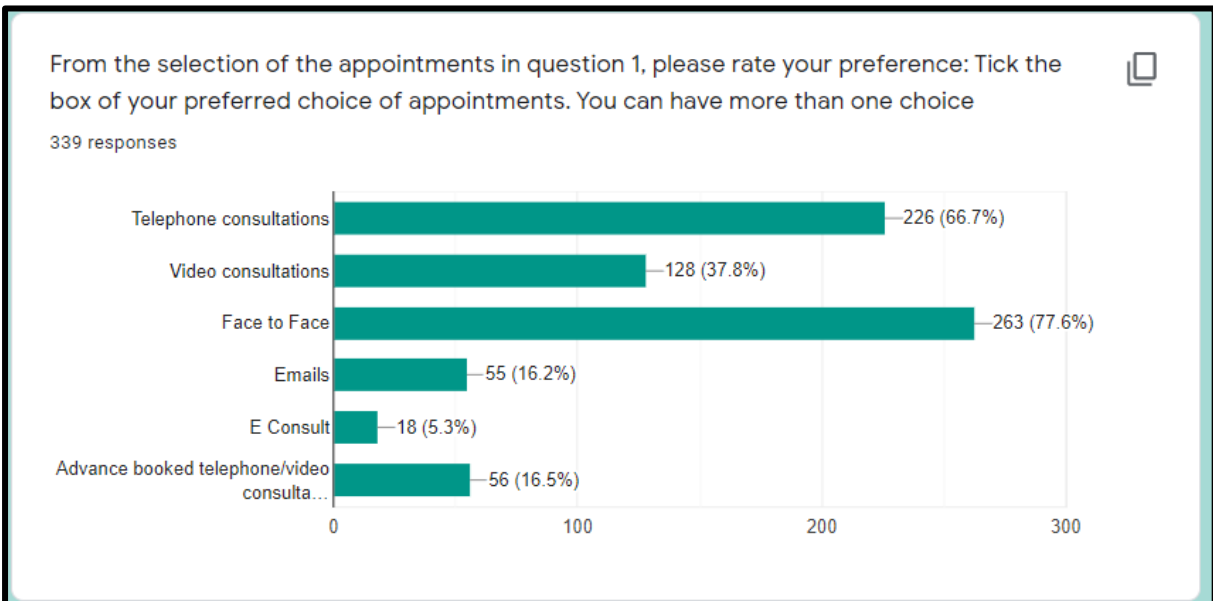
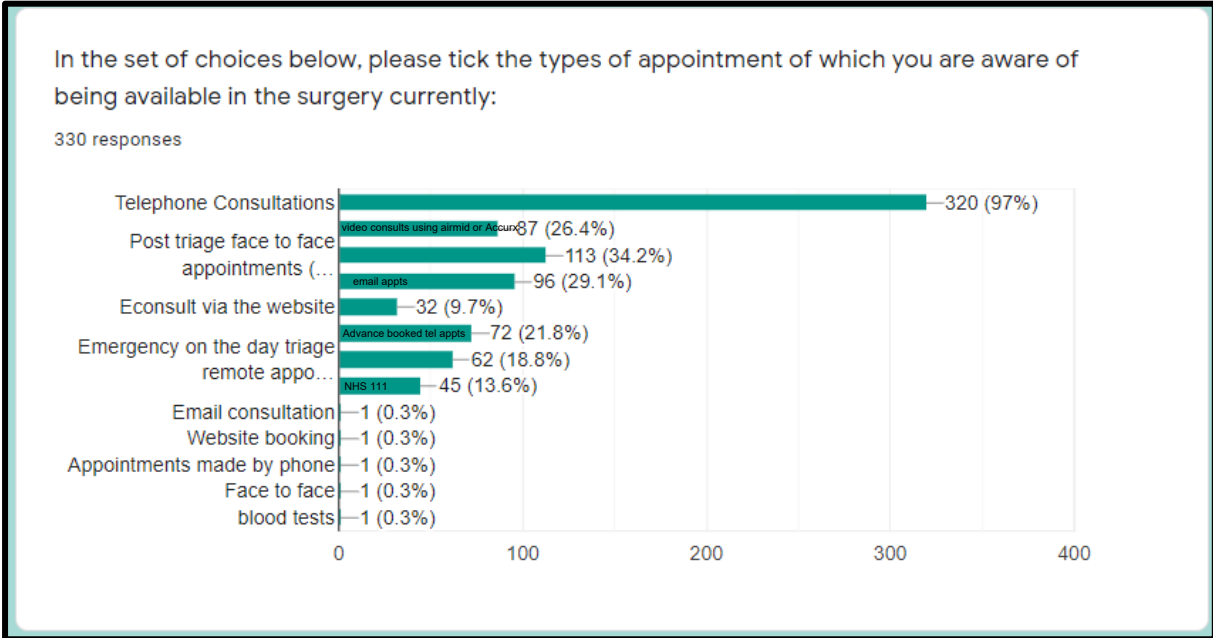


