

## **Patient Experience: 2022-23**

Given ELMS ethos as a Community Benefits Society, ELMS take 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, however the Coronavirus pandemic minimised the opportunity for face-to-face contacts and led to the suspension of our Family & Friends Test (FFT) questionnaire, as our normal means of collecting feedback from our patients, carers and other stakeholders.

In 2022-23, ELMS received 85,693 referrals in its IUC service and 12,671 through its AVS – which resulted in the delivery of a total of 98,364 patient referrals in the year.

## **2022-23 Compliments**

COVID impacted the ability of ELMS to secure feedback from patients with the survey of patients using the NHS Family and Friends Test (FFT), suspended in agreement with Commissioners. In late 2022-23 we did restart the FFT survey and received 58 FFT responses - most of it positive.

97% of those respondents said they were “*Extremely Likely*” or “*Likely*” to recommend our service with the remaining 3% saying they were “*Neither Likely*” nor “*Unlikely*” to recommend our service. ELMS consider that this reflects positively on our teams and their service delivery and our ethos of putting patients at the centre of all that we do.

**Please see the feedback comments shown below:**

Positive	Negative
Thank you, very quick and accessible	Waiting time are long
Lovely staff, great with children	
Receptionist staff are always welcoming and doctors are so helpful	
Fast response and friendly	
Very helpful, professional. Put me at ease	
It was brill, thank you	
Amazing service, lovely kind, knowledgeable nurse practitioner. Brilliant bedside manner :)	
From the original phonecall, down to the visit and contact with the receptionist - I could not fault the service. The made me fell at ease and they were all polite	
Received a call very quickly and got an appointment	
Helpful, kind, understanding	
Efficient and friendly	
Excellent, approachable - interpersonal skills. Very happy with service. Thank goodness for ELMS	
Very friendly staff. The nurse made me feel so wlcome and listened to all concerns	
Lovely staff	
Doctor best help I ever had. Thank you	
GP was very helpful	
Dr Khan (Registrar) was brilliant, the service he gave us was fantastic 150%. Thank you. Staff were polite too	
Very quick on getting appointment. Nice clean and tidy building	
Amazing service. Under 2 hours from 111 call to being seen. Very happy - Thank you	
Fabulous service from first call / online to call back. Thank you, keep up the good work	
Excellent service, thank you very much. It helps when the staff are ace, fantastic, the staff need a bonus. Thanks to Paul	
Thank you for keeping the doors opened to see patients at this surgery in Blackburn. The Victoria Hospital walk in centre should be still available like it used to	
Excellent service, fast. Dr Shah was brilliant, fantastic	
Staff are very kind and friendly. Very clean and tidy	
This is very good for us because 6-8 hrs in emergency is hard. Dr Hussain checked me well. I am satifsified with all staff	
111Phone consultation organised this appointment both GP & the lady on the phone have been very helpful	
Good service. Came the week before & GP was very thorough and had a good caring bedside manner, Not been to see GP though but phone call received shortly after 111 call and prompt appointment then made	