

**THE CRANBORNE PRACTICE PATIENT PARTICIPATION GROUP (PPG)
WINTER FLU CLINIC SURVEY 2020**



This year, due to restrictions during COVID-19 pandemic, The Cranborne Practice Flu Clinics were delivered as drive-through appointments at the Lake Road Surgery in Verwood. Volunteers from The Practice Patient Participation Group supported staff with directing traffic into and out of the drive-through clinic site.

Clinics for adults were held 4th, 11th and 17th October, 7 November and 6 December. Children's flu clinics were held on 16 October and 28 November. By the end of December 2020 total number of vaccinations administered to patients is 3,657. Numbers per cohort are:

217 - under 18s
829 –18's-65s at risk
695 - 50-65s
1,916 - over 65s

Following positive comments on social media, the Practice and PPG decided to carry out a formal patient survey to obtain patient feedback on various aspects of the clinics. The survey was carried out from mid-November until mid-December, with responses collected exclusively online: paper based and face to face surveys were not considered safe in the current pandemic circumstances.

This document summarises the responses, themes and recommendations for consideration by the Practice and PPG members at their January meeting.

Overall responses

The good news is that we received 106 responses to the Flu Clinic Survey. Not so good is that the free account is capped at 100 answers. It would require the purchase of an upgraded subscription at a minimum cost £99. Following discussion with the Practice Manager, it was agreed that there was sufficient feedback and trends to be determined from the 100 responses available.

A very encouraging response was received from patients. Most comments were complimentary and appreciative, with a couple of suggestions put forward for consideration. An extract of questions and responses are attached as an appendix.

Themes

Communications and awareness

Just under a quarter of respondents phoned or emailed the surgery to ask about clinics. Still, a significant proportion of 49% learned about the clinics through the proactive Practice communication efforts supported by the PPG using social media, posters, or the Practice website. About 26% were contacted by the Practice by phone or text to offer appointments.

“Keep reinforcing that people should read the clinic guidance as everything you need to know is there as my own experience bore out. For me (and maybe not for everyone) please keep using Facebook/social media posts to remind. Thank you”

The responses suggest that a communications campaign using social media works well. Perhaps the Practice could consider using email to inform patients that the Practice is taking clinic bookings. This approach would reduce the need for Practice staff to spend valuable resources contacting the patients by telephone.

“[I] Saw the flu banner hanging outside by chance otherwise I would not have known it was happening. At my previous GP practice each year I received an email telling me dates and asking me to make an appointment for the vaccination which was better.”

Seventy-three per cent of respondents had telephoned the surgery to make an appointment or ask to be added to the waiting list for future supplies – particularly the over 50s not at-risk patients. Earlier communications to ask patients to email the surgery with their details could relieve some pressure on the phone lines during this period. PPG members should also encourage and develop the use of online means to spread information among patients. Where patients don't have access to the internet, it may be possible to encourage patients to provide email contact details and even give them confidence about signing up to generally use online services.

Drive through clinic logistics

Comments from patients were universally positive about the drive-through approach, with many noting that patients were treated more quickly and efficiently than in previous years' walk-in clinics. Many expressed a wish not to return to historical arrangements.

“Excellent, hope it will be done this way in future years. Hope the Covid19 vaccination will be done in this way.”

“ Brilliant arrangement. No standing in a queue outside for part of the time. The drive through was conducted very efficiently and was much quicker. Hope this new system continues on an annual basis.”

What Went Well?

- ✓ The system was straightforward and worked well; staff became quicker and more efficient with experience
- ✓ Patients found the reception screen process very reassuring
- ✓ They appreciated the safe, single person contact with the clinician at the treatment point
- ✓ The vast majority of patients attended on time and followed instructions/guidance
- ✓ Patients felt well protected by staff and volunteers during the stress of COVID-19 lockdown.
- ✓ Great teamwork was evident to many patients; a small team of volunteers worked well.

What Could be Improved?

- ✗ Have printed information cards available for patients with hearing impairments struggled to hear instructions and questions from inside the care and through face masks
- ✗ Provide more information in a printed leaflet on how the process would work from start to finish including potential side effects and what to do if you didn't drive – not everyone can look online for info
- ✗ Manage patient expectations where they want the injection in a specific arm
- ✗ Ensure people using the pharmacy are aware there is a drive-through flu clinic in operation.

"All satisfactory as injection was in my left arm. If you were the driver and wanted injection in left arm it was awkward."

