

The Erimus Practice



**Shared Care NPT
(Near Patient Testing)
Monitoring service**

**Patient experience survey
02/02/2016**

**Produced by Sherry Binks
Practice Manager**

Methodology

All of our patients (35) who are monitored under our NPT shared care agreement were posted questionnaires out with a cover letter on 1st September 2015 with a stamped addressed envelope enclosed.

9 questionnaires were received back on or before 1st October 2015

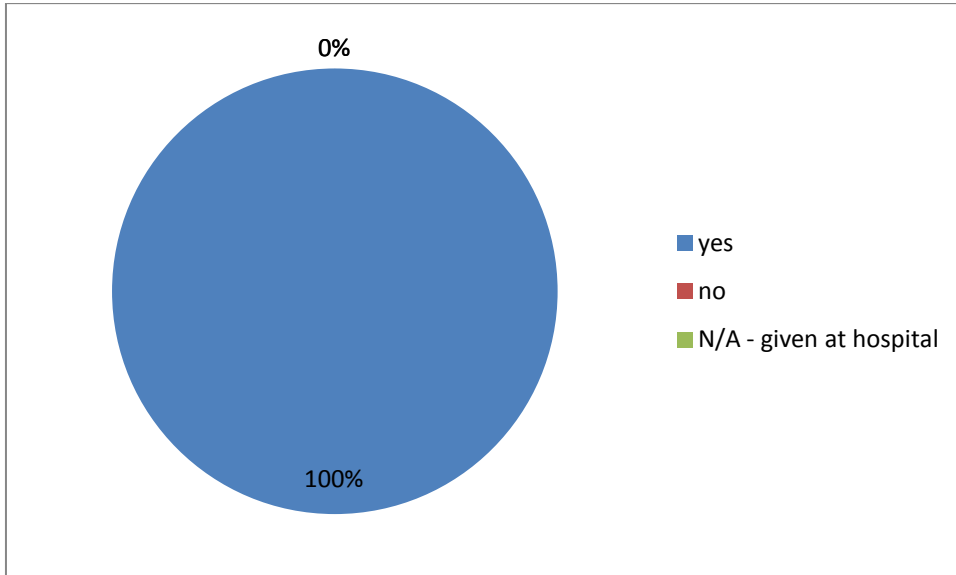
The information collated from the survey is used to improve the service we provide.

Questions asked

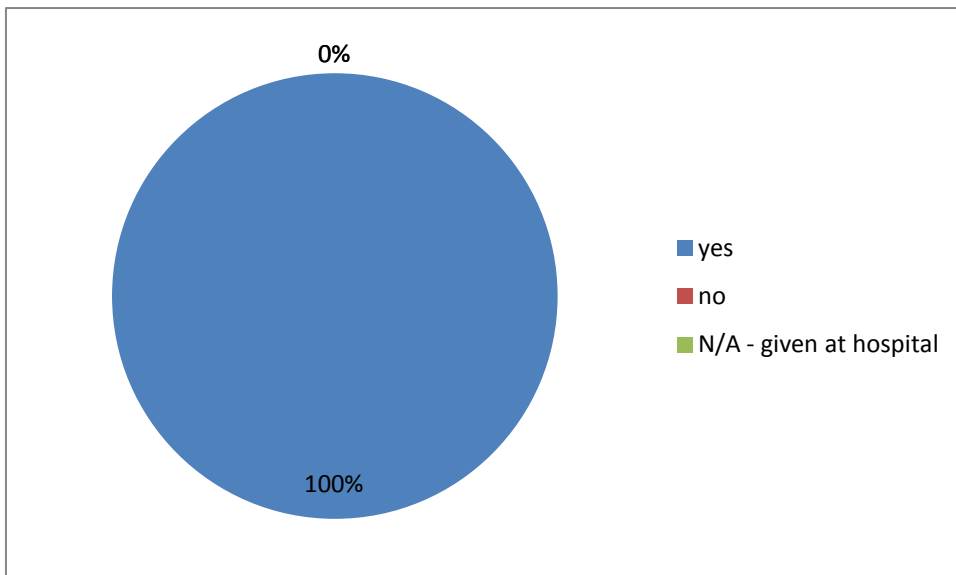
1. On commencement, Did your hospital consultant give you information regarding your condition and the need for regular blood monitoring at the practice?
Options - Yes / No / Not applicable-given at hospital
2. Did the staff at the practice also give you information, either written or verbal?
Options - Yes / No / Not applicable-given at hospital
3. Do you feel the service and information /education you receive was right for your needs?
Options - Yes, all of the time / some of the time / No / N/A-District nurse visits
4. If your blood tests were "out of range" were you contacted promptly by the practice to advise you of this and what action to take?
Options – Yes / No / Don't know
5. Do you feel you were treated with dignity and respect during your appointments here at the surgery? – Excellent/Very good / Good /Fair / Poor
6. How likely are you to recommend our Near Patient Testing service to friends and family if they needed similar care or treatment?
Options - extremely likely / likely / neither likely nor unlikely / unlikely / extremely unlikely / don't know
7. Any other comments about the service?

