

Glenpark Medical Centre

Care and Support Planning patient feedback

- Between June and August 2019, Involve North East, on behalf of NHS Newcastle Gateshead Clinical Commissioning Group (NGCCG) and the Year of Care Steering Group carried out a survey to gather the views of patients who have had a Care and Support Planning (CSP) review at their GP surgery.
- The aim of the survey was to gather feedback about CSP and understand what patients across Newcastle and Gateshead think about the process.
- The results for your practice are summarised below, based on feedback from **23 patients**. Please note that patients may not have answered every question.

First appointment

Routine tests appointment



- 87.0% of patients stated they had received an information gathering appointment where tests were carried out
- 13.0% of patients stated they had NOT received an information gathering appointment where tests were carried out

Explanation of the CSP process



- 100.0% of patients, who had received an information gathering appointment, had the CSP process explained to them.

As a result of this explanation:

- 100.0% felt the explanation was easy to understand
- 100.0% understood what would happen next in the process
- 100.0% had enough time to ask questions

Patient comments



“This was my first annual review and I completely understood what was happening and why.”

“Happy about the explanation.”

Information received before CSP appointment



- 91.3% of patients received information ahead of their CSP appointment. Of this group:
- 100.0% liked having a copy of their test results
- 100.0% felt the information was easy to understand
- 100.0% felt the right amount of information was provided
- 100.0% felt the information gave them peace of mind
- 100.0% felt the information helped them prepare for their final appointment
- 88.9% felt the information helped them think of questions to ask

Patient comments



“I now understand my results.”

“Information was spot on.”

CSP appointment

Opportunity to talk about things that are important to the patient

At their CSP appointment:



- 100.0% of patients felt fully able to talk about things that were important to them

Patient comments



“The things I wanted to talk about were not in the expertise of the person I met.”

Asking questions



- 78.3% of patients asked questions during their CSP appointment. Of those:
- 100.0% felt the answers to their questions were easy to understand
- 100.0% felt they were given the right amount of information

Patient comments



“There were a couple of results I didn't understand which were explained fully at the appointment...Everything was explained fully and I left with a clear action plan.”

“My concerns were addressed thoroughly and individually and explained in a way I could easily understand.”

“The nurse is a good listener and never tries to hurry you.”

How CSP has helped patients



- 100.0% of patients know who to speak to about their health and wellbeing
- 100.0% of patients now have a plan for managing their health and wellbeing
- 100.0% of patients feel more involved in their health and wellbeing
- 94.7% of patients feel more able to manage their health and wellbeing
- 94.1% of patients have developed their own ideas about managing their health



0.0% of patients feel CSP hasn't helped them manage their health and wellbeing

Patient comments



“This review has really made me think about my health and take ownership of it...I will consider my health much more closely as a result.”

“I felt at ease talking about my results and it helps to understand more fully the best way to use [equipment].”

“These care and support planning appointments are important in that they keep me on course with my dietary needs re. diabetes.”