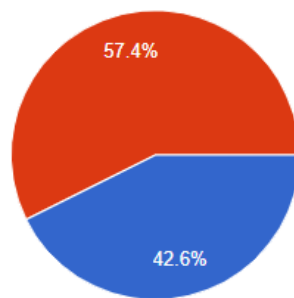
THE BEDFORD PARK SURERY 2020 SURVEY RESULTS

Total responses 346



Nurse related checks involve appointments for which patients need to come in. However, there are some reviews that can be held by phone or video. Please tick your preference, below, for such reviews e.g. asthma, diabetes, care plans, mental health reviews.

326 responses

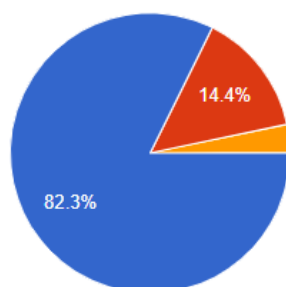


- Prefer to have them on the phone or video
- Prefer to come in to the surgery and see the nurse or HCA

We now have EPS4 by which all prescriptions are generated electronically and automatically sent to the chemist of your choice. Are you aware of this new system and have you nominated your chemist with us? Please note if you have not yet given us your nominated chemist you should do so asap.



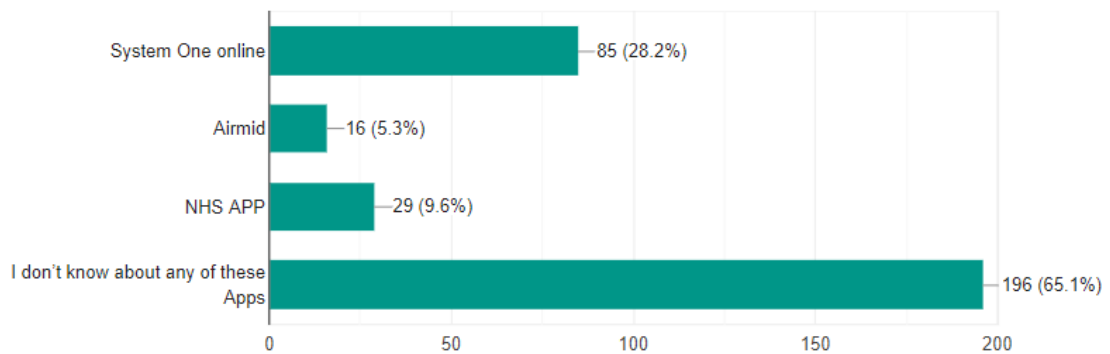
334 responses



- Yes I am aware of EPS4 and have given my nominated chemist
- No I did not know of EPS4 and I have not given my nominated chemist
- Yes, I am aware of ESP4, but do not want to nominate a chemist. I will collect prescription tokens from the surgery.

