



QUALITY INSIGHT REPORT
ROKER FAMILY PRACTICE

Quality Insight Report - Roker Family Practice

Over2You is a project funded by the Department of Health, focusing on improving the quality of health and social care services. The aim of the project is to empower customers to give feedback to their practice provider so that their practice provider can make improvements to their practice. Over2You quality questionnaires are co-ordinated by trained Over2You volunteers who are passionate about making a positive difference to the quality of health and care practices.

Over2You trains health and social care customers as volunteer Quality Researchers and matches them with an experience health or care professional who acts as their Mentor. Quality Researchers speak to customers of your practice to gain a person centred quality insight. Over2You acts as a critical friend, providing you with feedback from your customers on what you're doing well and what you can improve.

This Quality Insight Report is a summary of the information Over2You Quality Researchers have gained about your practice. We engaged with **18** practice users during our visit to Roker Family Practice. We hope you will invite us back in 6 months' time to see the progress you've made since receiving this report.

Thank you for your commitment to raising customer voice and involving Over2You in your practice.

If you have any questions or concerns, please contact Nicola Scorer, Project Co-ordinator at nicola.scorer@gentoogroup.com

Positive feedback

Overall the feedback for Roker Family Practice was very positive. 7 users had joined the practice in the last 1-3 years but the majority had been members for 20 years plus.

The vast majority of practice users stated that they were able to make an appointment and that the timing was about right. 2 stated they were not able to make an appointment and some stated the appointment was too quick.

In choosing the practice all said that they either made the decision themselves or by a family member. Several practice users stated they had additional support from hospital.

Only 2 stated the information about the practice was not easy to understand, the rest all thought it was where the majority found information from friends, family and local information.

All respondents said that they had high or average expectations. In an ideal world they made the following suggestions:

- To keep the standard
- Staff are very good
- More accessible
- No its very good
- No can't think of anything
- I want the appointment system to be better
- More flexible appointments system

Only 1 practice user was unable to provide an example of excellent support, some examples are:

- When I was having problems when I first moved
- Family member with cancer
- Hip replacement
- Very supportive with family health
- Always been very, very helpful. Always shown commitment.

Only half said they had given this feedback to the practice previously.

Constructive feedback

2 of the residents interviewed said they had wanted to give constructive feedback, of which 1 completed a feedback form and the other did not raise their issue.

Safety

Almost all practice users said they felt very safe and 2 said they felt quite safe. No one made any recommendations to make the practice safer.

The majority stated that the staff and accessibility of doctors made them feel safe, 2 stated the attitude of staff in particular made them feel safe.

All said that they felt they could tell someone if they didn't feel safe where they would refer to the staff, practice manager or doctor.

Being involved

Few practice users said they had opportunities to get involved in the design and delivery of the practice, where the majority said never. There was also a mixed response in terms of engagement with friends and family where responses ranged from sometimes to never.

Responding to feedback

Half said that they have been asked for feedback only occasionally or sometimes with the remainder stating never or unsure. Similarly in acting on feedback the response was mixed.

All practice users stated their privacy is always respected with the exception of one.

Important characteristics for the practice & the staff

The residents interviewed used the following word examples to describe what was important for the practice to have:

- Clean
The practice always does this with 1 stating sometimes
- Welcoming
Majority said this was always with 2 stating sometimes
- Good practice/ efficient
All but 1 said this was always
- Accessible
All stated this was always but 2 raised the question if it were in relation to wheelchair access it may be different
- Friendly
All but 1 practice user stated this was always, 1 said sometimes

- Supportive
All but 1 practice user stated this was always, 1 said sometimes
- Advice/ knowledge
All but 1 practice user stated this was always, 1 said sometimes
- Confidential/ Private
All but 1 practice user stated this was always, 1 said sometimes

Suggested recommendations for improvements

The overall feedback is very good with all practice users responding positively to the questions asked.

A minor comment would be to explore the appointment system and potential for wheelchair accessibility.

In relation to opportunities to be involved in the practice design and delivery practice users currently are either not aware or have little involvement. A review of how they are engaged with is recommended.

Also there was a mixed response in terms of being asked for feedback and acting on it. There is an opportunity to develop this through dissemination of the Over2You audit and follow up.

Any additional comments

The majority of practice users stated that the Roker Family Practice met their expectations always and 3 said sometimes. The majority also rated their overall experience as excellent and the remainder stating good.

1 raised the issue of appointments to be discussed with the practice provider.

In addition practice users gave the following comments:

- Very good and friendly
- No complaints
- Very friendly and efficient, always treated good
- Excellent
- No its spot on
- A good provider
- Appointment system could be better

3 stated they would like to be involved in the patient participation group

and 1 requested further information. For data protection this information will be provided to the Practice Manager separate to this report.

We would like to come back to visit you in 6 months' time to support you to communicate the changes you've made as a result of this report. We can also support with advice and support around gaining more or better customer feedback in the future.

It would be much appreciated if you could complete and return the enclosed form to help us improve our practice in the future.

Many thanks for your time, we hope you have found this Quality Insight Report useful.