Results

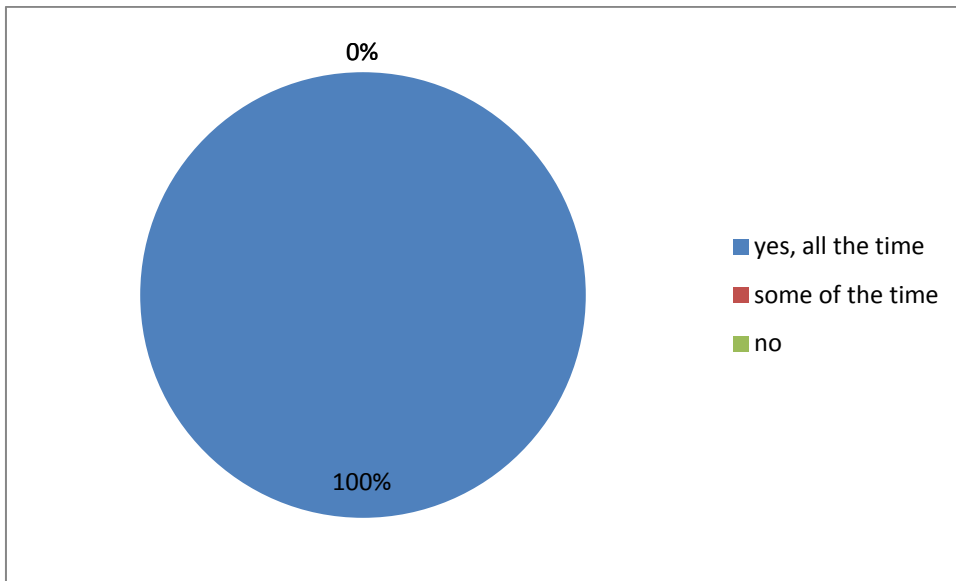
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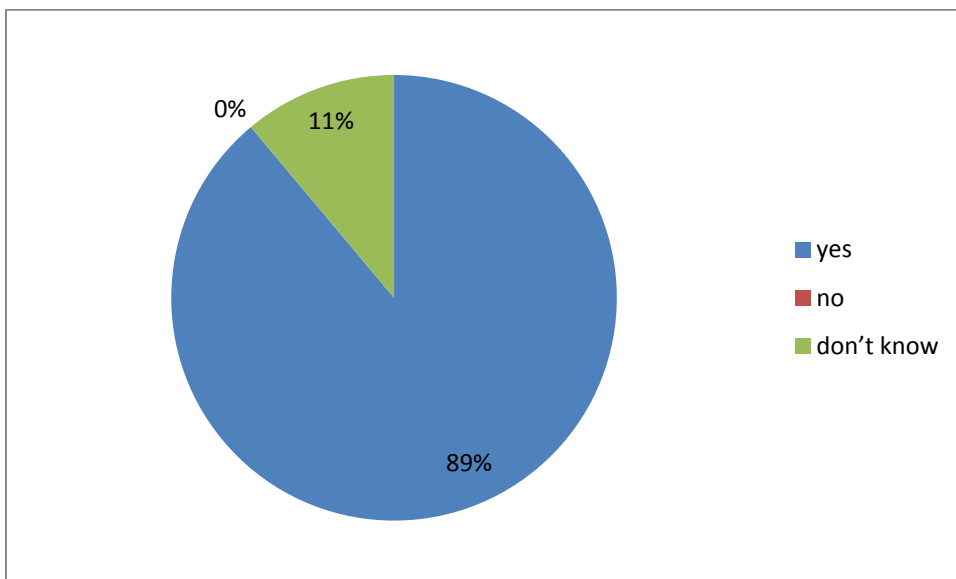
2. Did the staff at the practice also give you information, either written or verbal?



