

Compliments Report

September 2017

Of the 134 patient responses from OOH patients 97% said they would be likely or very likely to recommend our services to their friends and family. This overall number of returns is down on recent months because we are also using a PVG survey which is a little more in depth. We will try to combine the two in future months.



STAR Awards



At the 4 October AGM, presentations were made to recognise outstanding contributions from some members of staff. These were made as the result of colleagues' recommendations made during the staff engagement exercise and have gone to those who go above and beyond to help patients or colleagues

There is a long list of recipients of the award, illustrating the committed nature of ELMS' staff, and they are too numerous to mention individually. Those awarded on the night were [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED] and [REDACTED]

The photo shows [REDACTED] being presented with her STAR award by Dr [REDACTED] just after the AGM. ([REDACTED] was on shift at St Ives and couldn't attend the meeting proper.)

PVG Survey - OOH

- This only started in the last week of the month and we had 59 responses which is a good number for less than a week and for which we should thank all the receptionists and PVG representatives. We are only surveying those who visit a treatment centre.
- Patients rated our services at about 9.7/10 but we have no history to compare this number with.
- Typically, patient's comments were about helpful staff or clinicians and how the service was welcome in the face of ongoing problems with getting appointments in General Practice. And there were very few adverse criticisms.
- The survey will last approx. 3 months; more in future issues.

Out of Hours Services

- Dr [REDACTED] was friendly and helpful. [REDACTED] was friendly and welcoming (Rossendale)
- Dr [REDACTED] was lovely (St Ives)
- Very helpful and friendly ([REDACTED]).
- Lovely staff. [REDACTED] booked me in at very short response. Ray at reception greeted me with a lovely smile.
- Dr [REDACTED] was extremely friendly, he's a lovely doctor.
- ...when I came to the building I was greeted very nicely by [REDACTED] who gave me confidence in your service.

Federated Practices

- (PVM) I would just like to say I applaud your staff on reception. Whilst visiting the surgery today I witnessed appalling behaviour. The two staff on reception desk were met by a barrage of what can only be described as abuse and total disrespect from a patient who was demanding of being seen by a doctor for what he himself described as a headache he had for two days. When the receptionist tried their best to accommodate the patient by offering them an appointment at another practise he clearly was not happy with their suggestion so he left the one side of the counter and started to abuse the other receptionist demanding the same from them. They explained exactly the same; see the local pharmacy for advice and then try for an appointment later in the day or at 8am tomorrow. ... I think praise is due in this to the two staff who acted in a calm professional manner whilst faced with attitude and disrespect from a member of the public who in my opinion they tried their best to help. I do hope this message is passed on to the two girls in question; tell them to keep smiling and helping.
- I was seen today for a health check by [REDACTED] ([REDACTED]). She was very nice.
- The doctor requested bloods and I was seen by the nurse within 5 minutes. [REDACTED] ([REDACTED]) was very efficient and friendly.
- My experience with [REDACTED] was great; I hate needles – never felt it. Thank you. ([REDACTED])

Health Access Centre

Walk in Centre:

- A vital service when the other services are shut. Must remain open forever! Takes pressure of our doctor's surgery. I have visited this service myself in the past and found it very helpful. Very important to the community.
- Very friendly reception staff, extremely approachable and helpful.
- Very good receptionist. Excellent service. Well recommended.
- Available when most needed when other services are shut. Glad to have this service. Needs to stay open as long as possible. A vital Community asset. Takes pressure off A&E service.

If you have received any positive feedback about any of our services or your colleagues please e-mail the Governance team on comments.elms@nhs.net