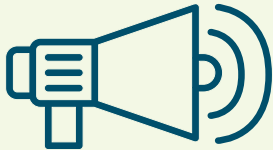




# Oakham Medical Practice Enter and View 2023

# The method

- Announced visits in August and September 2023
- Visits planned across different days of the week and different clinics
- Online survey available on website, shared by text from the Practice to all patients and available via social media and partners
- Hardcopy survey available in the Practice or from HWR



## **82 people**

shared their experiences of Oakham Medical Practice in person across **6 visits** by HWR volunteers and PPG members

## **1055 people**

completed a survey that was available online and in hardcopy from 16 August to 17 September 2023

# Appointments: survey results

## How do you usually make appointments?

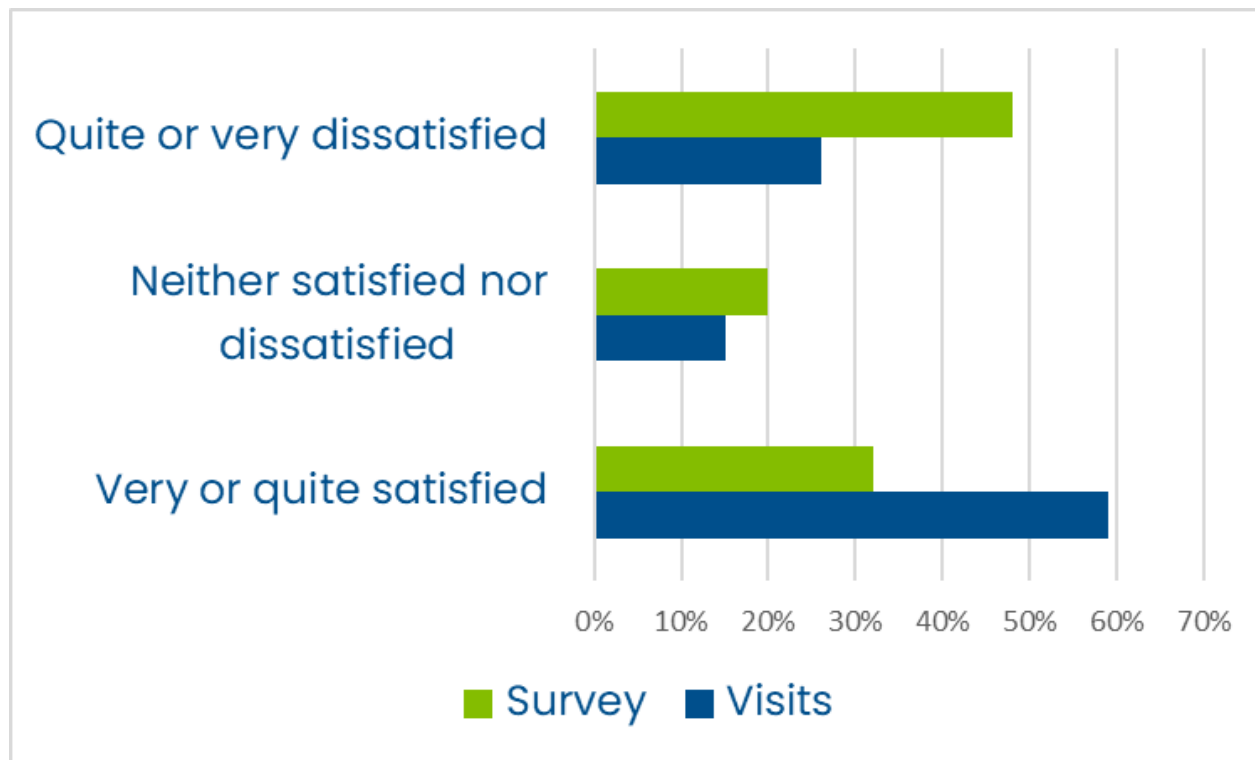
Online	38%
Telephone	54%
In person	8%

The majority of respondents making appointments in person find it easy whilst the majority of respondents making appointments by phone or online, find it difficult:

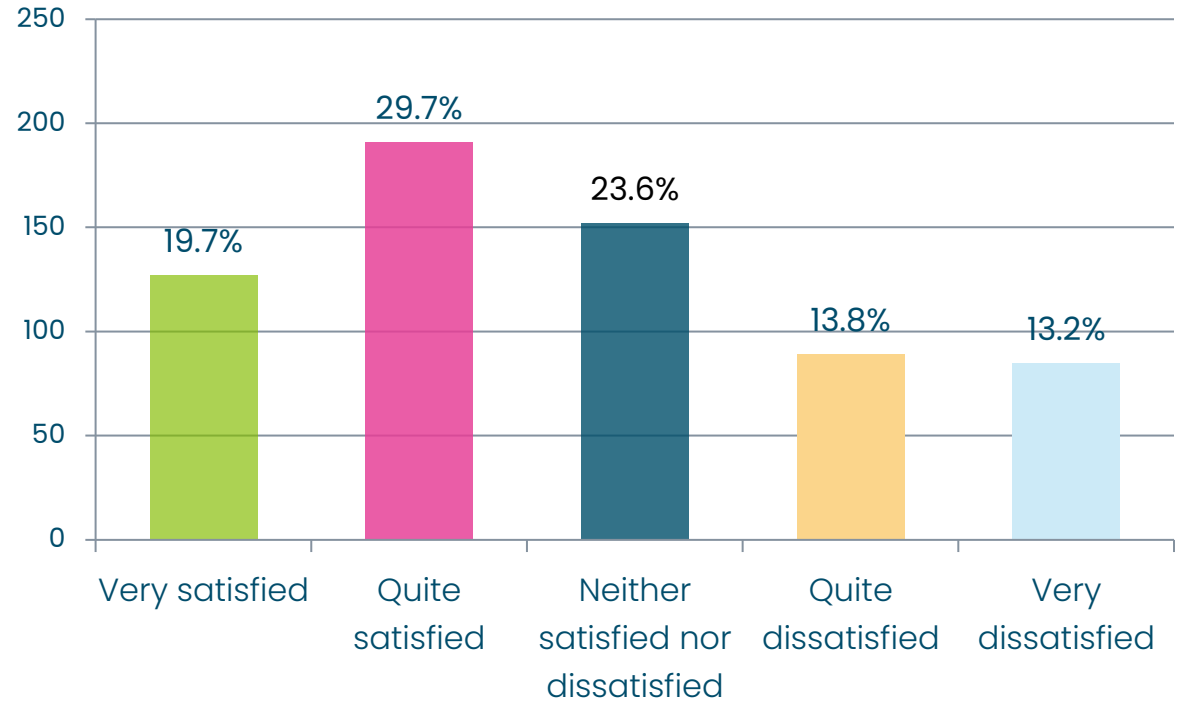
Getting an appointment	Easy	Neither easy nor difficult	Difficult
Online	29%	14%	57%
Telephone	13%	12%	75%
In person	45%	13%	42%

# Appointments (2)

How satisfied were you with the time to get your most recent appointment?



# How satisfied with your most recent virtual appointment?

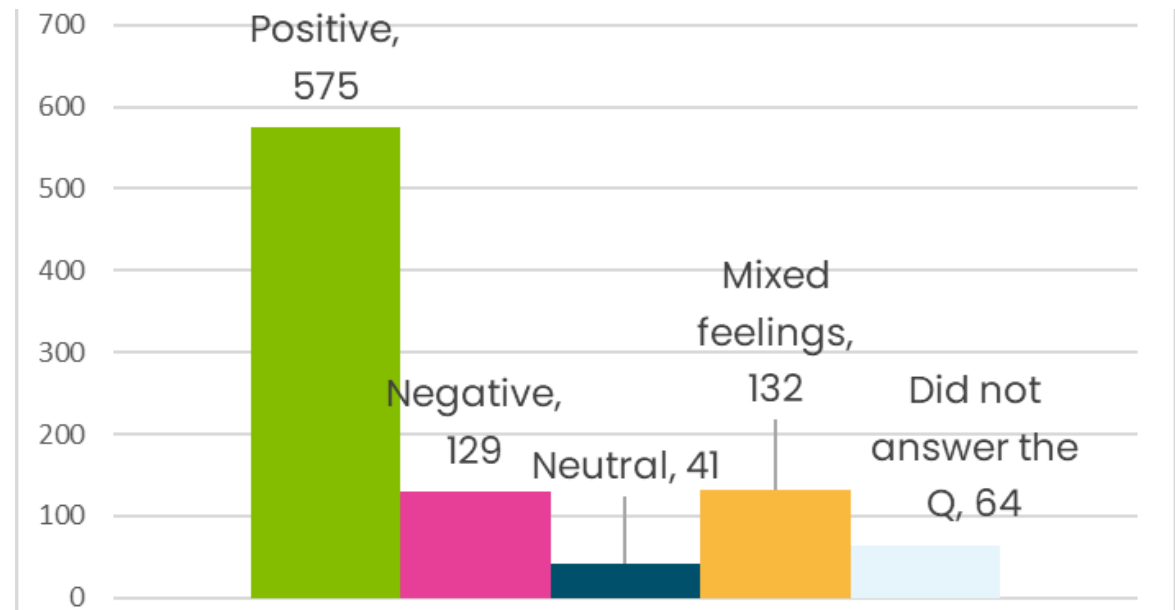


49% of respondents are satisfied: *"They rang me on time and then got back to check on me within a couple of weeks"*

