

GREENWICH HEALTH

360 SURVEY REPORT

(PATIENT VERSION)

JULY 2024



FOREWORD

The 360 survey is an opportunity to really understand all facets of the organisation from its patients, its staff operating its services to the central team and our shareholders.

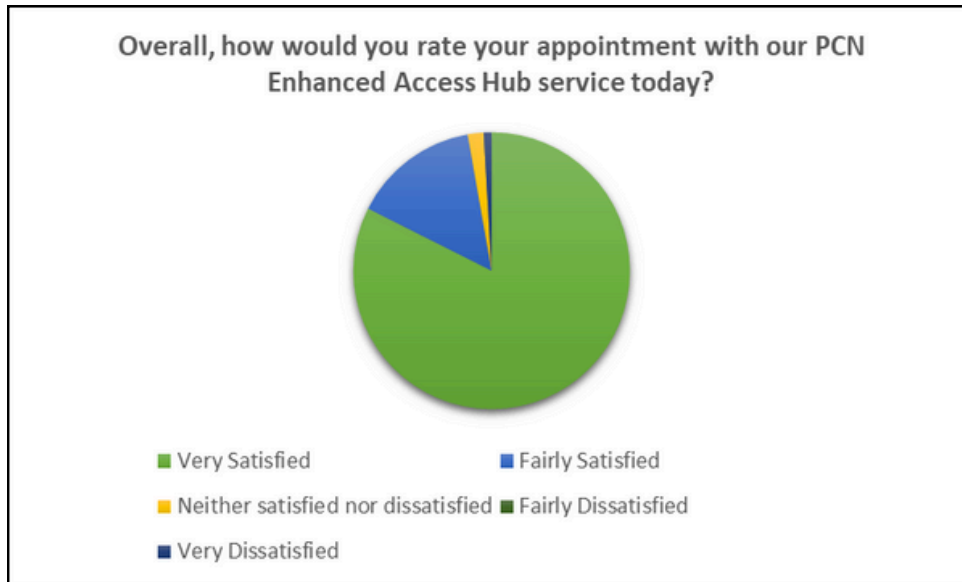
Carried out once a year, it provides an important opportunity to listen to all the key stakeholders in what the organisation does.

This report outlines the results from the patient surveys as well as explores the outcomes and action plans that have been created as a result of the insights gathered.

PRIMARY CARE SERVICES

PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

Primary Care Services - PCN Enhanced Access Patient Survey Result Summary



97%
of patients would recommend the PCN Enhanced Access services to their family and friends

82% of patients said they were Very Satisfied with the service provided with a further 14% saying they were fairly satisfied giving a total of 96% providing positive feedback about the service. Sample size - 216 patients

Feedback Comments



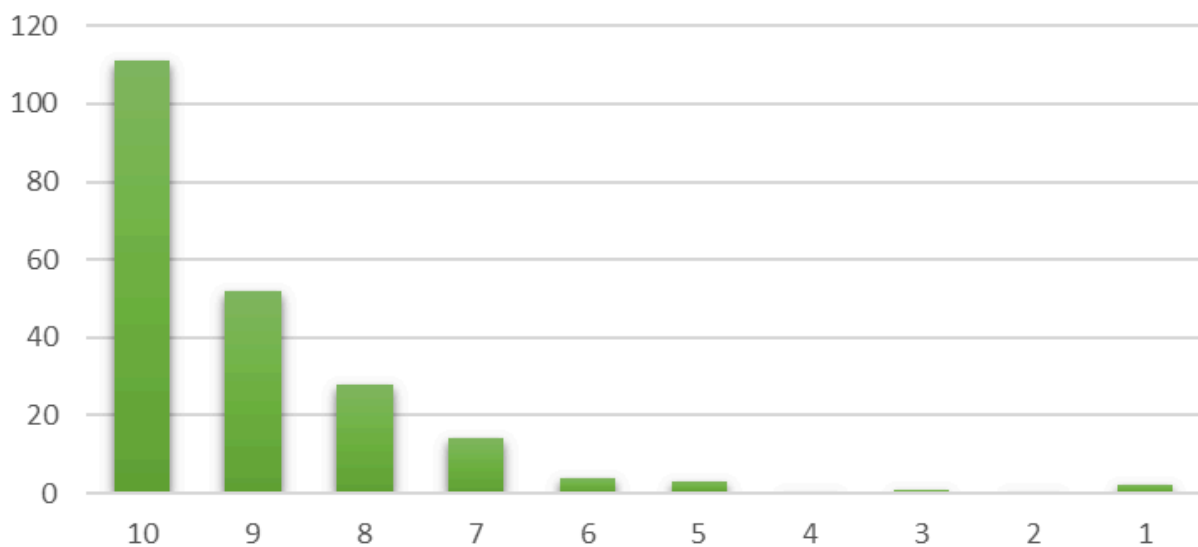
PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

How easy was it for you to book your appointment with our PCN Enhanced Access Hub service today?



Very Easy Fairly Easy Not Very Easy Not at all easy

On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the clinician that you spoke to or saw?



PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

ACTION PLAN:

