

ELMS 2019-20 Review of Patient Experience

East Lancashire Medical Services (ELMS) provides services to the people of Pennine Lancashire 24 hours of the day, 7 days per week, 365 days of the year and has done so since 1994. Our unscheduled primary care advice services are available 24/7 and our face-to-face services available from weekdays during GP core hours for Acute Visiting Service (AVS) and between 8pm to 8am (Mon-Fri) and 24/7 at weekends and bank holidays for our Integrated Urgent Care (IUC) service.

Given ELMS ethos as a Community Benefits Society, ELMS takes the quality of its service offer very seriously and welcomes feedback from service users as the basis for learning what we have got right and how we might improve. Patient feedback via the Family & Friends Test (FFT) questionnaire is the basis for our information gathering and responses are primarily in respect of our IUC services.

In 2019-20 ELMS completed 74,317 JB episodes of care - which included additional patient contacts (advice calls that are converted into face-to-face consultations etc.) which are not reflected in the final figures. Face-to-face consultations at Primary Care Centres or on home visits totalled 42,515 episodes of care.

Given the high number of patients and their families we support do not get many complaints and patient satisfaction across all our services continues to be high.

ELMS received 1395 Family & Friends Test (FFT) question responses in 2019-20, which was **2% of total activity IUC activity** (3% of those attending PCC or receiving a HV as the main source of FFTs). **97% of those responding to ELMS FFT survey were either “Extremely Likely” or “Likely”** to recommend ELMS service, with the views of the 3% balance ranging from “Neither Likely nor Unlikely” to “Extremely Unlikely” to recommend but also including “Don’t Knows”.

324 comments were received in those returned FFT responses with 93% being positive and 7% negative. Those comments were categorised on the following basis:

Positive	2019-20 Total
Service Delivery	202
Clinical Treatment	8
Staff Attitude	72
Communication	0
Appointments	17
Safeguarding	0
Premises	1

Negative	2019-20 Total
Service Delivery	7
Clinical Treatment	2
Staff Attitude	1
Communication	3
Appointments	4
Safeguarding	0
Premises	7

ELMS 2019-20 Review of Patient Experience

The range of comments included – ELMS have included an equal number of a sample of positive and negative comments:

POSITIVE
Always very helpful and a happy caring reception staff
Excellent very kind and supportive GP
Fast call back from a lovely polite lady, thanks
Good experience, good telephone consult and seen by a good doctor and could discuss concerns
I didn't know that St Ives was here but I'm so glad to know its here for convenience
I was given an appointment within 1 hour of calling 111. Thank you
Its out of hours - which is very convenient for working parents
lovely staff
Quick response, friendly service
really fast service, really helpful service
Really please with the quality of service for my 7 month old daughter
Seen very quickly and doctor was very friendly and helpful
Service was very quick and helpful
Thank you to all the NHS staff
The doctors and staff on gave exceptional service especially with the virus outbreak. Just wanted to make sure the staff know that they are very much appreciated
The lady was really helpful
Very nice people, always helpful and understanding
Dr was lovely and very reassuring
Very polite and helpful
Good, prompt service, right questions asked. Could be quicker to answer the phone (111)
Nice and kindly spoken every time I come or ask for appointment from 111. Thank you, very happy
Very friendly, empathetic and kind doctor. She was very thorough
The service is really really good
Lovely doctor. My daughter was so pleased she gave her a kiss

ELMS 2019-20 Review of Patient Experience

NEGATIVE
Finding the surgery at night is quite difficult
Went good till everyone after us went in 1st - <i>ELMS response: Patients may be seen in terms of the acuity of their symptoms</i>
Very disappointed with the doctor / nurse that I have just seen. She basically said why have I come in because I am not floppy and able to walk and just carry on with my tablets from my own doctor. She didn't even check to see if I had a temperature or do any kind of check up on me
The doctors printer was broken and he can't hear well
Only difficulty was finding the entrance to drive into. Postcode took us to St Ives Road - we could see the building but couldn't get to it
Water dispenser available outside of reception area
Get someone to open door - <i>ELMS: Assume this is SIH. Staff will respond to requests to access on a timely basis subject to other activities at time of patients arrival.</i>
Telephone number to be given, we lost our way and didn't have a contact number to call for directions.
Very quick service (once I eventually got through). Got our call back very quick, very pleasant on the phone - <i>ELMS: counted as positive comment also. Assume initial comment relates to contact with 111.</i>
It did take a little while to get through to someone but very helpful and they did what they said they would do - <i>ELMS: counted as positive comment also. Assume initial comment relates to contact with 111.</i>
Have more doctors to see more patients out of hours. It helps people coming from work who can't get appointments - <i>ELMS response: patient comments reflects limits on IUC service capacity and availability of appointments in GP extended access service</i>
Very long wait, numerous patients waiting and only one doctor juggling on surgery. Was seen over 50 mins after appointment time. <i>ELMS: "Appointment times" should be considered as attendance times given potential delays arising from system pressure. Reported number of clinicians may have reflected resources available at that time.</i>
Took 2 hours for a phone call after 111 passed it on. Symptoms - breathing problems. <i>ELMS: Unknown if this was an emergency but call was still within the emergency response lead-time of 2 hours</i>
I think the doctor on the initial phone call should provide some kind of advice rather than saying its your own decision whether to be seen or not. <i>ELMS: this may have been 111 rather than the ELMS service</i>
Can not see any airflow system as I bring my small child and there are sick adult people in waiting area - <i>not clear if this is BGH or SIH - ELMS</i>
A number for out of hours appointments that are not emergencies but cant wait till working hours - <i>that number would be 111 given commissioning decision to have this function delivered out of area- ELMS.</i>
Chairs with better back support - <i>not clear if this is ELHT (outside of ELMS control) or SIH - ELMS.</i>
Could do with something for young kids to play with - <i>not clear if this is ELHT (outside of ELMS control) or SIH but also not provided to safeguard against infection control - ELMS</i>
No help whatsoever. Every time I see this lady she does not help me
I wanted my blood pressure checked and she refused to check it. Which I didn't like at all
30 mins late
more than 1 doctor on
I think age and accommodation - <i>not sure if this is a positive or negative - ELMS</i>
Happy with doctor seen today. Not always happy with the service. Thank you - <i>a positive and negative comment, ELMS</i>

This information and any remedial actions arising from positive or negative comments are discussed by ELMS executive team and Board and expedited accordingly; this may include sharing lessons learnt with staff through emails, newsletters and meetings as appropriate. These reports are discussed with ELMS Council – ELMS is a Community Benefits Society - so the organisation is committed to ensuring as satisfactory a patient experience as possible.