27% are dissatisfied: *"Time of appointment "any time of day". No other walk of life would appointments be so vague."*

# Receiving care from other professionals

N= 941



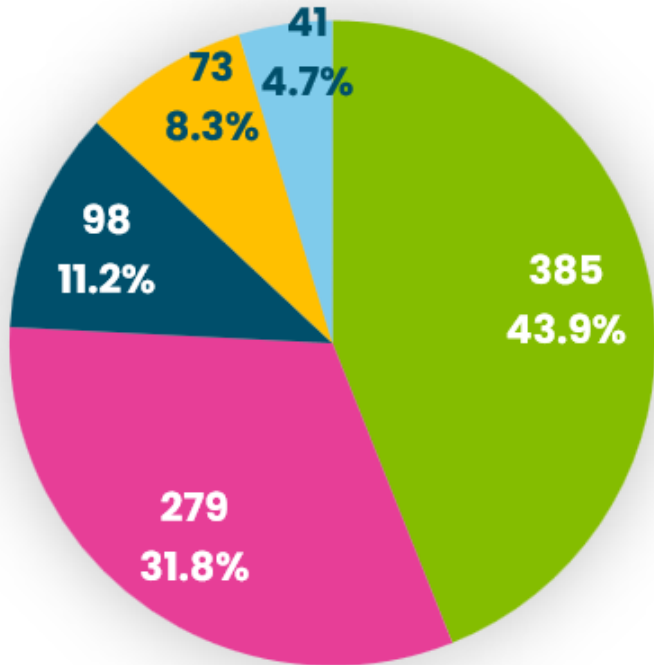
6 **Happy to see whoever is most appropriate.**

*I feel there is no continuity of care - always seeing a different person. I would hope that I would be directed to the most suitable person without question.*

***In general, I have no problem with it but my experience with the nurses has been frustrating as different nurses gave very different opinions and treatments.***



# Satisfaction with prescription service



- Very Satisfied
- Quite Satisfied
- Neither
- Quite dissatisfied
- Very dissatisfied

76% of respondents who have used the repeat prescription service are satisfied:

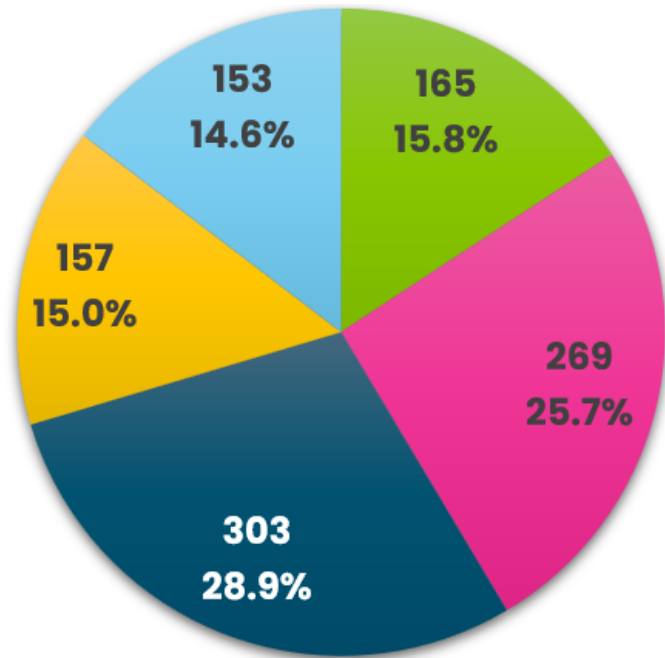
*Very easy to use & prescription items are usually dispensed promptly.*

13% of respondents who have used the repeat prescription service are dissatisfied:

*'I have a number of prescriptions – if only they could synchronise them.'*



# Satisfaction with Reception service



- Very Satisfied
- Quite Satisfied
- Neither
- Quite dissatisfied
- Very dissatisfied

42% of respondents are satisfied with the service from Reception:

*Really friendly and helpful both on phone and in person.*

30% of respondents are dissatisfied with the service from Reception:

*I went in the other day to try to get the contraceptive pill. The receptionist shouted so loud that I needed to go to 'the sexual health clinic in Leicester.' I was mortified.*



# What change do you most want?

More appointments, especially face-to-face.

