**DMARD patient survey May 2015**

|  |  |
| --- | --- |
| **Mr Prescription is issued by** | **Patients response – Total 40** |
| My Hosp Consultant | IIIII IIIII I 11/40 |
| Mr GP at Central Surgery | IIIII IIIII IIIII IIIII IIIII IIII 29/40 |
| I don’t know who issues it |  |

|  |  |
| --- | --- |
| **My blood tests are taken at** | **Patients response** |
| At a hospital by the consultant or specialist nurse | IIIIIIIIIIIIIIII 16/40 |
| By the HCA at Central Surgery | IIIII |
| At STDH | IIIIII |
| At Flagg Court | III |
| At Chi Health Centre | IIIIIIII |
| Somewhere else | Palmers Jarrow x2  At home. |

|  |  |
| --- | --- |
| **I get my blood monitoring forms from** | **Patients response** |
| The hospital consultant or specialist nurse | IIIIIIIIIIIIIIII |
| The staff at Central Surgery | IIIIIIIIIIIIIIIIIIIIIIIII |
| I don’t need blood forms | II |
| Somewhere else |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Facts about DMARD Monitoring at Central Surgery** | **True** | **False** | **Don’t Know** |
| You can make an appointment with the HCA at the surgery to have your monitoring bloods. | IIIIIIIIIIII | IIIII | IIIIIIIIIIIIIIIIIIIIII  I  26/40 |
| A prescriptions for a DMARD med will never be issued unless you have had your monitoring bloods done | IIIIIIIIIIIIIIIIIIIIII  IIIIIIIIIIIIIIII  38/40 |  | II |
| We will contact you in your blood tests are not right | IIIIIIIIIIIIIIIIIIIIIII  IIIIIII | I | IIIIIIIII |
| We will contact your consultant or specialist nurse if your blood tests are not right | IIIIIIIIIIIIIIIIIIIIIII  IIII |  | IIIIIIIIIIIII |
| The admin staff can approve your DMARD script | I  1/40 | IIIIIIIIIIIIIIIIIIIIIII  I | IIIIIIIIIIIIIII  15/40 |
| Only doctors can approve your DMARD script | IIIIIIIIIIIIIIIIIIIIIII  IIIIIIIIIIIII  36/40 |  | IIII |
| You will be asked to stop your DMARD if you start an antibiotic | IIIIIIIIIIIIIIIIIIIII  \*\*\*\* | III | IIIIIIIIIIIIIIII  17/40 |
| The prescribing policy for DMARDs at Central Surgery says ‘No blood test-no prescription-no exceptions’ | IIIIIIIIIIIIIIIIIIIIIII  IIIIIIII | I | IIIIIIII 8/40 |

1. **How do you think we can improve our DMARD service?**

**Themes**

**Lack of knowledge about blood taking at surgery**

* It would be easier if I could have my blood test at Central Surgery.
* Would like monitoring bloods done at surgery but always being told to go to hospital or phlebotomy clinics.
* I am satisfied with the monitoring by Monkwearmouth Hospital. They offer flexibility around my 6 weekly monitoring and the helpline has always been excellent. It would be more convenient for me to be monitored by the surgery.
* I was unaware this service existed. Maybe more awareness would be of help
* I have only found out that my GP surgery is able to do my blood monitoring, thus saving me a trip to SRH. I will ask my consultant if this is okay

**Access to blood forms**

* Send blood forms in post before they are due as patient couldn’t get her medication as she hadn’t had bloods took.
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* Sometime I telephone for blood sheets and I cannot always get them on the same day. Only 2/3 is issued at a time, this is sometimes an issue. At least 4/6 blood sheets should be given to me at the same time.
* Telephone me to prompt me when blood test is due.

**Communication about script or blood test problems**

* Earlier notification of blood test problems. Patient states have run out of medication more than once because her results have been delayed.
* Let patient know if they have not been included on prescription request.
* Must make considerations when patients on these drugs are too ill to go for blood tests.
* Offer an advice booklet to all who are prescribed DMARD’s, which details the above questions so they are clear to all.

**Issue longer scripts**

* Would like longer prescription than 1 month supply.
* Longer prescriptions would benefit everybody concerned. Patient/Practice Staff/Pharmacy.

1. **Patient recommendations about improving DMARD prescribing at Central Surgery**.

**Themes**

**Satisfaction**

* I find the surgery manage this very well and would check with the Renal Clinic at FRH if they have any queries with my medication.
* Perfectly satisfactory arrangement.
* I am happy with the service.
* DMARD monitoring very efficient
* I appreciate the regular review at the practice.

**Use the telephone – ring the patient if there is a problem**

* I have had small problems, but a telephone call with the right person has always ironed out such issues.
* It would be beneficial to receive a letter or phone call if ever there is an issue with the blood tests having been missed/lapsed – this would provide notice before medication runs out.
* I feel I should get a few month of my medication as it costs me a fortune.

Use email to confirm script OK

* When ordering DMARD medication via Emis Access, an E Mail response would be appreciated.

**Staff training to improve knowledge of DMARDS**

* .Several staff to be trained in Shared Care Agreements/DMARD issues as the person was on holiday and other staff struggled with an issue with the Shared care Agreement.

1. **How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Extremely likely | Likely | Neither | Unlikely | Extremely unlikely | Don’t know |
| IIIIIIIIIIIIII 14 | IIIIIIIIIIIIIIIII 18  32/34 EL/L | I 1 |  | I 1 | II 2 |

1. **Is there anything you think could be generally improved?**

**Dr specific appt**

* It can take a long time for an appointment with a specific doctor, though I have not had to wait an inordinate length of time if I am happy to see any doctor.
* I find it hard to get appointments for certain doctors at reception. I am being told to ring at 8am and when I do appointments have been took by online users. I don’t have a computer so can’t use this option.
* I find it very hard to get an appointment with Dr Local, who I am used to seeing and she knows all the problems I am having.

**Getting any appt**

* Making appointment to see GP is difficult – more appointment times should be made available.
* Appointments sometimes not available for several days.
* I have to wait too long for an appointment.

**Other things**

* Very long queues on prescription line – service is usually friendly and efficient.
* There is a tendency to assume patients have better memories or patients have no other commitments.
* Telephone not always answered promptly.
* Include a stamped address return envelope if responses are required for questionnaires.
* Prescription line would benefit from being opening longer.
* Very long queues on phones and pensioners cannot afford to stay on line to hold.

**Positive feedback for Central Surgery**

* I am satisfied wih the service the doctors have given.
* I have no complaints with the service I receive from the practice.
* I am overall happy with my care and medication.
* Central surgery gives a great service.
* Happy with everything.
* Is it a pleasure to find so many good staff. Well done for patient care.
* Very satisfied with all aspects of Central Surgery.

**Overall Findings.**

90 DMARD Questionnaires were sent to patients and we received 41 responses.