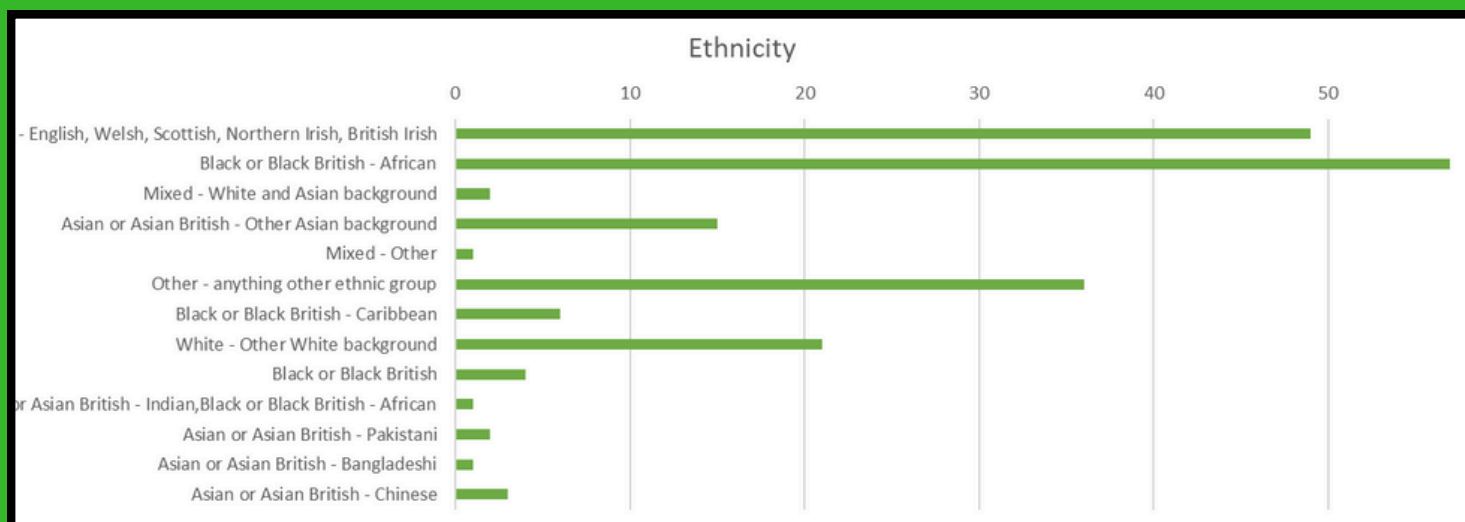
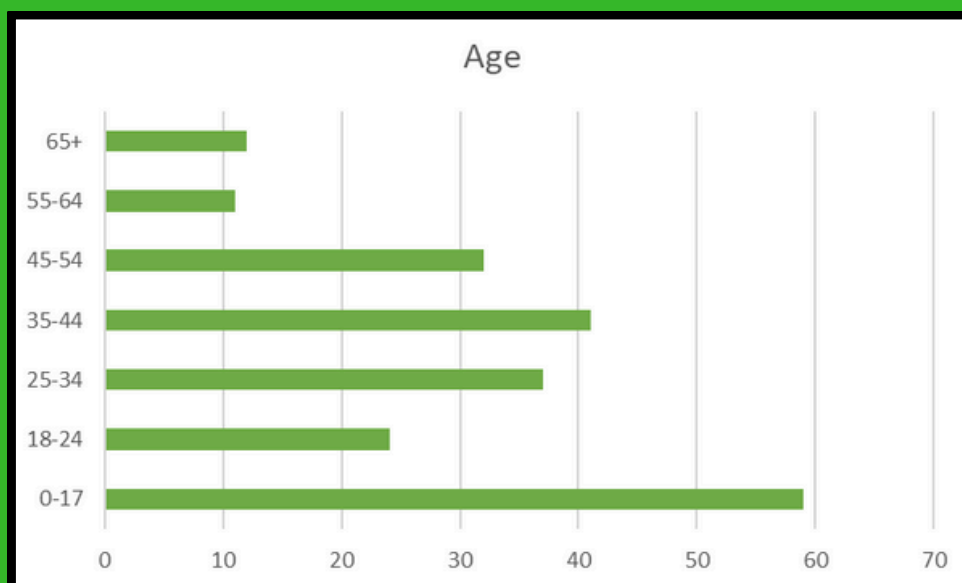
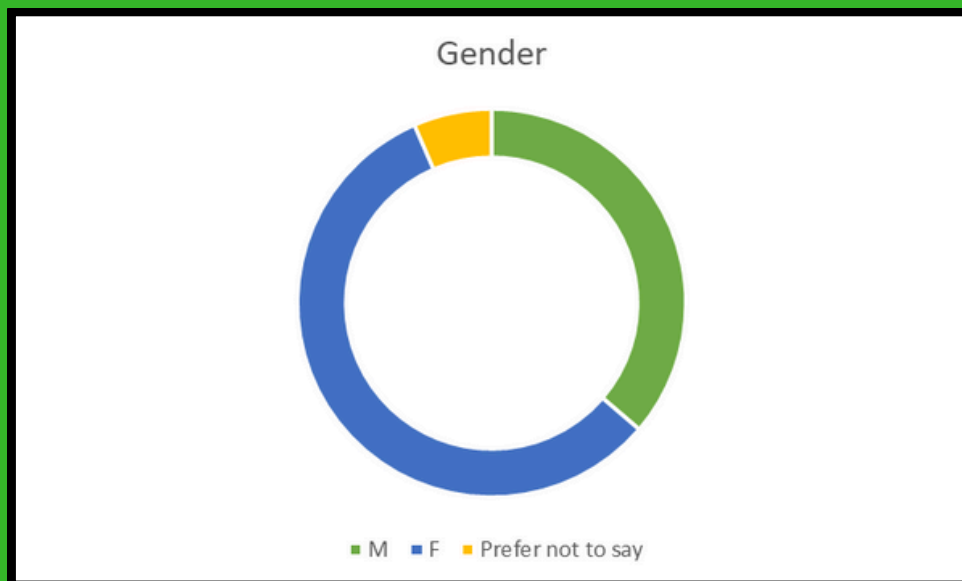
1.

Work with practices to ensure patients are given the right advice and guidance into the service

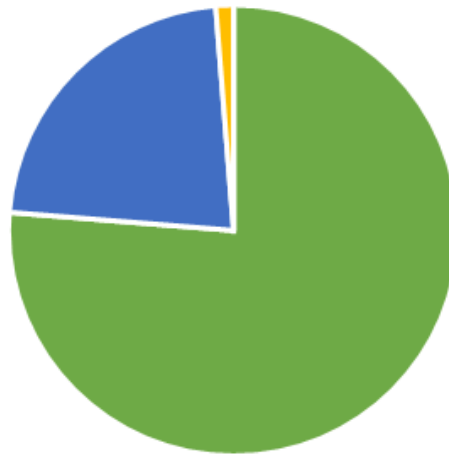
by End of
October 2024

PRIMARY CARE SERVICES - PCN ENHANCED ACCESS

DEMOGRAPHICS OF SERVICE USERS SURVEYED:

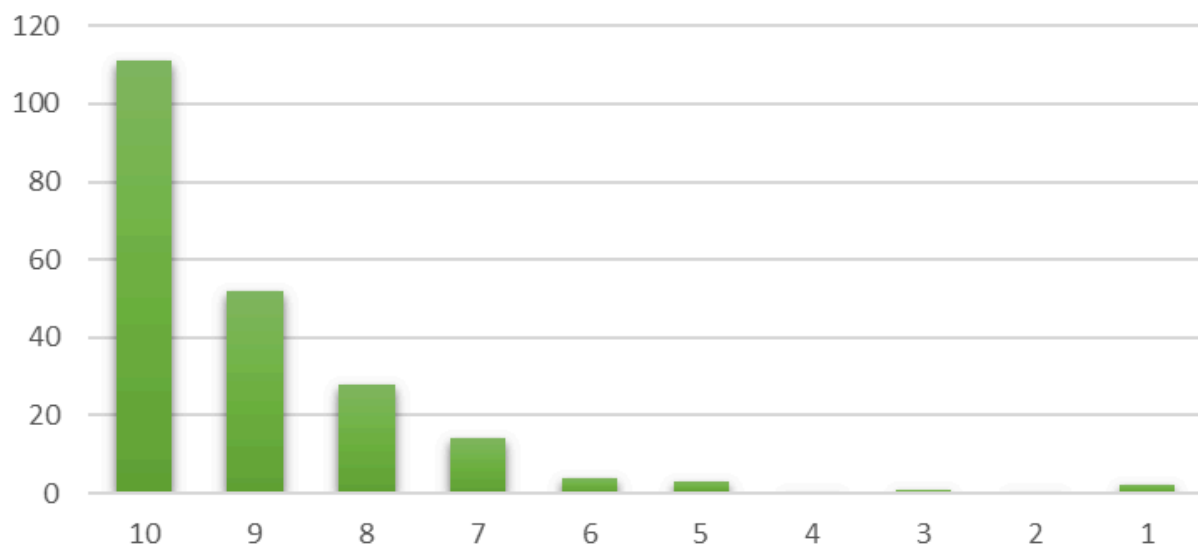


How easy was it for you to book your appointment with our Dressing Service today?