Have you signed up to any of the below apps or online services to support your care at the surgery remotely? Please tick, as appropriate.

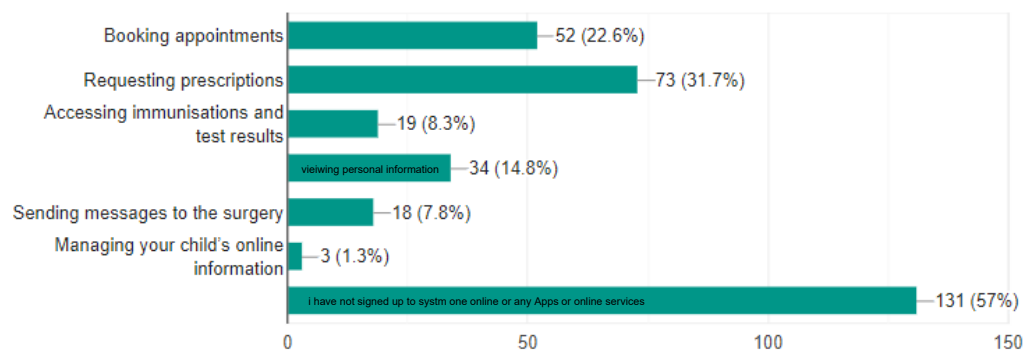
301 responses



If you do have access to one of the Apps in the previous question, which of the following services have you used most, or found most useful?



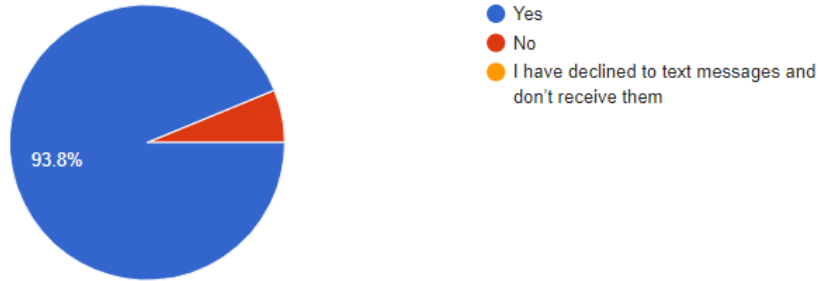
230 responses



The surgery sends text messages to the patients to keep them up to date with information and links. Have you found these useful?

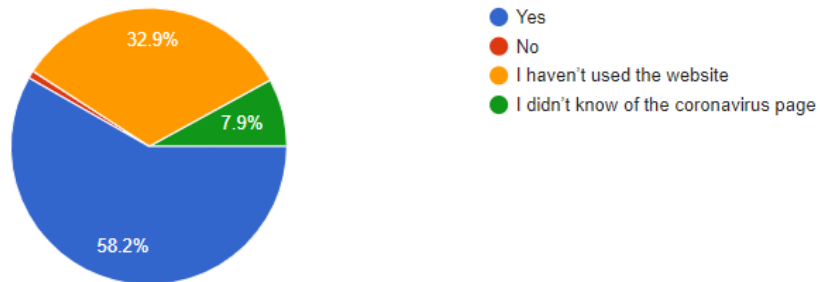


338 responses



Have you been satisfied with the information that has been provided on our surgery website including the Coronavirus (Covid-19) support page?

