprecedented times.
24. The system was fine

### **Access to GPs**

1. Change the response system to be able to make an appointment with my GP at a future date.
2. Dr phone calls not made at the time patient has booked
3. Easier access to in-person meetings with GPs
4. Face to face appointments
5. Fewer options and hoops to jump through in order to speak to a GP
6. GPs just seemed to become invisible. Nurses for e.g., blood tests were excellent
7. I think there is a general feeling of remoteness from GPs which the lockdowns have only served to emphasise.
8. Make it a bit easier for older people to have contact with the doctors each time we have contact it is with a doctor we don't know and who doesn't know us it would be nice to have continuation but we do understand it has been difficult all-round the last 2 years
9. More face to face. Generally, remove feeling of being kept at arm's length.
10. Revert to the traditional arrangement of doctor patient meetings. We feel totally disconnected from our GP and at our age (80's) that is truly disturbing.
11. See patients
12. Seeing a doctor sooner so cancer diagnosis could have been made more quickly. eventually saw consultant at hospital in late September.
13. Some doctors reluctant to consider face to face consultation so diagnosis relied on my description of my condition where a physical examination would have speeded the diagnosis
14. The most frustrating thing I've had is booking a telephone appointment at a specific time, set by the surgery, and most of the time being called several hours later!

Issues regarding hearing and a knee problem have been assessed over the phone... not ideal at all.

### **Surgery Arrangements**

1. As mentioned above: access to the surgery at a good distance from anyone, more flexible options online and on the phone menu.
2. Better ventilation. Otherwise, everything was perfect in terms of ease of seeing doctor and nurse
3. I think the front doors and reception desk should have been open during this period e.g., for collecting letters/prescriptions or whatever. I found it frustrating to be queueing outside in all weathers, having pressed a buzzer (that hundreds of others had also pressed), to then shout my personal info through a crackly line (so no privacy) against the noise of thundering traffic. Made the locked up surgery seem so unwelcoming.
4. Moving the intercom up to head height would have made talking to the receptionist easier, it needs two, one for wheelchair users and another for other people.

### **Website/Online issues**

1. Advertise the availability on the online access route to others. We found it better to use than hanging onto the phone
2. Better website
3. it may be clearer for new online users if the initial screen asked if you are a patient or other category of user and direct you accordingly
4. Knowing where to find up to date information from the surgery rather than generic stuff A surgery noticeboard feature?
5. Making the website easier to navigate
6. More readily available information on the website regarding issues which are known to be current.
7. Re-design website. Have a free form email query option. Receptionist eager to help

### **Communications**

1. I think that I, like everyone I know, was given the strong impression by the media that GP services were under so much additional pressure because of the pandemic that we should refrain from contacting them unless it was a real emergency - particularly about the covid virus but also about other medical problems. Perhaps it would have been reassuring to have heard from the practice about the level of 'normal service' they were able to provide. A short message would have sufficed.
2. I think the issues come down to a lack of enough staff and for this, I believe the government are to blame.
3. A running note as to what was being processed at Clarendon Lodge
4. More information.
5. If medication not given patient should have a message to inform
6. Better information
7. Please can you make it easier to find out when various doctors are available for patient consultations rather than when they're in at the practice
8. Acknowledgement that my request for a medication review had been received
9. Maybe more announcements that it was ok to come forward about medical conditions other than covid

### **Phone Triage system**

1. A dedicated receptionist who is not expected also to answer the phone
2. Answer the phone without long wait
3. I pay per minute for my phone calls and do not appreciate being told the same things every time I ring. As soon as the phone connects, advise the caller 'if you have an emergency, press 1, then spare the rest of us the long spiel. thanks
4. More approachable on the phone

5. Shorter recorded messages Access to same Dr you have spoken to already
6. They telephone me on occasions. If, as frequently happens, I fumble the answering of the call, or as happened on one occasion, I was in the middle of checking out at Tesco, I could return the the call almost immediately, but this is not possible. Great pity!!

#### **Other**

1. Not. Sure. I remain unhappy about the way my so called prediabetes condition has been approached
2. To offer a video consultation
3. I think a bit of compassion and understanding would have gone a long way. A lot of people struggled with their mental health during the first lockdown including me.
4. I was not sure how difficult it was to speak to a GP so rather held back from calling sometimes
5. As a patient now 80 years old and having worked in the Primary care services all my life, it feels like now that the services are almost out of reach.

### **Question 12 : Have you any other comments you would like to make on the lockdown arrangements**

#### **Responses:**

There were 68 responses to this question, many of which overlapped with the previous question.

72% of the respondents made comments about how well the Practice managed the lockdown period with positive comments such as:

- All lockdown arrangements were very good - made me more assured I was in safe hands.
- An excellent well run surgery
- As far as I was concerned they were brilliant.
- I thought the surgery did a great job. Never was I concerned that I would not be able to get the usual high standard of care

#### **Communications**

1. Assure patients that the GPS were still operating as normal
2. I think that some older patients may have been reluctant to “bother” the doctors about seemingly trivial issues which may or may not have required medical attention. Maybe patients need reassurance that even in a lockdown situation, their health remains a priority.
3. I didn't really need to see a GP during this period, so it worked fine for me.
4. -Felt relatively unsupported in a difficult time
5. -The system doesn't take into account that older people can't use computers all the time
6. A special Covid newsletter? Government communications were awful, so a tailor made local job (where to get tests etc) could be helpful. You have enough to do anyway! But just a thought

#### **Positive**

1. A good, well run practice with Google service
2. All lockdown arrangements fine
3. All lockdown arrangements were very good - made me more assured I was in safe hands.
4. An excellent well run surgery
5. As far as I was concerned they were brilliant.