■ Very Easy ■ Easy ■ Not Easy ■ Not Easy at all

On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the clinician that you spoke to or saw?



PRIMARY CARE SERVICES - DRESSINGS CLINIC

ACTION PLAN:

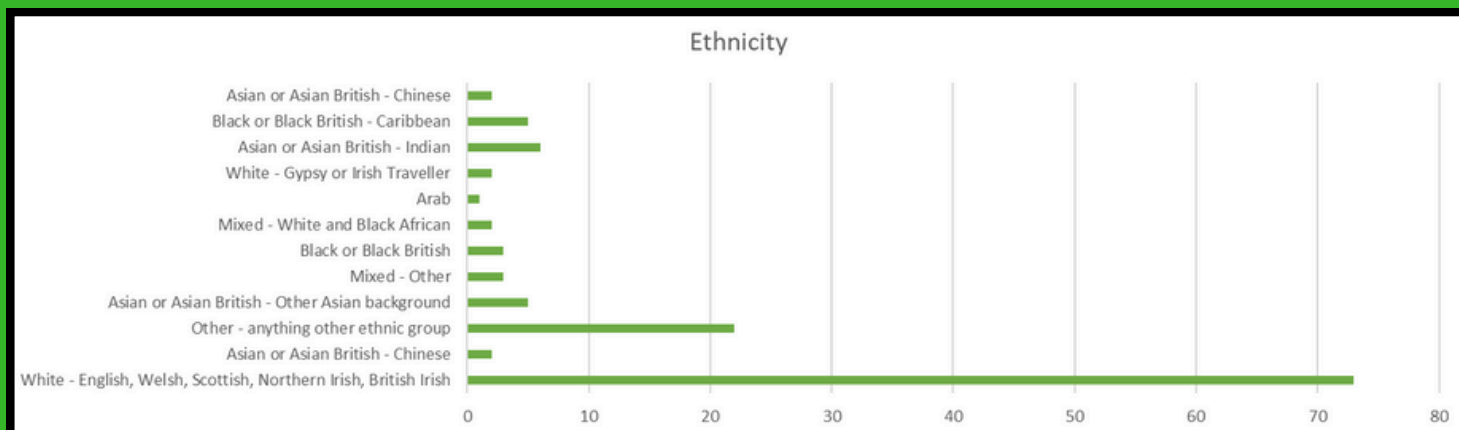
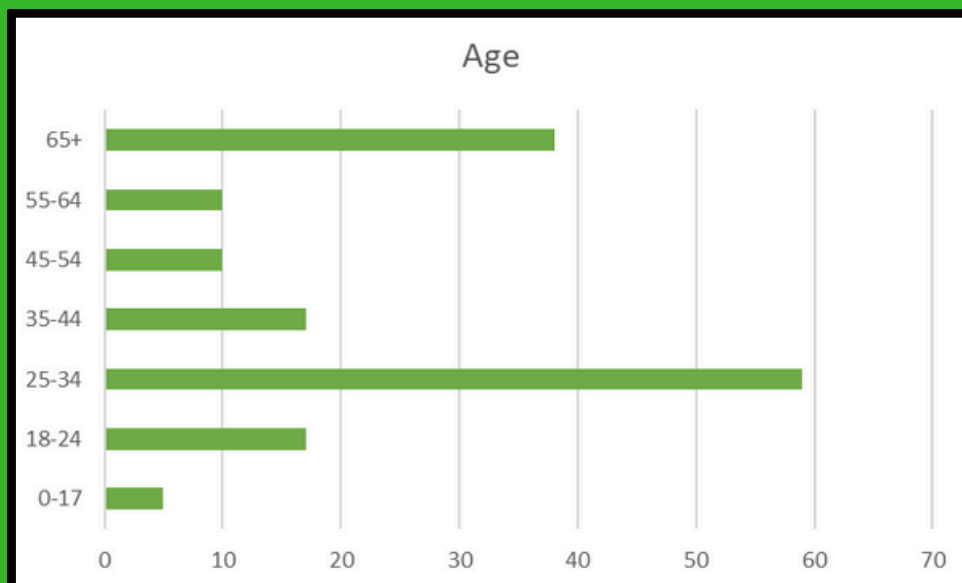
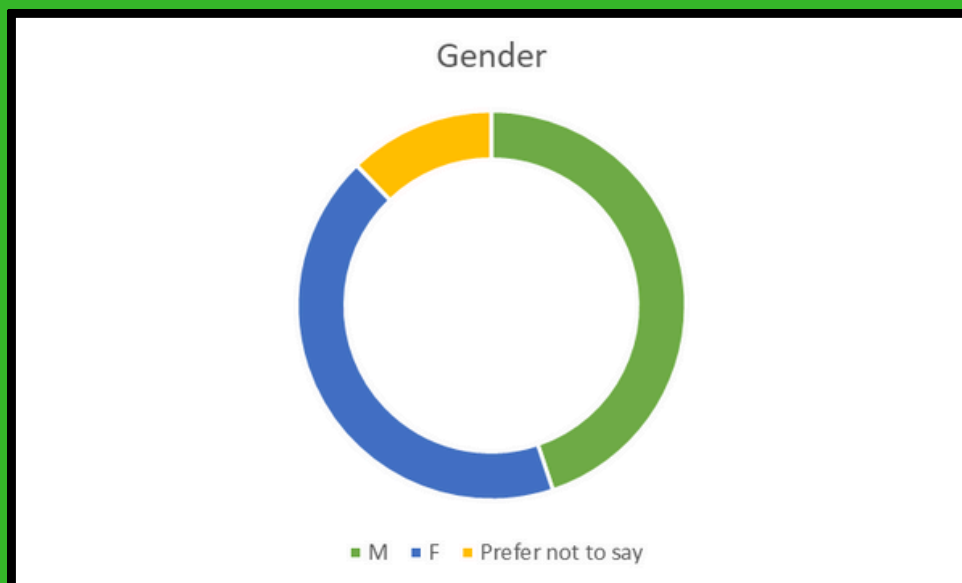
1.

Continue to ensure we are monitoring the standard of care delivered by our nurses

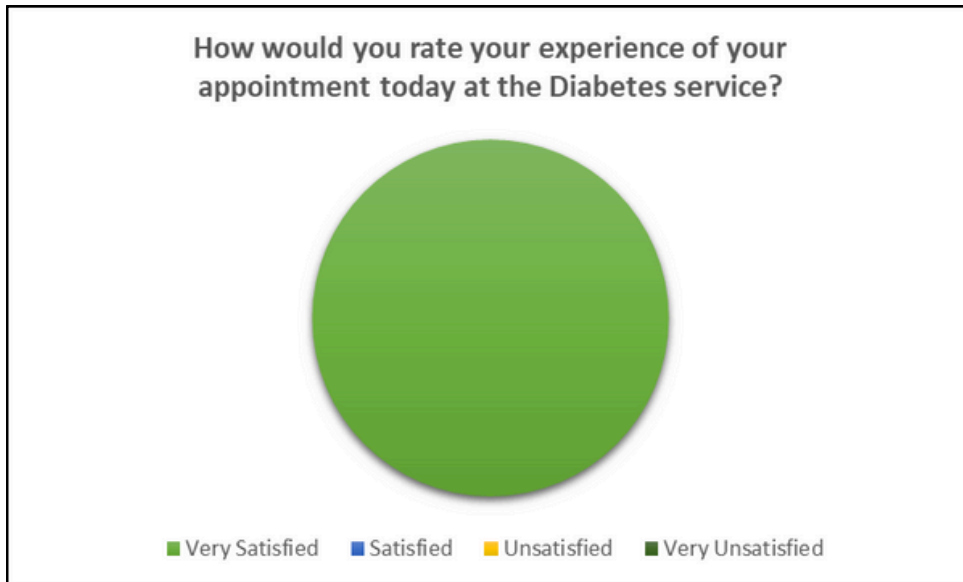
by end of
February 2025

PRIMARY CARE SERVICES - DRESSINGS CLINIC

DEMOGRAPHICS OF SERVICE USERS SURVEYED:



Primary Care Services - Diabetes Service Patient Survey Result Summary



100%
of patients would recommend the diabetes service to their family and friends

100% of patients said they were Very Satisfied with the service provided. Sample size: 3 Patients

“Emma is brilliant, very polite and friendly, caring and highly knowledgeable in her work.”

“I am quite happy with how it went.”

100%
of patients felt they could better manage their diabetes after their appointments



PRIMARY CARE SERVICES - DIABETES SERVICE

ACTION PLAN:

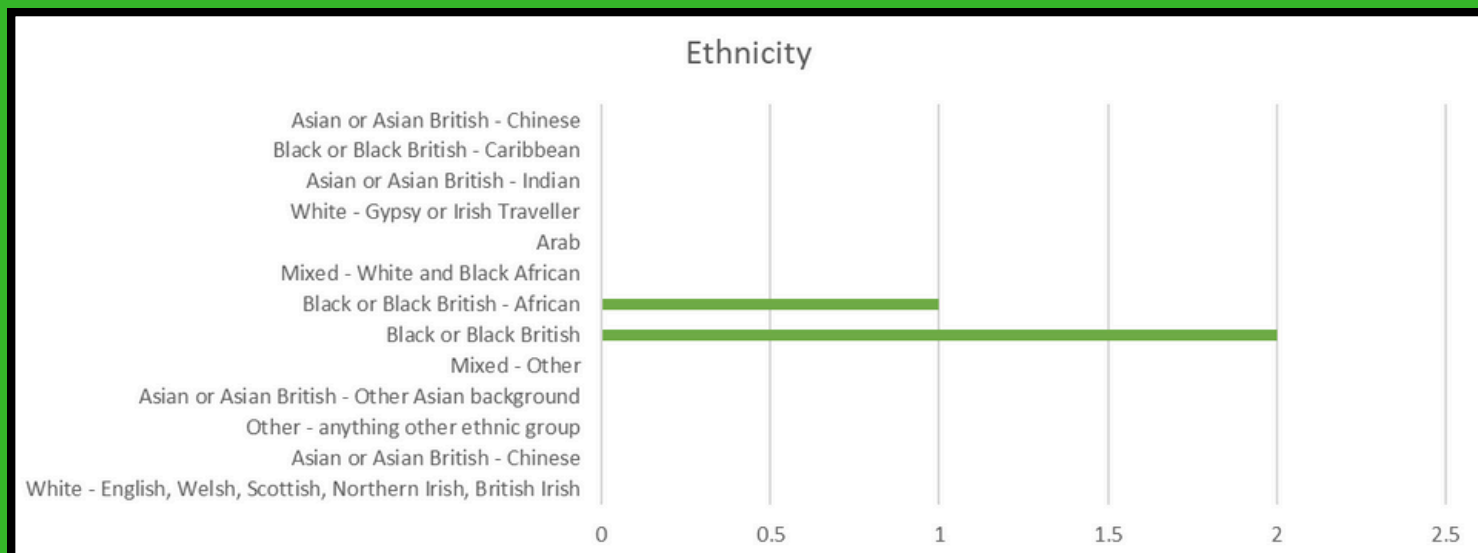
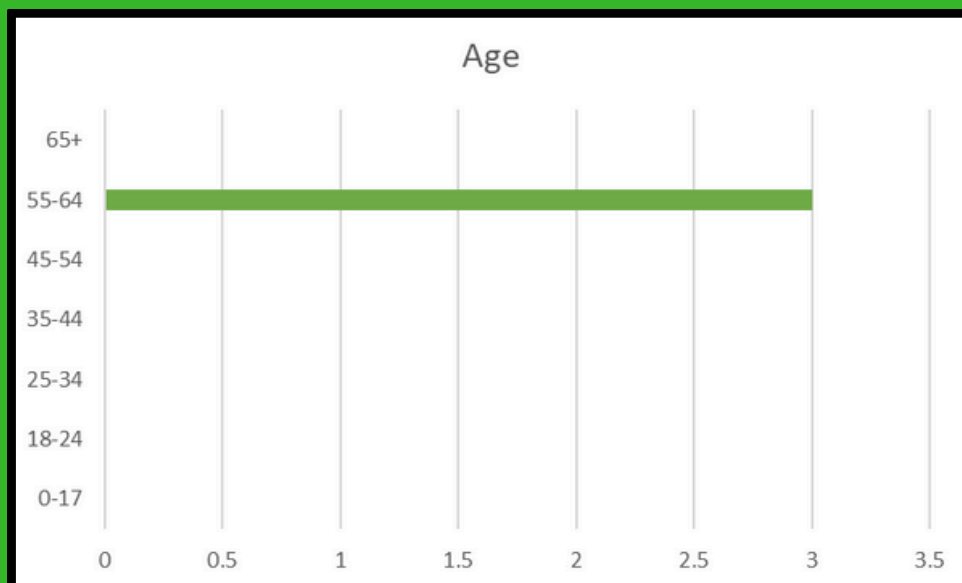
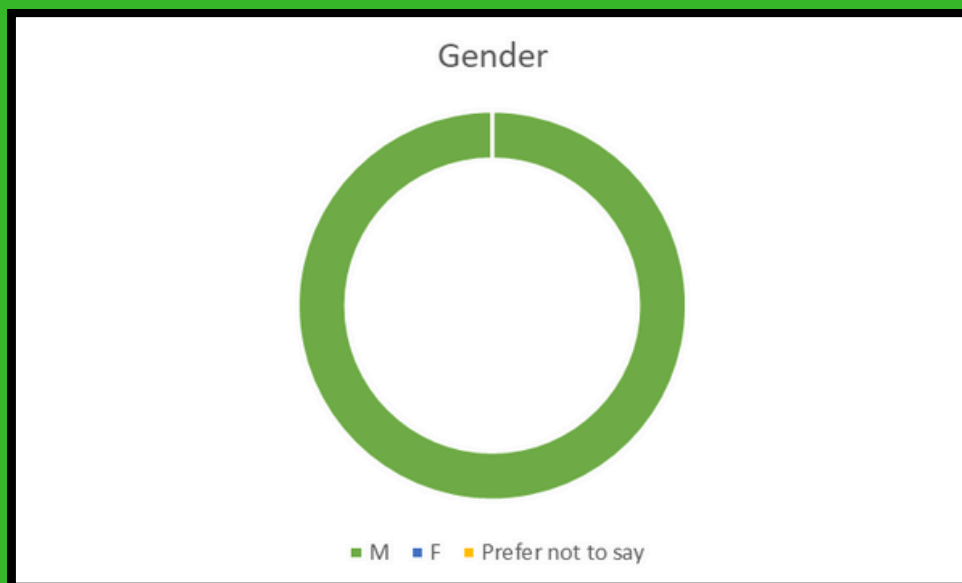
1.

