



Service improvement and actions from survey

February 2021

Pearl Medical Centre has successfully carried out its annual survey in February 2021 consisting of 223 patients with a response rate of 65%.

The comparison with the previous year has confirmed the impact of COVID 19 on the service level provision. The overall score has decreased to 72% (77%: February 2020). The downward trend in some areas such as telephone access, appointment satisfaction, warmth of greeting etc. was expected due to limiting contact in the middle of pandemic. Although, the Practice doors have remained opened throughout the past 12 months, the face to face contact had to be limited, where possible, due to health & safety and infection prevention & control measures.

Although, it was agreed previously that PMC is to actively educate our patients and promote online access. Despite of trying, one size fits all approach doesn't work with our patient demographics. As the most vulnerable who are not tech-savvy, don't have English as their first language are at risk of not accessing our services.

Hence, in contrast to other practices, Pearl Medical Centre has remained open throughout and seen patients face to face where remote consultations were challenging due to language & cultural barriers. All of our patients with long-term conditions including mental health issues have been reviewed over the telephone or face to face without a pause or delay in their treatment and care.

Re telephone access, management to closely monitor telephone data facilitated by the supplier. All admin/ reception staff are to prioritise answering calls at rush hours i.e. from 8:00 am till 9:00 am & from 11:30 am till 12:00 pm.

The practice will continue to monitor the outcome of this, by repeating the annual survey in 12 months' time.

There were also a high number of comments regarding the size and suitability of the building. The practice and the CCG accept that the building is safe but is not fit for purpose. This has been in the past and is still being raised with the CCG on an on-going basis.

The Practice is receiving positive feedback re helpful staff; we plan to maintain a high level of services provided.