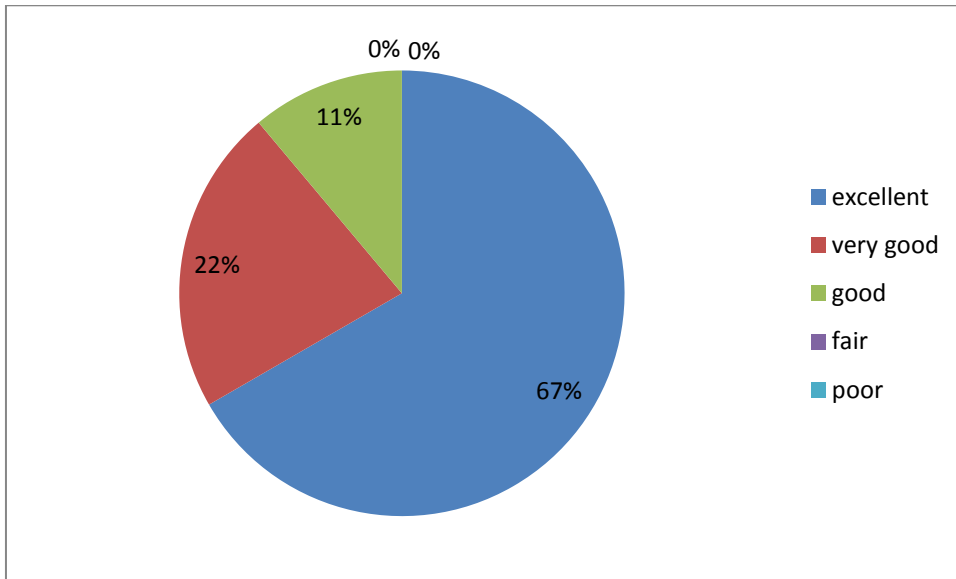
3. Do you feel the service and information /education you receive was right for your needs?



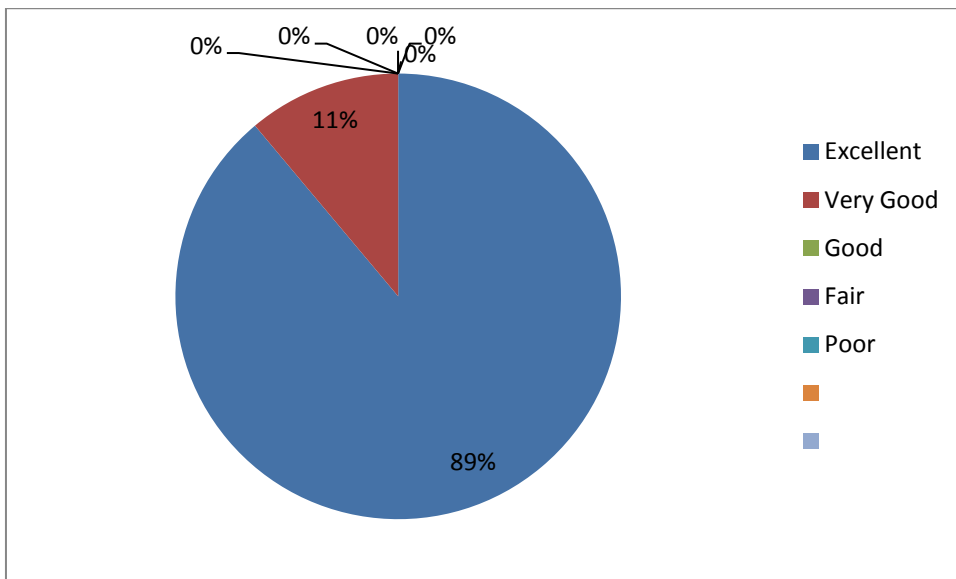
4. If your blood tests were “out of range” were you contacted promptly by the practice to advise you of this and what action to take?



5. Do you feel you were treated with dignity and respect during your appointments here at the surgery? – Excellent/Very good / Good /Fair / Poor



6. Overall, how would you rate the high-risk drug monitoring service provided by your GP practice? Excellent/Very good / Good /Fair / Poor



Your comments were:-

*Doctor and staff are very good ,I am always happy to come to the surgery
Keep up the good work*

To sum up your experience

- All the patients surveyed identified that written information about the treatment programme and managing their condition was given at the hospital.
- All the patients surveyed said they received information from the practice
- All the patients who responded felt the information received was adequate for their needs
- 89% of the patients said they were contacted promptly if their bloods were out of range, and 11% answered no.
- All the patients who responded felt they were treated with dignity and respect at all times
- The majority of patients said they would recommend our service to friends and family if they needed similar care

Conclusions

- We were disappointed in the response to the questionnaires; however, the survey showed that patients were satisfied with the service offered by the practice.

Action plan for the surgery

- We will offer written information sheets at every occasion (even if they have received it from the hospital) to ensure that the patients are aware that we must monitor regularly in order to continue prescribing
- We will continue to offer advice and support to patients, including reminding patients who haven't attended for some time
- We will continue to monitor this service by using the "friends and family" test annually
- We will share our survey results and action plan with the patients who use this service and at www.erimuspractice.nhs.uk and also with the NHS CCG (South of Tees Commissioning Group) who commissions the surgery to undertake this service.
- We will also share this information with the Rheumatology out-patient department at JCUH, where this type of medication is commenced.