"I needed injection in left arm, infusion in right two days after flu jab. Luckily I was driven so left arm by window but had I had to drive myself I wonder how that would have been managed?"

Overall patient rating

What is incredibly reassuring is that 100% of respondents would recommend the Practice's flu clinics to family members or friends.

"Whole experience was quick and easy from start to finish. Staff were polite, friendly & helpful. Gave instructions to park & wait as sons hadn't had flu injection before in case of reaction. All went smoothly- no improvement required."

Next steps

Survey results were shared with PPG members at the PPG meeting held on 5 January by email, on the PPG Facebook page. The improvement opportunities noted above were discussed, and members agreed that relevant objectives or tasks would be added to the PPG Action Plan.

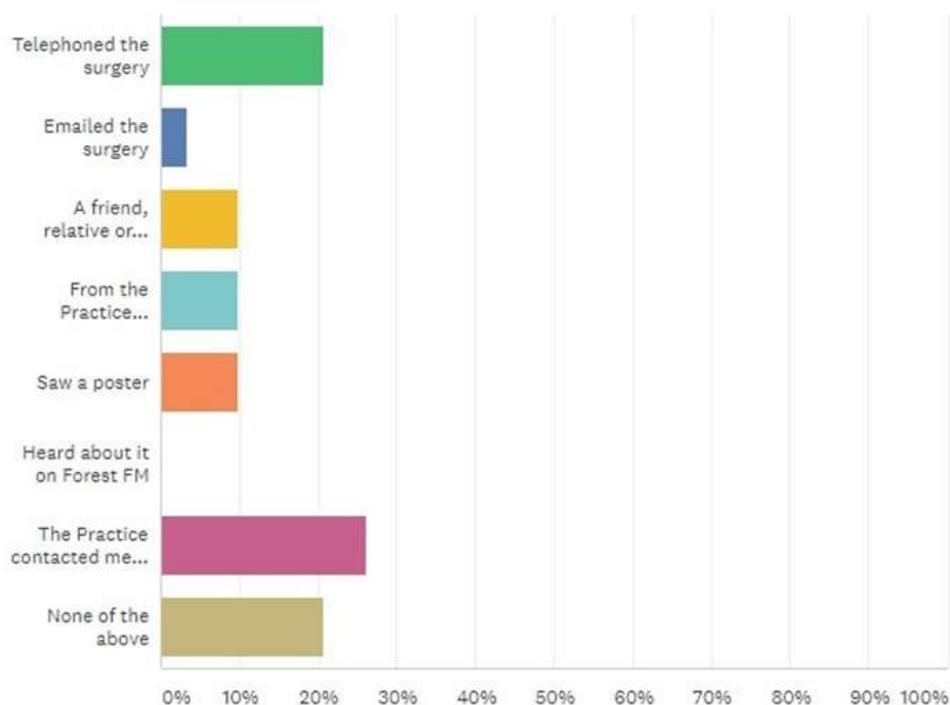
10 January 2021

APPENDIX – SUMMARY OF RESPONSES

Q1

How did you find out about the Flu Clinics taking place at The Cranborne Practice this year?

Answered: 92 Skipped: 8



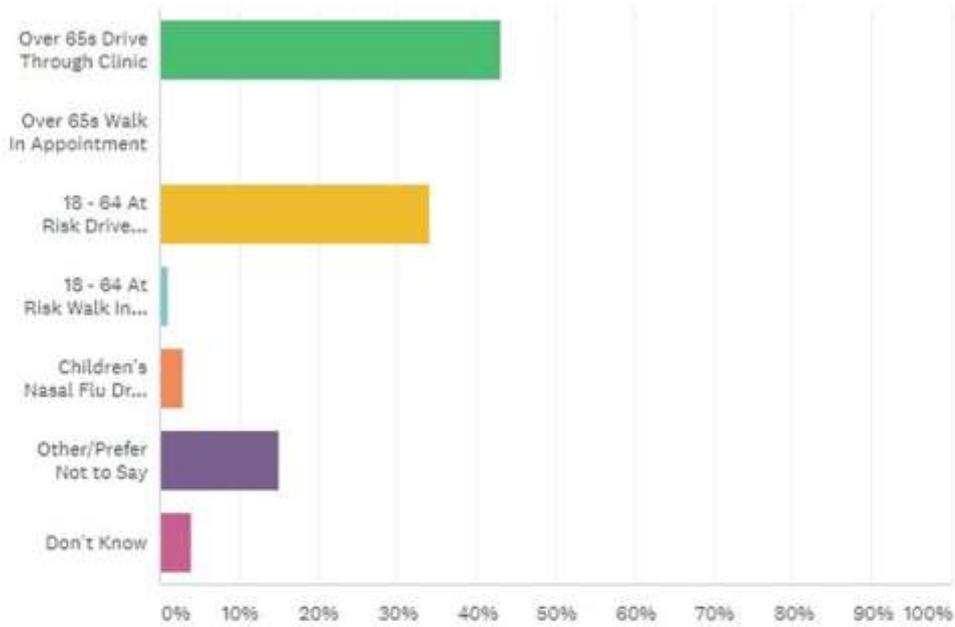
ANSWER CHOICES	RESPONSES
▼ Telephoned the surgery	20.65% 19
▼ Emailed the surgery	3.26% 3
▼ A friend, relative or neighbour told me	9.78% 9
▼ From the Practice website (www.thecranbornepractice.co.uk)	9.78% 9
▼ Saw a poster	9.78% 9
▼ Heard about it on Forest FM	0.00% 0
▼ The Practice contacted me to tell me about it	26.09% 24
▼ None of the above	20.65% 19
TOTAL	92

