

End of Year Review 2020/21

John Hampden Surgery

Compliments

The surgery has been very fortunate to experience a high level of compliments from our patients in the last year despite having to manage the changing working environment of the covid pandemic. These can be in the form of verbal communications, cards, letters and e mails which we save for direct evidence and also we ensure that the staff are given a chance to read them . We have also been made aware via the patients group of several facebook messaging trails that we are thought to be a friendly and supportive surgery and valued within our local community as a strong female team. As a result of these recommendations within the local community the surgery has noted that we have had many registrations.

Our friends and family result was even better than last year which was truly amazing. The surgery has a 98% recommendation for the year. With a current 72% response rate from those sent the survey. Only 1% felt they had a service provision that they would not recommend.

Throughout the pandemic we have continued to engage with our patient group and involved them in getting the correct messages out to our patients when the national messages have been poor eg covid vaccination service. We have also been involved in virtual meetings

We are proud of our local community approach to General practice and will endeavour to maintain this in the coming years

Complaints

This year was going to be a variable feast regarding complaints due to the effects of the Covid Pandemic on the patients directly and also the staff who worked hard and became exhausted. As a surgery we have also had to undertake significant transformation in the way we provide our services due to the need for digital technology, and a total triage model to ensure the safety both of the medical staff, the administrative staff and the patients themselves. This need created a potential for significant unhappiness in some who felt they were losing their access to the surgery and had to be managed carefully. It was also important that we risk stratified our patients for those hard to reach patients to still be able to access health care eg mental health, LD and LTC patients

There have been 11 complaints in total all of which were resolved at practice level and responded to within the time scale required to do so despite the fact during Covid we were

informed by NHSE there was flexibility on response to complaints due to prioritisation of certain clinical needs.

Some of these complaints were minor and involved e mail communication or phone calls regarding concerns with processes in the surgery or manner of the staff which is most unusual. However there were simple resolutions and all of the complaints were discussed at the partnership meetings and shared with the staff regarding learning also.

Significant Events

5 significant Events occurred within the surgery during the year.

All of these events were relatively minor such as out of date blood bottles being found in the nurses room, shingles vaccine found out of the fridge.

There was only one significant clinical event which was when the PN gave immunisations to a child that was new to the surgery that had had them before but no one in the old surgery had recorded them in the child's red book and because the old surgery was on a different software system nothing had been transferred GP 2 GP and also the notes had not been printed out. The mother was spoken to and she was very understanding of the issue and reassured no harm would occur as a result. This event was shared with the staff and a new process of checking a child's record in response to this prior to vaccination was addressed.

Within the surgery we have a very clear process that all complaints and SE are discussed both by the partners and the wider surgery team on a monthly basis to ensure that learning is shared

Dr R J Mallard Smith

March 2021