CHALLENGING INTERACTIONS WITH PATIENTS

How often do you experience challenging interactions with patients?
- Several times a day (4%)
- Daily (9%)
- A few times a week (17%)
- Weekly (22%)
- Monthly (21%)
- Rarely (27%)
- Never (0%)

How have patient expectations changed over the past five years?
- Higher (93%)
- Reduced (3%)
- No different (3%)
- Don't know (4%)

Do challenging patients impact on the practice working environment?
- 94% - Yes
- 4% - No
- 2% - Don't know

Top three most common reasons GPs face challenging interactions with patients
- Unrealistic expectations
- Alcohol or drug misuse by the patient
- Poor front of house service

Top 3 impacts are:
- Stress/anxiety amongst staff
- Increased workload dealing with repercussions
- Fear of complaints and claims amongst staff

Which of the following would help you better manage conflict in general practice?
- Marketing campaign to help patients understand GPs' responsibilities
- Communication training
- Better practice safety procedures

MPS survey of 254 GP members from 21 May - 4 June 2015

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