

3.4 MSK Clinic Survey

Accountable Managers:

Rita, Rich and Misha

Purpose:	For the customer:	To improve the patient understanding of their MSK condition and treatment post consultation.
	For the business:	To reduce unnecessary follow- up calls and visits to the practice- inverting the pyramid.
	For the shareholder:	To reduce high costs associated with follow up GP appointments post MSK clinic

Results

Dates of survey:	4 th – 13 th May 2021
Patients sent survey link:	92
Patients who took part:	10
Proportion:	11%

Main Action(s) from the survey

- Discuss with Tom what the procedure is for patients who continue having their pain.
- Train and remind admin team about who to book into MSK clinic by creating a video and making reminder cards for the desks in the call centre.

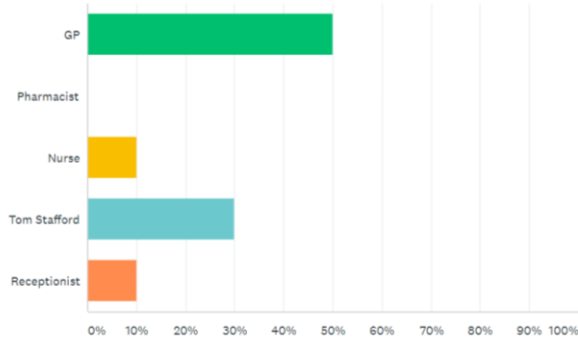
Plan for the follow up survey

Follow Up cohort:	Patients who saw Tom 8-4 weeks prior to survey being sent out.
Date for Follow up survey:	August 2021 (allow two months after Tom's 1 to 1)

Q1.

Our records show that you have recently attended a consultation with Tom, our MSK specialist. Who advised you to book your appointment with Tom?

Answered: 10 Skipped: 0



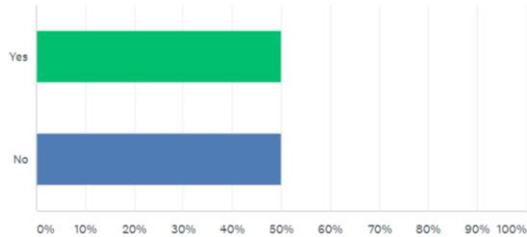
ANSWER CHOICES	RESPONSES
GP	50.00% 5
Pharmacist	0.00%
Nurse	10.00%
Tom Stafford	30.00% 3
Receptionist	10.00% 1

Key feedback:	GPs are referring half of the appointments. Tom is referring a third of his own appts.
Ideas on how to improve:	The admin team should be picking this up before they are sent to a doctor. What training is in place to get admin team to select the correct appointments for each customer? Tom should not be having repeat customers. They should be sent to the pain referral clinic.

Q2.

At the end of the consultation, did you have a clear understanding of what the problem was?

Answered: 10 Skipped: 0



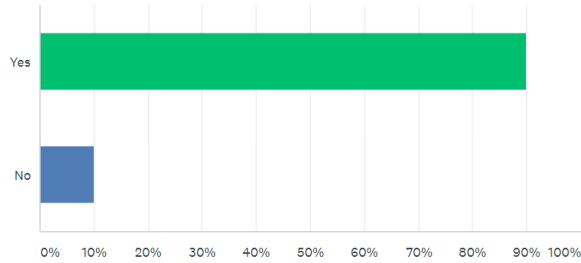
ANSWER CHOICES	RESPONSES
Yes	50.00%
No	50.00%
TOTAL	10

Key feedback:	Half the customers don't know what the issue is with their pain.
Ideas on how to improve:	Tom needs to develop his communication with the customers so they understand what is causing the pain. This is not a good question though so no actions will be taken.

Q3.

At the end of the consultation, did you understand what you should do to help resolve this problem?

Answered: 10 Skipped: 0



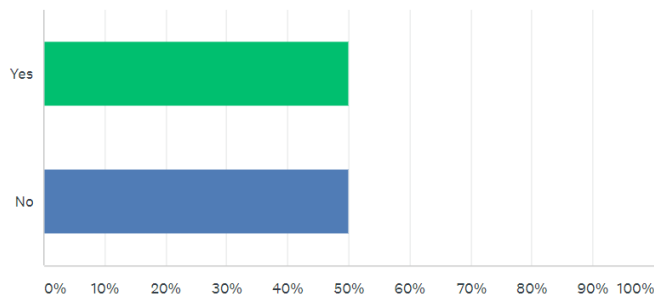
ANSWER CHOICES	RESPONSES	
Yes	90.00%	9
No	10.00%	1
TOTAL		10

Key feedback:	90% knew what to do after the appointment.
Ideas on how to improve:	This is positive feedback that Tom is giving clear instructions on what the customer needs to do after the appointment. Praise needs to be given to Tom for this.

Q4.

Have your symptoms improved as a consequence of the consultation with Tom?

Answered: 10 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	50.00%	5
No	50.00%	5
TOTAL		10

Key feedback:	50% don't have improved symptoms after seeing Tom.
Ideas on how to improve:	The survey was sent to some customers who only saw Tom a week before. Therefore, this hasn't given enough time for the patients to see an improvement on their symptoms. Improve this on the follow up survey.

Q5.

Overall, how would you rate your experience of the MSK Specialist service?

Answered: 10 Skipped: 0

4.0★
average rating



	1	2	3	4	5	TOTAL	WEIGHTED AVERAGE
★	10.00% 1	0.00% 0	20.00% 2	20.00% 2	50.00% 5	10	4.00

Key feedback:	A very mixed bag of satisfied and unsatisfied. But overall a decent star rating.
Ideas on how to improve:	Well done Tom – this is good so far.