Look to increase the sample size of future 360 patient survey

by end of March 2025

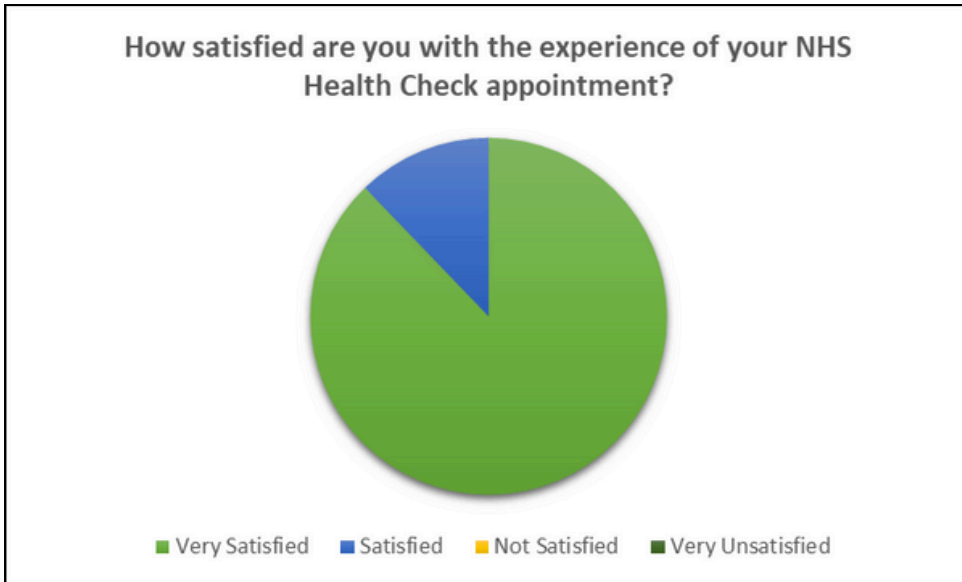
PRIMARY CARE SERVICES - DIABETES SERVICE

DEMOGRAPHICS OF SERVICE USERS SURVEYED:



LIVE WELL SERVICES

Live Well - NHS Health Checks Patient Survey Result Summary



100%
of patients would recommend the NHS Health Check service to their family and friends

87% of patients said they were Very Satisfied with the service provided with a further 13% saying they were satisfied. This means that 100% of people had a positive rating of their experience of the service. Sample size: 41 Patients

Feedback Comments



Live Well - NHS Health Checks Patient Survey Result Summary

56%

of patients booked their NHS Health Check appointment from receiving a letter

60%

of patients booked their NHS Health Check appointment from receiving an SMS Message

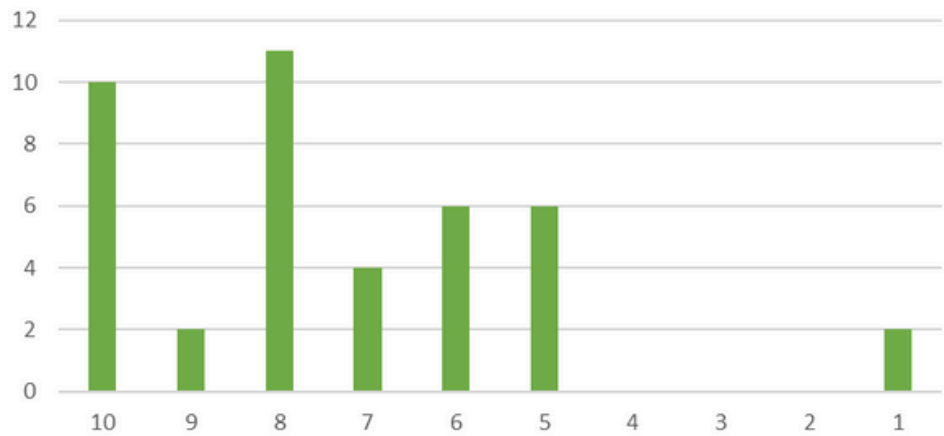
12%

of patients booked their NHS Health Check appointment from receiving a phone call

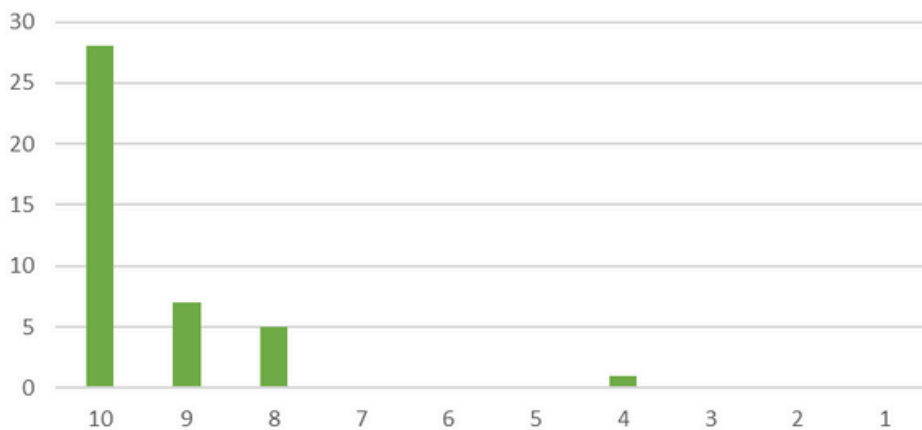
56%

of patients had not heard of the NHS Health Check before being invited

On a scale of 1 to 10 (1 being poor and 10 being excellent), please rate if you have made changes to improve your health since attending your NHS Health Check



On a scale of 1 to 10 (1 being poor and 10 being excellent) how would you rate the knowledge and experience of the advisor that you spoke to or saw



96%

of patients would prefer a face to face NHS Health Check over a digital one.

ACTION PLAN:

1.

Work with practices in areas where uptake of NHS Health checks is lowest

**by end of
October 2024**

2.

