



Purpose

Enable Patients to express their views and be involved in the decisions about their care and treatment. To enable Patients to have their views and experiences taken into account in the way the service is planned and delivered.

Scope

- All staff

Policy and Procedure

To ensure that Patients are involved in treatment decisions, explanation is given regarding:

- The causes, signs and symptoms of health problems.
- All the treatment options with risks, complications and side effects.
- Responsibility for good health (see Consent Policy).

The clinicians invite comment on Patient's expectations about treatment.

- The choices and preferences of Patients are respected, subject to those being in the best interests of the Patient (see Consent Policy).

To ensure that Patients views are taken into account concerning the service they experience, they are offered the chance to feedback on treatment, service or Health & Safety worries, via:

- Informal discussions with any member of staff:
 - Both complaints and compliments are recorded and highlighted at practice meetings.
- Suggestion boxes- sited at Reception or Waiting Areas
 - Suggestions to be used as points of discussion at practice meetings
- Clinical feedback
 - Simple verbal questions at clinical contacts with the Patient, asking how they feel about the treatment they are undergoing and experiencing

Patient satisfaction surveys, see Appendix for template

- By post
- Or at the surgery

The Practice operates a comprehensive Complaints Procedure, as well as taking part in dialogue with local groups of people and Patient groups. This is to enable Patients to understand the services available, a Practice Information Leaflet is available. With:

- The aims objectives and purpose of the service
- The facilities
- How care and treatment is reviewed
- Treatment costs (or how they are calculated) where fees are charged
- How to raise a concern or complaint, and how it will be dealt with?
- How to contact local advocacy services, such as PALS

The job titles and names of all people with whom Patients will have contact are displayed, and clinical staff wear name badges to identify them to Patients.



Sample Patient Satisfaction Survey

We are always interested in your views, in order to help us improve our service at this practice. Please spend just a minute to complete this survey. Your opinion will be valued.

Do you have any problem with access to this practice? If so, do you have any suggestions?

How happy were you with the cleanliness and appearance of St Peter's Medical Centre?

	Very happy	Happy	Not very happy	Unhappy
Waiting area				
Consulting room				
Toilets				

How happy were you with the attitude of St Peter's Medical Centre?

	Very happy	Happy	Not very happy	Unhappy
Receptionist				
Doctor				
Nurse				

Did you feel that we did well of St Peter's Medical Centre?

	Very well	Well	Not very well	Poor
Seeing you on time				
Explaining your health issue				
Carrying out any procedure				
Making you feel comfortable and relaxed with your visit				



How happy were you, overall, with of St Peter's Medical Centre?

	Very happy	Happy	Not very happy	Unhappy
The service from the practice				
The appearance and layout of the practice				
Information about the practice				

How happy were you with the following at St Peter's Medical Centre?

	Very happy	Happy	Not very happy	Unhappy
Booking your appointment				
Access and car parking				
Comfort and space for waiting				

Please answer only one of these questions. Whichever is most appropriate

I could book my appointment within 2 days if I wanted to	Yes		No	
--	-----	--	----	--

Please tell us about an aspect of your visit of treatment that you were pleased with?

On behalf of St Peter's Medical Centre, thank you for taking the time to complete this survey.



Key Lines of Enquiry Table

Key Line of Enquiry (KLOE)	Supporting
HC1 - How does the service ensure that people are treated with kindness, respect and compassion, and that they are given emotional support when needed?	✓
HC2 - How does the service support people to express their views and be actively involved in making decisions about their care, treatment and support as far as possible?	✓
HC3 - How are people's privacy and dignity respected and promoted?	✓
HE5 - How are people supported to live healthier lives and, where the service is responsible, how does it improve the health of its population?	✓
HE6 - Is consent to care and treatment always sought in line with legislation and guidance?	✓
HR1 - How do people receive personalised care that is responsive to their needs?	✓
HR3 - Can people access care and treatment in a timely way?	✓
HR4 - How are people's concerns and complaints listened and responded to and used to improve the quality of care?	✓
HS2 - How are risks to people assessed, and their safety monitored and managed so they are supported to stay safe?	✓
HS4 - How does the provider ensure the proper and safe use of medicines, where the service is responsible?	✓
HS6 - Are lessons learned and improvements made when things go wrong?	✓
HW1 - Is there the leadership capacity and capability to deliver high-quality, sustainable care?	✓
HW3 - Is there a culture of high-quality, sustainable care?	✓
HW4 - Are there clear responsibilities, roles and systems of accountability to support good governance and management?	✓
HW7 - Are the people who use services, the public, staff and external partners engaged and involved to support high-quality sustainable services?	✓
HW8 - Are there robust systems and processes for learning, continuous improvement and innovation?	✓

Note: All Policies are reviewed annually, more frequently, or as required.