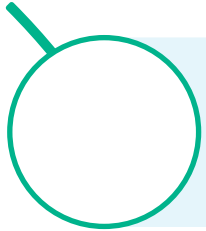
Easier online system: *"...codes are not useful unless you work in the healthcare sector – [give] explanation of what each ... means."*

Continuity of care: *"I would like to get back to seeing a named GP that I could see."*

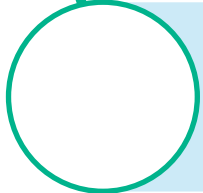
Better communication: *"Would like to know about out of hours and weekend services....more about enhanced access services"*

Various: *"Oakham clearly needs another surgery to cope with the growing population or this one needs more.."*  
*"..another person on the desk at least at busy times"*

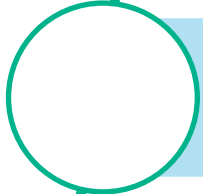
# What patients like



**Staff**, particularly nurses: *"I'm always made to feel welcome – treated as an individual."*



**Convenient and local**, plus pharmacy and RMH adjacent: *"GP, Pharmacy and minor injuries on the same site."*

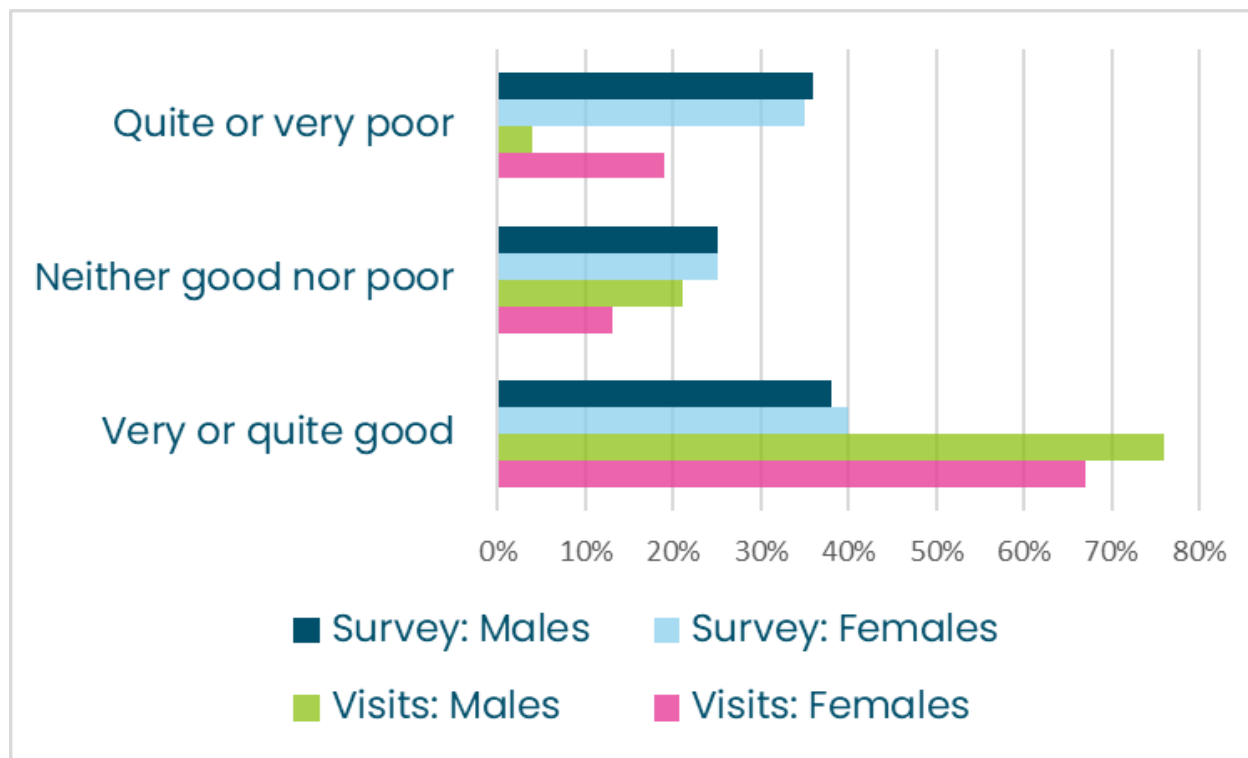


**Prescriptions**: *"Prescription requests are dealt with in a timely manner"*



**Various**: *"I like the quick response to an issue or an emergency they detect from test results.' ... "Self-check-in, especially when there's a queue for reception."*

# How do you rate the overall service based on experiences in 2023?



3 survey respondents identified themselves as non-binary: 2 rated overall service as very or quite good and 1 as very or quite poor

# Recommendations

- Improve signage
- Improve reception: seating, queue management, drinking water
- Training to ensure Patient Services staff are sensitive to patients' privacy
- Advise patients for clinics in RMH, at booking time, to check in at OMP first
- More appointments available for same day

# Recommendations continued...

- Online appointments: explain codes and make more doctors' appointments available to book throughout the day.
- Offer more face-to-face appointments and continuity of care
- Synchronise repeat prescriptions
- Create more space in disabled toilet by storing the wheelchair elsewhere
- Continue making improvements: patients recognise improvements and want more

**Full report:**

[Oakham Medical Practice Enter and View report | Healthwatch Rutland](#)

**Thank you**

**Q&A to follow**