Comments (26)

Q2

Which Clinic did you attend?

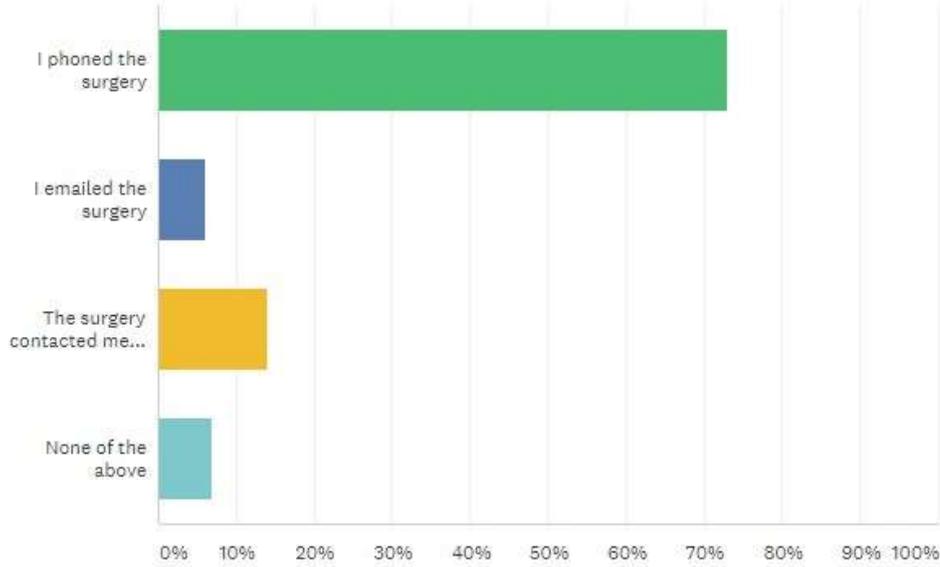
Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Over 65s Drive Through Clinic	43.00% 43
▼ Over 65s Walk In Appointment	0.00% 0
▼ 18 - 64 At Risk Drive Through Clinic	34.00% 34
▼ 18 - 64 At Risk Walk In Appointment	1.00% 1
▼ Children's Nasal Flu Drive Through Clinic	3.00% 3
▼ Other/Prefer Not to Say	15.00% 15
▼ Don't Know	4.00% 4
TOTAL	100

How did you book your flu vaccination appointment this year?

Answered: 100 Skipped: 0



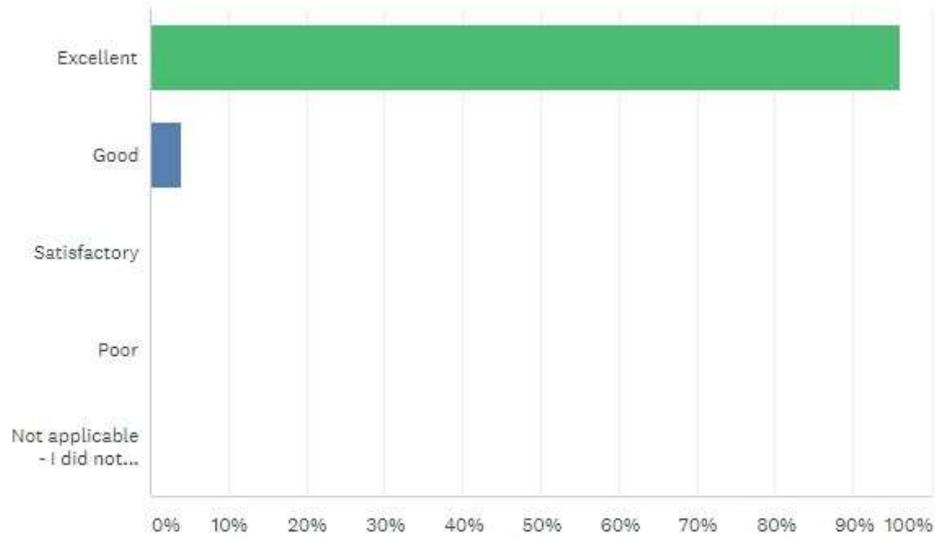
ANSWER CHOICES	RESPONSES
▼ I phoned the surgery	73.00% 73
▼ I emailed the surgery	6.00% 6
▼ The surgery contacted me to book an appointment	14.00% 14
▼ None of the above	7.00% 7
TOTAL	100

Comments (7)

Q4

Thinking about your experience at the Drive Through Clinic how would you rate: Directions and instructions to accessing the Clinic entrance.

Answered: 100 Skipped: 0



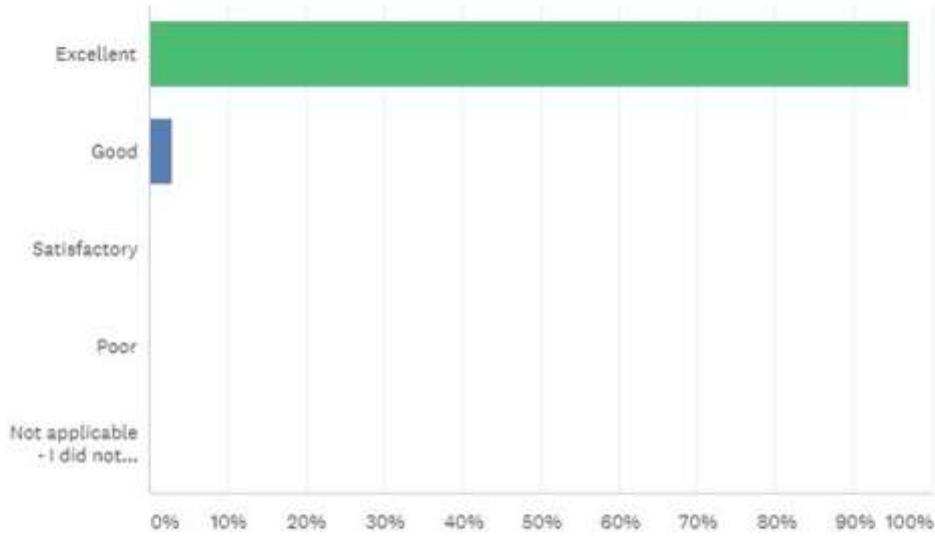
ANSWER CHOICES	RESPONSES
▼ Excellent	96.00% 96
▼ Good	4.00% 4
▼ Satisfactory	0.00% 0
▼ Poor	0.00% 0
▼ Not applicable - I did not attend a Drive Through Clinic.	0.00% 0
TOTAL	100

Comments (8)

Q5

Thinking about your experience at the Drive Through Clinic how would you rate: The initial screening process when you were asked for your details

Answered: 100 Skipped: 0



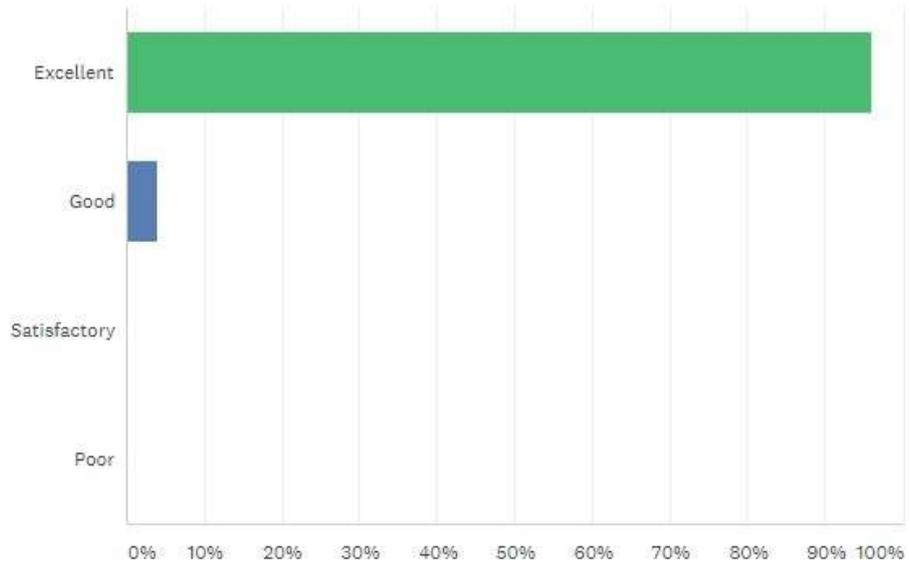
ANSWER CHOICES	RESPONSES
▼ Excellent	97.00% 97
▼ Good	3.00% 3
▼ Satisfactory	0.00% 0
▼ Poor	0.00% 0
▼ Not applicable - I did not attend a Drive Through Clinic.	0.00% 0
TOTAL	100

Comments (1)

Q6

Thinking about your experience at the Clinic how would you rate: The injection experience.

Answered: 100 Skipped: 0



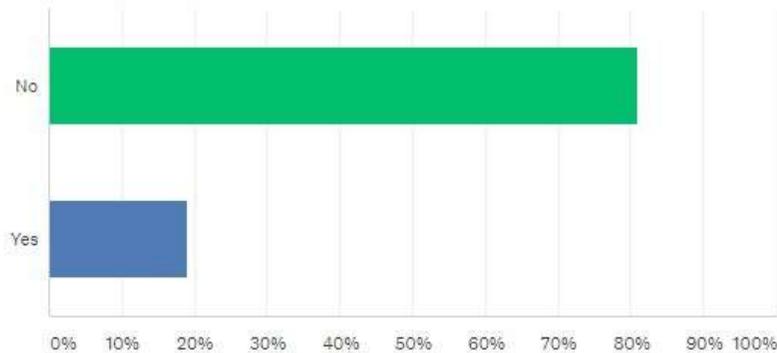
ANSWER CHOICES	RESPONSES
▼ Excellent	96.00% 96
▼ Good	4.00% 4
▼ Satisfactory	0.00% 0
▼ Poor	0.00% 0
TOTAL	100

Comments (3)

Q8

Following the injection, did you experience any side effects?

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ No	81.00% 81
▼ Yes	19.00% 19
TOTAL	100

[Comments \(19\)](#)

Q9

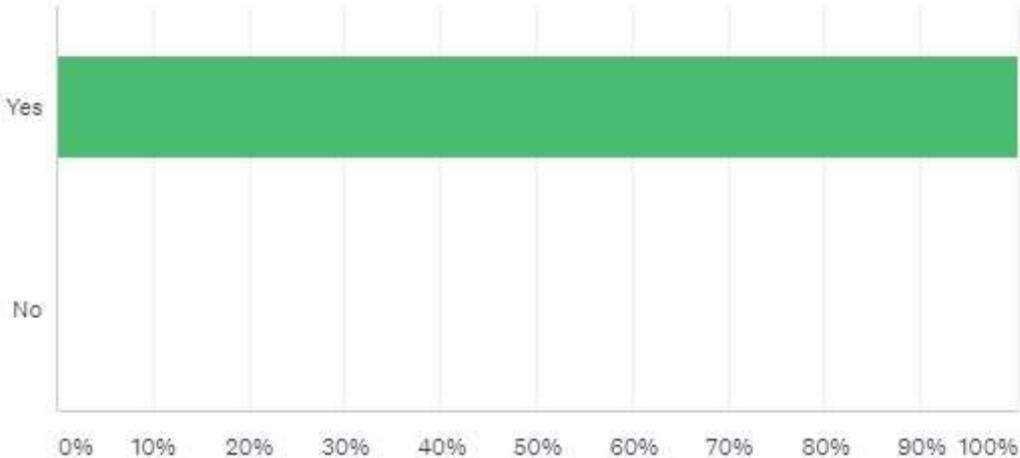
Thinking about your experience at the Flu Clinic, please let us know what worked well for you, what could be done better and, if applicable, any suggestions for the way in which we could improve the Drive-Through Flu Clinic process for patients.

Answered: 85 Skipped: 15

Q10

Thinking about your recent experience, would you recommend The Cranborne Practice Flu Clinics to a friend or member of your family.

Answered: 100 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	100.00% 100
No	0.00% 0
TOTAL	100

Comments (0)