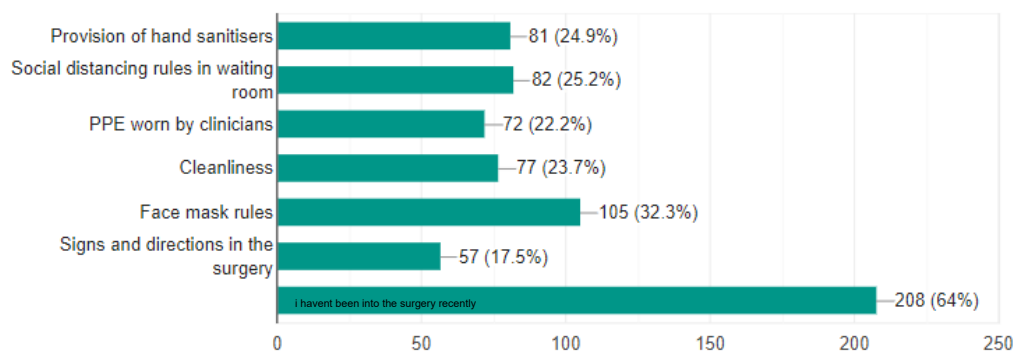
340 responses



If you have had to come in to the surgery during the last few months, have you been satisfied with the level of infection control for your safety as a patient. Please only tick next to the particular item of relevance if you agree that you were satisfied with that area.



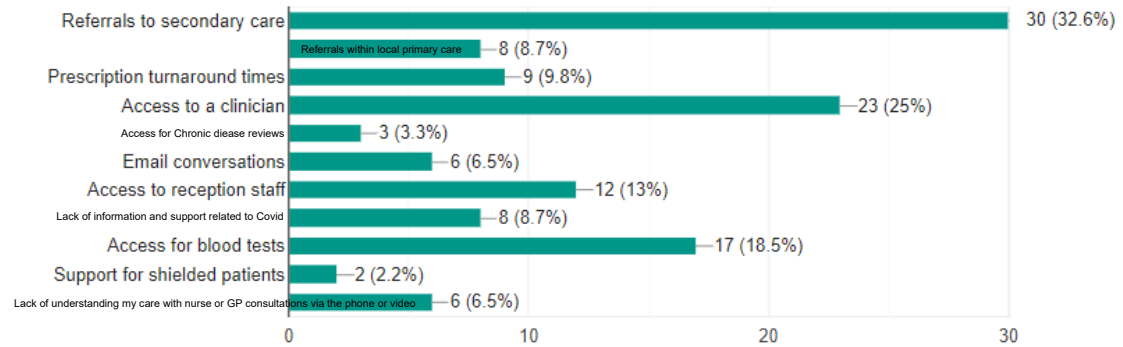
325 responses



From the list below, please tick the areas with which you have experienced the most difficulties, in the last 5 months, during Covid-19. Tick the one that is relevant to you.



92 responses



INDIVIDUAL WRITTEN RESPONSES

If you have had a nurse or GP video or telephone consultation or review, has this been a positive or negative experience. Please explain or share any setbacks below with any suggestions to improve.

183 responses

Very good

Not had one

Positive experience with the nurse by phone

Positive

Positive. Issue resolved over the phone.

Positive experience

Phone consultation was fine

It was fine as it was simply to get a repeat prescription

Difficult to explain and diagnose over the phone.

All positive
The surgery works well

Very good and quick

Positive
Have been sorted out each time

Very positive experience

Asthma: worked ok as I had a peak flow device. Readings weren't perfect but ok: then went on holiday in France and coughing etc immediately built up despite use of Fostair.

not clear with her answers or review

I had a nurse telephone consultation and I didn't understand what she wanted me to Measure and check; also I didn't know when I had done what I understood to do, if I had done it correctly. Telephone nurse consultations are good if they are post triage "explaining the results" sessions.

With GP = Good

Very good on the whole.

Positive - issue resolved.

Fine for minor issues

Did not have one

Good because less hanging around in the waiting room and more time to consult.

A really great help. Thank you

Positive. Dr Hornibrook was as easy to talk to and as efficient as normal.

I love how you can speak and see the doctor within 48hrs. It was much more quicker and the use of the form to explain symptoms was very efficient.

Positive experience

I needed a referral so quick and easy

My telephone consultation was very easy and achieved what I wanted it to. I can see how the practice will become much more efficient and effective as a result.