Increase awareness of NHS Health checks in the borough through a Marketing campaign

**by end of
October 2024**

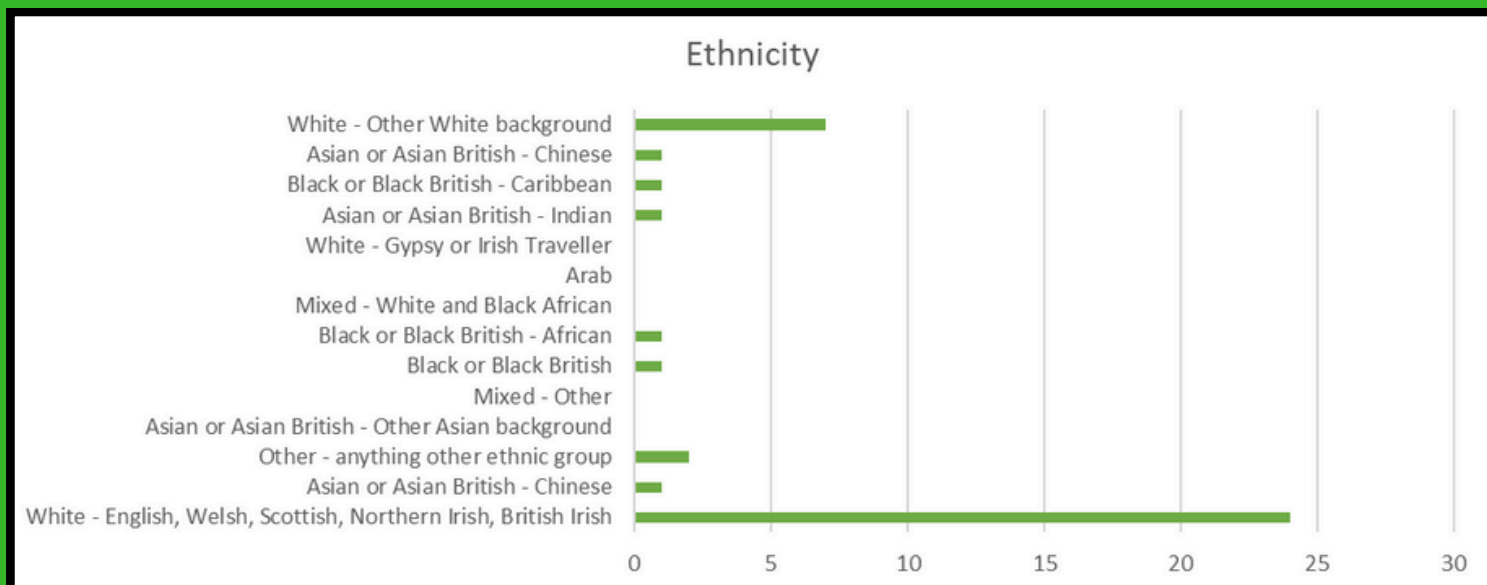
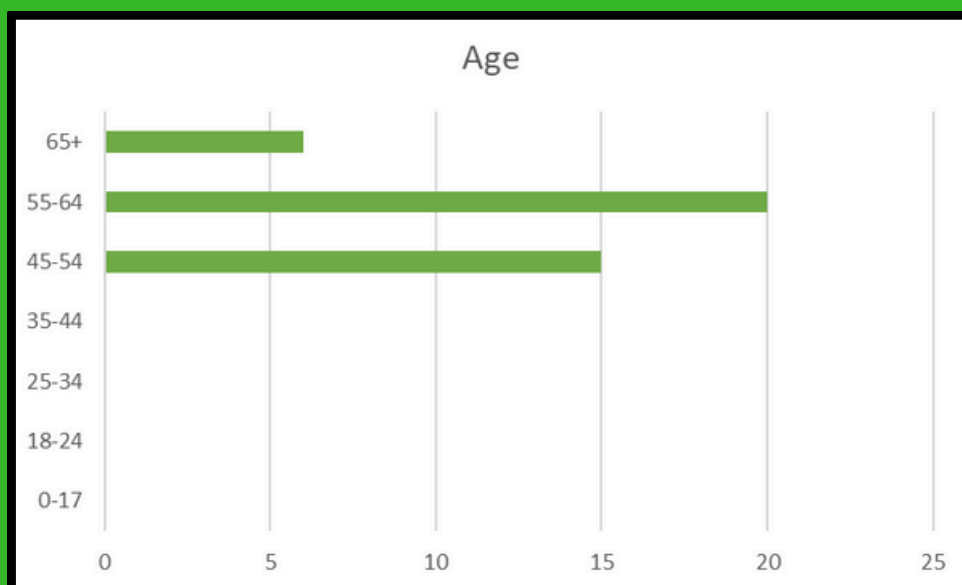
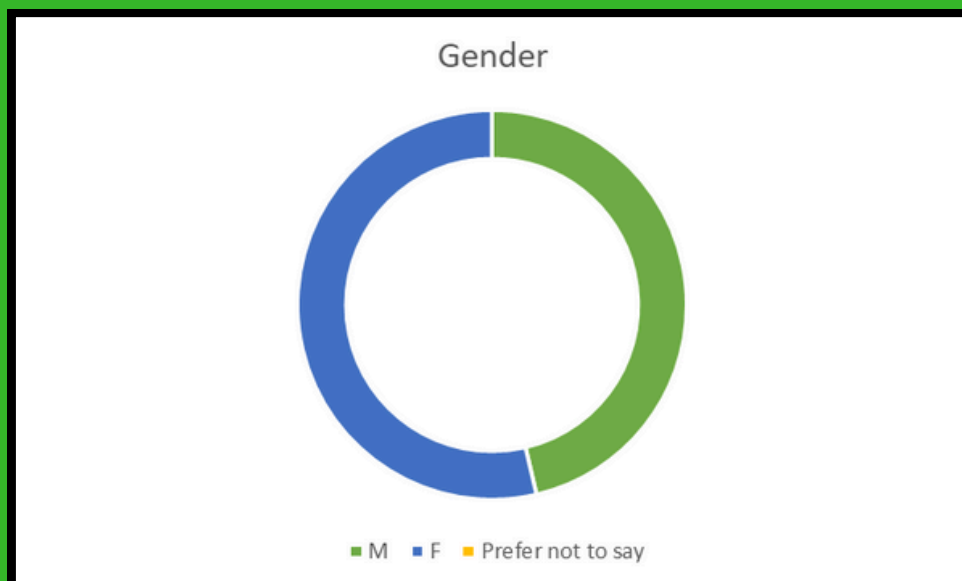
3.

Ensure that all staff are aware of the language/translation services available for patients.

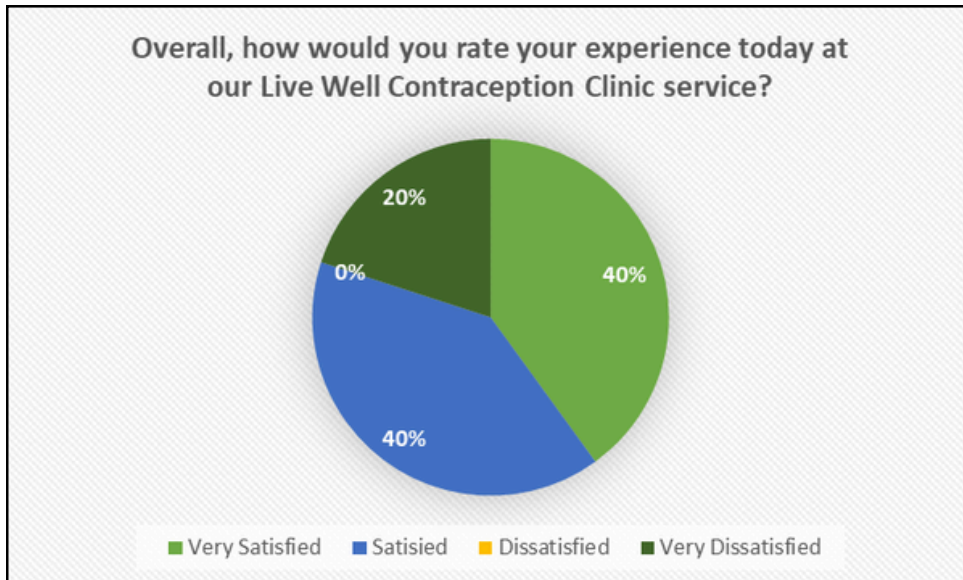
**by end of
October 2024**

LIVE WELL - NHS HEALTH CHECKS

DEMOGRAPHICS OF SERVICE USERS SURVEYED:



Live Well - Long-Acting Reversible Contraception Patient Survey Result Summary



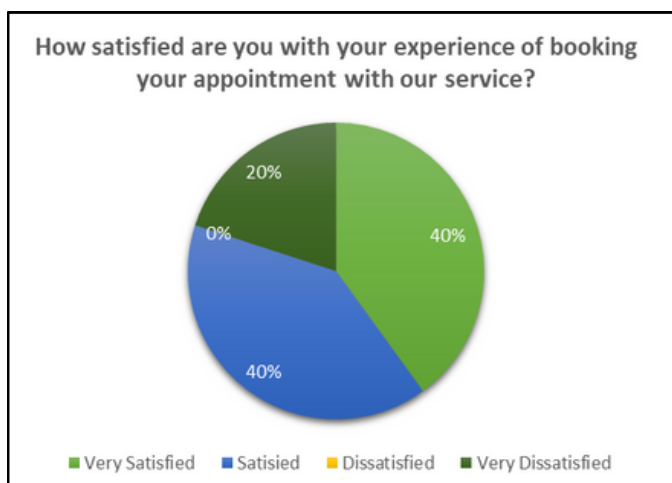
100%
of patients would recommend the LARC service to their family and friends

40% of patients said they were Very Satisfied with the service provided with a further 40% saying they were satisfied. This means that 80% of people had a positive rating of their experience of the service. Sample size: 5 Patients

80%
of patients felt the staff supported and met their needs at their appointment

20%
of patients had heard about our LARC service before their appointment

Booking Feedback



LIVE WELL - LONG-ACTING REVERSIBLE CONTRACEPTION

ACTION PLAN:

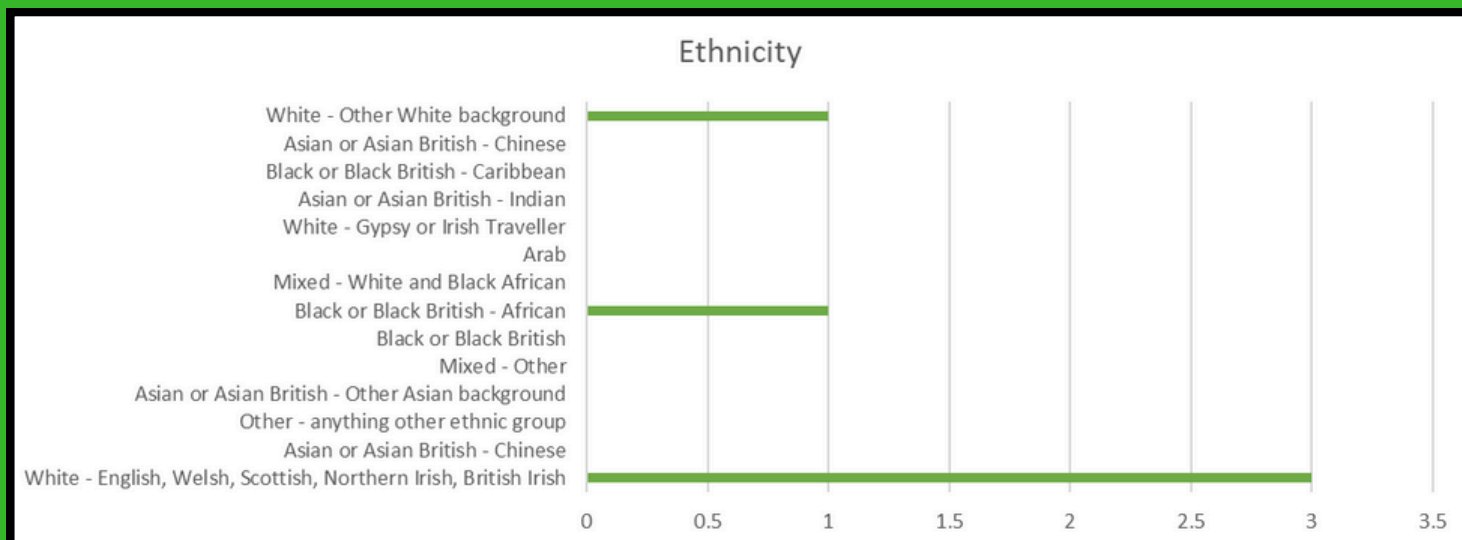
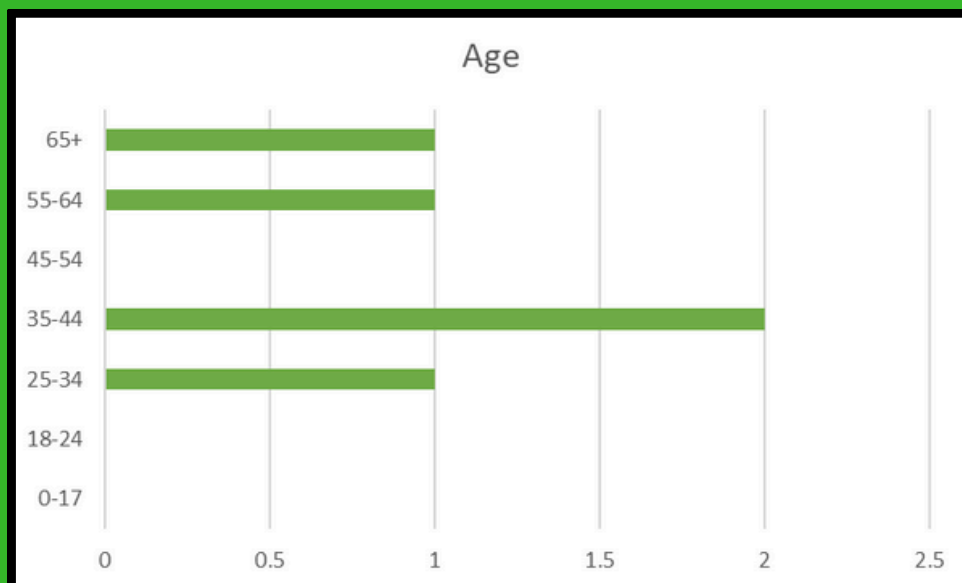
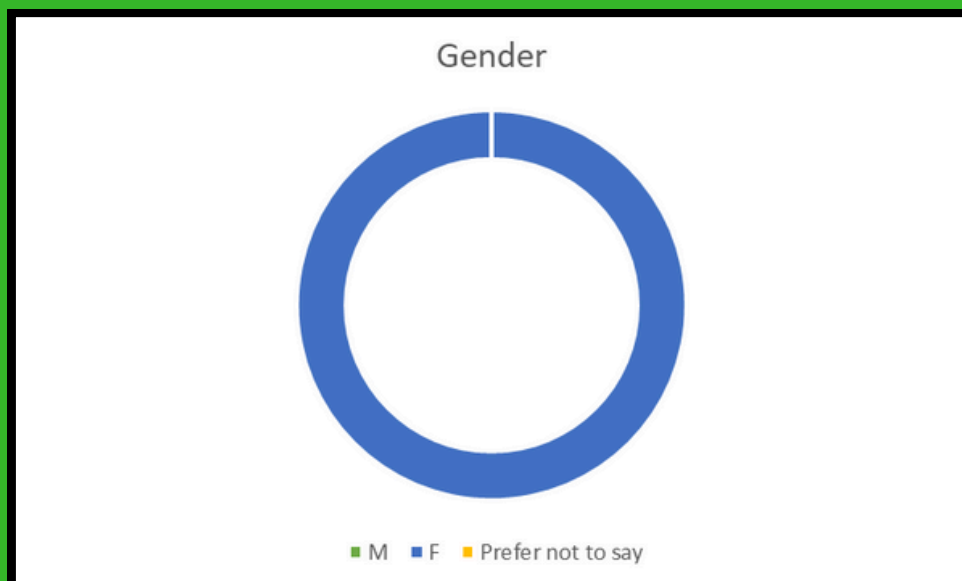
1.