6. As it now stands I have only been slightly irritated and inconvenienced and commend the surgery in their efforts.
7. Can only judge by my experience of using the arrangements which were very limited, and satisfactory.
8. Everyone was doing their very best to keep us and them safe and their efforts were very much appreciated.
9. Fantastic surgery, fantastic staff, always helpful. My only problem is navigating the website. However, when I finally work it out, I'm very happy with the outcome. Loving online consults, text messaging etc. Makes my life a lot easier.
10. Good.
11. I am intensely grateful for all that was done when staff were so visibly and obviously under such pressure.
12. I believe CLMP made good arrangements to see and treat patients during lockdown. Anecdotally, other practices may not have fared so well.
13. I cannot fault the service I've received. Exemplary!
14. I feel all practice staff were always helpful. Thank you as I felt lucky to have a practice who were willing to be in contacts with us when relevant.
15. I felt excellently served by the surgery and found that very reassuring given what we were having to live through. I also appreciate the role the staff played in the wider Covid control scene in Leamington.
16. I felt very safe on the two occasions that I visited the surgery and had no qualms about visiting if I needed to. I think the Practice managed the whole situation well, apart from the phone system problems which seem to have been resolved.
17. I found perfect response to the many concerns that I had regarding my wife's health
18. I found that the arrangements suited what I needed
19. I sympathise with the difficulties the surgery faced and think you all did pretty well in the circumstances
20. I think the arrangements were appropriate and understandable.
21. I think the practice does very well.
22. I think the surgery have done all the could in the circumstances.
23. I think we have had a good service from the practice and from the NHS is general in what must be difficult circumstances
24. I thought on the whole it worked well and seemed to provide better help and advice then several other practices I heard about
25. I thought the changes made were practical, safe and effective. I prefer the telephone/video consults personally
26. I thought the surgery did a great job. Never was I concerned that I would not be able to get the usual high standard of care
27. I thought they did as well as funding and conditions allowed
28. I was surprised how well phone consultations worked; no trudging to the surgery and waiting in the waiting room.
29. I was very confident with the arrangements. That side of matters worked to plan and was very thorough.
30. I was very impressed by the level of service.
31. I would like to take the opportunity to thank all concerned for coping so well during the difficult circumstances we have been having.
32. I'm very grateful for the help you've offered.
33. It was very easy for me to talk to a GP who immediately gave me an appointment for that morning. I had similar experience a while back. I find the phone consultations really helpful and expeditious.
34. Job well done.
35. just a big thank you for the sterling work everyone in the practice has done
36. just thank you. I have always been highly confident with the service over 35 years.
37. No
38. No. Realised the situation.

39. On the whole very pleased with how the surgery kept going and the measures they put in place
40. Personally, I haven't minded increased use of the telephone consultation system. CLMP GPs have always been very efficient and responsive in my experience. It has been accessing the practice (via the phone appointment system or via queueing outside) that became more of an issue.
41. Thank you to all staff for doing such a good job during such a difficult time
42. The Surgery did the best it could under the circumstances.
43. very grateful to practice and its staff for its services during a very difficult period
44. Very well done.
45. We are satisfied with the arrangements generally. The difficulties arise with referrals. The hospitals effectively were closed to NHS patients forcing private consultation
46. Well run in challenging conditions.
47. WELL, DONE .Thank you for being there
48. My personal experience was wholly positive and my symptoms were thoroughly investigated for which I am grateful.
49. I was happy with the arrangements in the circumstances.

### **Arrangements**

1. Ability to see GPs face to face should have been facilitated earlier – with PPE and screens it should be possible. Felt like receptionists were gatekeeping contact without the medical training
2. As a Cancer patient I would have preferred a face to face appointment rather than by phone.
3. Being more flexible on the early timing of ringing the surgery to book a GP consultation. Why can non-urgent requests be booked for the following day instead of having to queue again the next morning?
4. I think there's a very good case to use telephone zoom contact on many occasions. Back I'd like to feel less awkward about asking for face to face when I think it's important
5. It was new and strange for everyone but listening to a chest wheeze on the phone was not effective.
6. It was wrong of the surgery not allowing patients to wait in the waiting area keeping patients waiting outside , all over a virus that is 24th on the killer list and ignoring all health issues that are higher up on that list. Well done
7. Receptionists need to be careful when talking on the phone and repeating confidential private information back to the caller, as this can be heard in the waiting area
8. I am not able to order repeat prescriptions on the NHS app. Nobody can explain why this is or how I can change it. Therefore, I have to ring up & speak to a Dr to order a repeat prescription which feels like a waste of everyone's time
9. I probably feel less inclined to contact the surgery than previously unless I absolutely have to.
10. Looking forward to things improving
11. This relates more to the wider NHS. My wife had been diagnosed with suspected skin cancer prior to the pandemic (having been referred by her GP at your practice). Sowed were quite naturally very concerned when we received no follow up appointment for biopsies and or treatment. After a year of waiting, we followed the GP's advice to go privately - something that we would never normally do for ethical reasons.
12. Video physiotherapist appointments seemed to have limited effectiveness
13. When will things be treated as normal life again as most of other situations have done.



## Appendix 2

### Demographic information

Age Profile		Gender Profile		Ethnicity	
Under 16	0%	Female	62%	White/White British	98%
16 – 24	0%	Male	38%	Asian/Asian British	1%
25 – 34	0%			Other	1%
35 – 44	2%				
45 – 54	4%				
55 – 64	15%				
65 and over	79%				

This demographic information, particularly age and ethnicity reflects the current make-up of the Newsletter circulation