GP conversations have always been helpful. But sometimes I would prefer to show issues In person rather than verbally describe/ send a picture

It's very dependant on me giving understandable non clinical descriptions of my symptoms. I wonder if in the confirming text you could be asked to email/ text a photo; take temp or blood pressure on the day as I suspect for some diagnoses there are some definitive things that could be prepared in advance. Maybe even a short 3/4 slides prompt or examples eg for a swollen knee1) take a photo from above and the side with a ruler next to it , if there's a bite get a close up 2) if it affects gait send a short video of the problem 3) take your temp 4) how do you feel , have you been sick, how is it affecting you? Etc

Asthma review by phone - it felt very basic.

POSITIVE

Very positive experience with no setbacks

I have only had face to face consultations

Great video call done on broken thumb

Positive- helpful - once we got a grip of the technology

Positive and time saving for both the Dr and myself

Very positive and prompt

Positive GP phone calls

Either via phone or face 2 face has been a positive and easy experience

Good

I fully appreciated the telephone appointment.

Very happy with your service

Haven't had a video consultation yet

Positive👍

Very positive

Very positive experience. Excellent service for people working full time.
Have really appreciated the efficiency of this service particularly at such a busy time. Thank you!

Had a call consult and it was GREAT so quick and easy. Think the surgery has been amazing during lockdown. So effective

One of your nurses is a little odd. Just Be straightforward and polite, no weird or 'teasing' comments please. It provokes anxiety.

My GP telephone consult was very positive once I got past the receptionists. 1 receptionist helpful, others did everything to make a GP consult difficult. My GP later made me aware that face to face consults were available when receptionists had said they were not.

Telephone consultation was very good

It was fine for initial consultation but I did need to come in after a while. I think video conference is great - BUT I've done it twice and each time I didn't receive a text message/call from my doctor...for some reason the service only works for me via WhatsApp. This was not noted on my notes so unfortunately I was waiting for 30 mins for my appointment which I thought was a shame as I didn't want to waste time. Other than that Dr Mendes is kind and I am satisfied with the surgery.

No setbacks at all

I have not had to use the service but believe it to be very positive that this is available

Positive and clear

Fine

My GP, Dr Hornibrook, provided input to a minor physical repeat problem, but extended this to address my bipolar issues at some length. This was extremely welcome.

It's been quite negative. I don't use a smart phone & live alone. Taking my own pictures (with a digital camera) of relatively inaccessible parts of my body (a self evidently swollen gland behind my L ear) isn't possible!
Making assumptions about a patients ability to meet your revised consultation protocols without a short open question discussion is not appropriate.

Positive, with GP re blood test results

Very positive
Very positive. Sent in photo of skin rash in advance.

Reasonable. It's easy to forget something important, it feels very time sensitive.

Positive - less intimidating, less waiting time, easier in some ways to discuss over we r the phone than face to face.

Positive. Able to email photos before consult which helped enormously.

My perception is that Covid -19 viral cross infection risks are being used as an excuse to reduce/deny f2f consultations. I consider this to be a very significant reduction in the level of holistic health care I had thought you were providing.
I have hearing loss from an early working life industrial injury & I use facial expressions & mouth shapes to help me. It is very difficult for me to understand why you are seeking to dissuade f2f consultations.
I have used NHS 111 & recommended it to others. I use video conferencing for work & socially. I'm not a Luddite but I do want to see a GP when I need to.

The Surgery is going to start offering virtual talks for patients with Consultants who will discuss general chronic health conditions / well being, health management and care. Is this something you would like to be part of and if yes, please suggest what specific clinical/ health area you would like the talk on. Write your answers below.

150 responses

Arrhythmia and pacemakers

Mental Health

Childs allergies and health

COPD

Healthy Aging

New baby care

Control of High Blood Pressure

Weight Loss for health

Diabetes

Memory Loss

Diabetes prevention

Ankylosis Spondylitis

Atopic Dematitis

Menopause

Dematology

Gastrointestinal and dietician

Thyroid Management and Vitamin D

Immune and inflammatory conditions

Social prescribing

Smoking cessation

Prostate and urology