**ensure an increase in responses
to future 360 patient surveys**

**by end of March
2025**

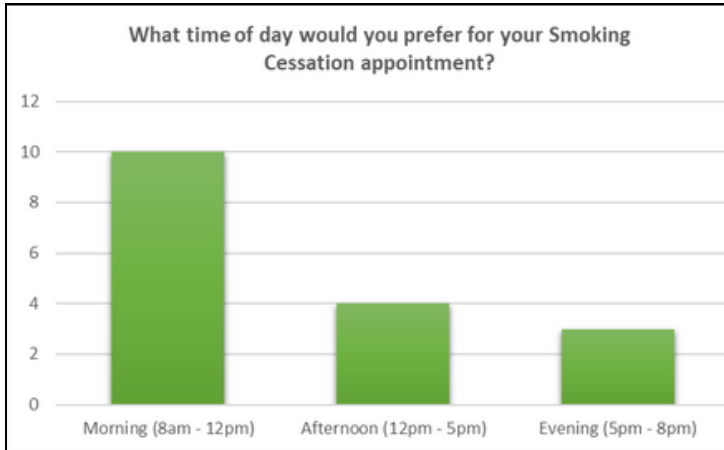
LIVE WELL - LONG-ACTING REVERSIBLE CONTRACEPTION

DEMOGRAPHICS OF SERVICE USERS SURVEYED:



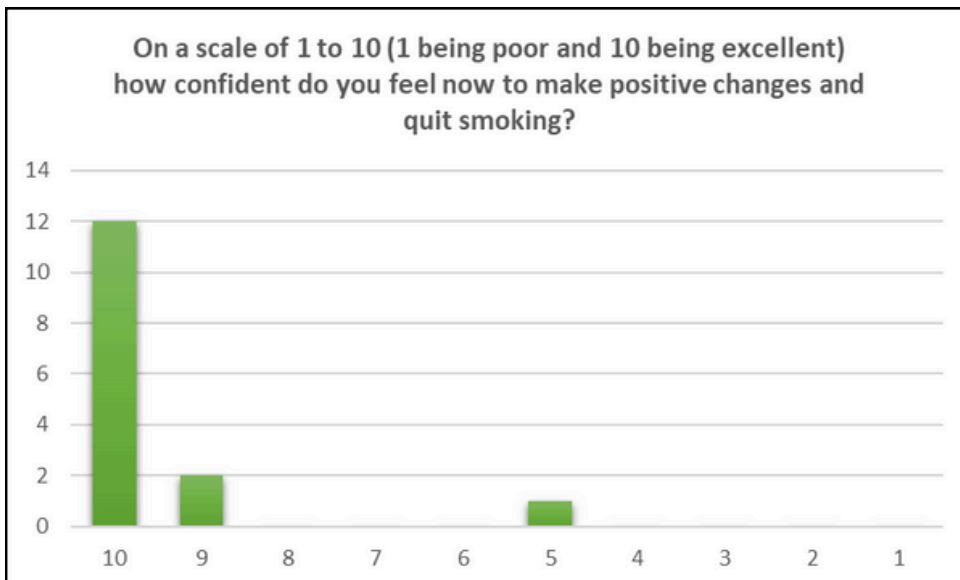
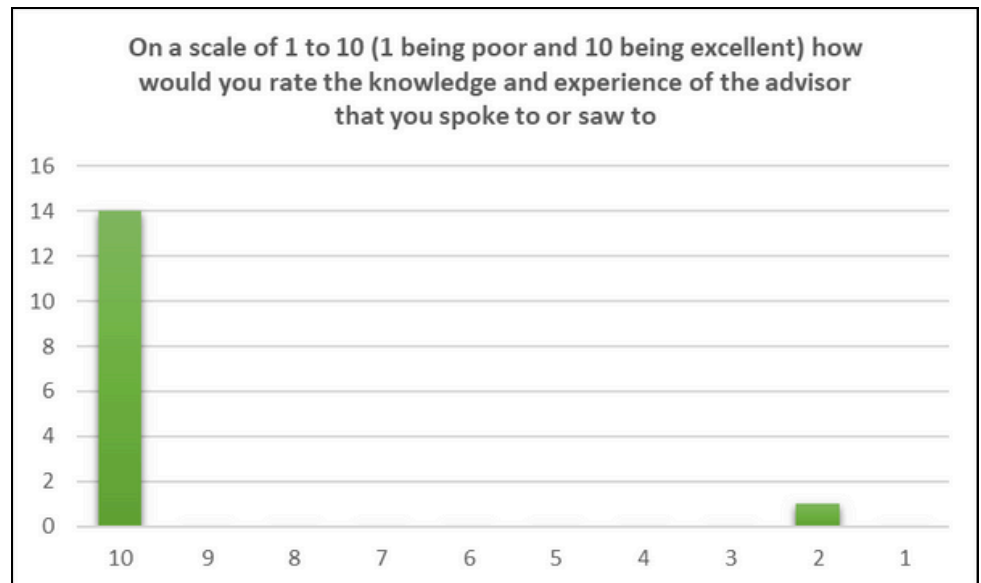
Live Well - Smoking Cessation Patient Survey Result Summary

Booking Feedback



87%

of patients would prefer a telephone consultation for smoking cessation rather than a face to face



46%

of patients has not heard of the GH Smoking Cessation service before their appointment

LIVE WELL - SMOKING CESSATION

ACTION PLAN:

1.

ensure the whole team are reviewing the current case list and maintaining contact

by end of October 2024

2.

Increase awareness of the smoking service through a Marketing campaign and working with our practices

by end of March 2024

LIVE WELL - SMOKING CESSATION

DEMOGRAPHICS OF SERVICE USERS SURVEYED:

