

## Wistaria & Milford Surgery information on coronavirus (COVID-19) April 2020

A survey was sent by email to the Virtual Patient Participation Group (VPPG) and was carried out in April 2020.

A response was received from 80 patients, out of a membership of the VPPG of 135 (59%)

### Summary of Important findings:

- 90% were aware of the **surgery website** and 30% had used the website to find more information about COVID-19 [www.milfordmedicalcentre.com](http://www.milfordmedicalcentre.com)
- 30% had used the **PPG website** for news and information [www.wistariamilfordppg.com](http://www.wistariamilfordppg.com)
- 75% were aware of the surgery's current working arrangements
- 6% had contacted the surgery about COVID-19
- 35% had contacted the surgery about another subject
- 1% had contacted NHS111 about COVID-19
- 4% had contacted NHS111 about another subject
- No one thought that they currently had COVID-19, and 5 patients thought they might have had COVID-19
- 59% order their prescriptions on-line
- Overall, 80% of patients, to whom the information was applicable, were very satisfied or satisfied with the availability of information about the current working arrangements
- Overall, 81% of patients who had contacted the surgery for any reason were very satisfied or satisfied with the result of the contact

### Comments from the PPG

The VPPG is a self-selecting group, all of whom are happy to be contacted by email, and so it would be expected that they would be familiar with the surgery website.

There was a high proportion of patients who do not order their prescriptions online (41%). To register for this service, go to [www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/](http://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/). The surgery and local pharmacists are encouraging as many patients as possible to use this service.

One patient described the virus "...it emerges as a bit of a hoax". It is perhaps worth pointing out that as of 5 May, 40 people in the New Forest are reported to have died from Covid19 -

source: <https://www.dailyecho.co.uk/news/18423923.coronavirus-new-data-shows-localised-hampshire-death-totals/> and that the UK is now the country with the highest COVID-19 deaths in Europe.



### Additional comments made by patients showed:



Praise for the surgery	12
Praise for the survey	4
Facts learnt during the completion of the survey	5
Patient did not want to bother the surgery	3



Report compiled by Milford and Wistaria PPG 5 May 2020



1. Wistaria & Milford Surgery information on coronavirus (COVID-19)

2. Accessing Information



1. Are you aware of the surgery website? <a href="https://www.milfordmedicalcentre.com">https://www.milfordmedicalcentre.com</a>				
			Response Percent	Response Total
1	Yes		89.87%	71
2	No		10.13%	8
			answered	79
			skipped	1

2. Have you used the website to find more information about COVID-19?				
			Response Percent	Response Total
1	Yes		29.11%	23
2	No		70.89%	56
			answered	79
			skipped	1




3. Have you used the PPG website for news and information? <a href="https://www.wistariamilfordppg.com">https://www.wistariamilfordppg.com</a>				
			Response Percent	Response Total
1	Yes		29.11%	23
2	No		70.89%	56
			answered	79
			skipped	1

4. Have you looked at the surgery Facebook page? <a href="https://www.facebook.com/WistariaMilford">https://www.facebook.com/WistariaMilford</a>				
			Response Percent	Response Total
1	Yes		8.97%	7
2	No		91.03%	71
			answered	78
			skipped	2



**5. Have you looked at the surgery Twitter page? <https://twitter.com/wistariamilford>**

			Response Percent	Response Total
1	Yes		2.53%	2
2	No		97.47%	77
			answered	79
			skipped	1

**6. Are you aware of the Surgery's current working arrangements during the COVID-19 crisis?**



			Response Percent	Response Total
1	Yes		74.36%	58
2	No		7.69%	6
3	Unsure		17.95%	14
			answered	78
			skipped	2



**7. Are you aware of the NHS Coronavirus status checker? <https://www.nhs.uk/coronavirus-status-checker>**

			Response Percent	Response Total
1	Yes		50.63%	40
2	No		49.37%	39
			answered	79
			skipped	1



3. In the last 3 weeks have you contacted WISTARIA AND MILFORD SURGERY about:



**8. COVID-19?**





			Response Percent	Response Total
1	Yes		6.33%	5
2	No		93.67%	74
			answered	79
			skipped	1

9. Another subject?				
			Response Percent	Response Total
1	Yes		34.62%	27
2	No		65.38%	51
			answered	78
			skipped	2



4. In the last 3 weeks have you contacted the NHS 111 about:



10. COVID-19?				
			Response Percent	Response Total
1	Yes		1.27%	1
2	No		98.73%	78
			answered	79
			skipped	1

11. Another subject?				
			Response Percent	Response Total
1	Yes		3.80%	3
2	No		96.20%	76
			answered	79
			skipped	1



12. Overall, and bearing in mind the great pressure NHS 111 is under, how satisfied have you been with the the service you have received?				
			Response Percent	Response Total
1	Very Satisfied		21.79%	17
2	Satisfied		7.69%	6
3	Neutral		3.85%	3
4	Dissatisfied		1.28%	1
5	Very Dissatisfied		0.00%	0
6	N/A		65.38%	51
			answered	78
			skipped	2




5. Have you used E-Consult (on the Surgery wesbite) to contact the surgery?

13. About COVID19?			Response Percent	Response Total
1	Yes		1.27%	1
2	No		98.73%	78
			answered	79
			skipped	1



14. About another subject?			Response Percent	Response Total
1	Yes		3.80%	3
2	No		96.20%	76
			answered	79
			skipped	1

6. About Covid19



15. Do you think you might have COVID-19?			Response Percent	Response Total
1	Yes		0.00%	0
2	No		91.14%	72
3	Do Not Know		8.86%	7
			answered	79
			skipped	1

16. Do you think you may have had Covid19?			Response Percent	Response Total
1	Yes		6.33%	5
2	No		70.89%	56
3	Do Not Know		22.78%	18
			answered	79
			skipped	1






## 7. Miscellaneous

17. Do you currently order your prescription on-line, using Patient Access?				
			Response Percent	Response Total
1	Yes		58.97%	46
2	No		41.03%	32
			answered	78
			skipped	2






## 8. Ordering Prescriptions online

18. Are you aware that you can do this by registering for the NHS App? <a href="https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/">https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/</a>				
			Response Percent	Response Total
1	Yes		45.16%	14
2	No		54.84%	17
			answered	31
			skipped	49

## 9. Availability of Information



19. Overall, and bearing in mind the great pressure the surgery is under, how satisfied have you been with the availability of information about the current working arrangements of the surgery?				
			Response Percent	Response Total
1	Very Satisfied		44.87%	35
2	Satisfied		23.08%	18
3	Neutral		12.82%	10
4	Dissatisfied		0.00%	0
5	Very Dissatisfied		1.28%	1
6	N/A		17.95%	14
			answered	78
			skipped	2

**20. Overall, and bearing in mind the great pressure the surgery is under, have you been satisfied with the result of any contact?**

			Response Percent	Response Total
1	Very Satisfied		30.77%	24
2	Satisfied		14.10%	11
3	Neutral		6.41%	5
4	Dissatisfied		0.00%	0
5	Very Dissatisfied		1.28%	1
6	N/A		47.44%	37
			answered	78
			skipped	2

**10. Comments**

**21. Do you have any constructive comments about this survey**

			Response Percent	Response Total
1	Yes		26.32%	20
2	No		73.68%	56
			answered	76
			skipped	4

Comments: (25)

1	16/04/2020 12:44 PM	As always the surgery have been efficient and helpful
2	16/04/2020 12:51 PM	very helpful to ensure patients know about services I have got information from NHS websites I read on the patients access site for prescriptions about how to access my GP should I need to do so and have seen what numbers to ring for what circumstances. Impressed with the general organisation of services. Sad to hear about lack of PPE for staff
3	16/04/2020 13:01 PM	Practice doesn't seem to follow what communication indicates
4	16/04/2020 13:15 PM	Phoned to speak to Dr and received a call back within 25 minutes, Dr solved problem and changed prescription. I thought a really good response under the circumstances at present.
5	16/04/2020 13:29 PM	I'm not certain that I am the target for this survey as I don't regularly use the surgery.
6	16/04/2020 13:29 PM	Keep up the excellent work. We love you
7	16/04/2020 13:31 PM	The Milford Surgery is doing a good job under extremely difficult circumstances. We are so lucky to have you.
8	16/04/2020 13:32 PM	I think it's a very useful survey to run – it's just that it doesn't apply to me, so far. Thank you.
9	16/04/2020 13:32 PM	Interested to read the website for ordering medicines online. Did not know this was available
10	16/04/2020 14:11 PM	My partner died 8/3. His funeral was 24/3. I was fine on 25/3 until teatime when I coughed. I didn't stop for 3 days and then again each time I spoke for nearly 2 weeks. People would phone but I couldn't speak so did everything via messenger or text. I self isolated entirely and my breathing, when not coughing was ok so I didn't contact the doctors or 111, just stayed silent. I did daily reports to the researchers C - 19. It has now cleared, although I do still have frequent single coughs, but I'm still working on raising my energy levels which all but disappeared

## 21. Do you have any constructive comments about this survey

			Response Percent	Response Total
11	16/04/2020 14:29 PM	I am not good with the digital world, i.e. using websites, on-line etc. still have my prescription medication till June, then hope to be able to see Wistaria Surgery.		
12	16/04/2020 14:55 PM	As I have gone through the survey I have picked up on various online sources of info/advice that I was not aware of. It would be useful to see them listed somewhere e.g. at the end of this survey?		
13	16/04/2020 15:30 PM	Very impressed by how hard everyone has worked to manage this difficult and unprecedented situation.		
14	16/04/2020 15:52 PM	These surveys are very useful and informative - well done !		
15	16/04/2020 16:18 PM	I have no idea who I might contact if I think I have Covid-19 or a close relative, sometimes I would like to talk to someone live not virtual about concerns, can I do this ?		
16	16/04/2020 16:23 PM	Tough time for everyone - especially those in the health service whatever their role. Thanks for all the good work Wistaria does at all times. Stay well.		
17	16/04/2020 16:39 PM	We love you and think the town of Lymington is so fortunate to have such great service. Well done everyone. Milford also is included in this. So far our family has kept safe and I pray you do as well. Our knowledge about the practice comes mostly from phone calls to the receptionists who have always been helpful. I am not techy and tend not to use all of the bells and whistles available. I think many in authority fail to recognize this that especially for older people it does not come naturally to us. Emails are about all I can manage.		
18	16/04/2020 16:57 PM	I found the "muddle" (several changes and, finally, cancellation) of the Smith Kline Glaxo consultations on COPD sessions very unsettling and worrying. Also, I cannot understand why I have not received the NHS 111 Letter to the Vulnerable?		
19	16/04/2020 17:35 PM	The information and guidance received is second to none Thank you		
20	16/04/2020 18:24 PM	I didn't know the surgery was on Facebook or Twitter, but I do now thank you. I get my repeat prescription via Boots, Waitrose. I have a health concern but, even though we're told it's business as usual at the surgeries, but I don't want to burden them as they're probably under a lot of pressure. I'm not happy with a telephone diagnosis. A lot could go wrong with this. You yourself said at the start of this survey they are under pressure. On the occasions I have visited Wistaria- especially for flu jabs- the organisation has been excellent. So I have no doubt it is still excellent in this crisis.		
21	16/04/2020 18:45 PM	good you are asking but basically I think I am doing everything I can to keep away from the NHS as much as I can to avoid taking up resources and I am staying at home as much as possible. Thanks for asking		
22	17/04/2020 17:35 PM	You may like to list the practice doctors and others for whom it is necessary to make an appointment, and on a daily changing basis list the number of bookings each has. Otherwise we are waiting holding our breath for weeks.  I do like your phone consultation procedure.. good work there. Thank you. As for the virus... it emerges as being a bit of a hoax...		
23	18/04/2020 00:17 AM	Generally I find the surgery easy to access and the service excellent. There have been occasions when I have rung about serious health issues and I was not taken seriously by reception but passed on to medics who did.		
24	18/04/2020 09:48 AM	Seem to cope well normally, luckily so far haven't needed contact recently		
25	20/04/2020 22:03 PM	When we need them they are very kind and efficient		