

MGS Practice Local Survey October 2023-January 2024

<p>National survey 2023 January 2023- April 2023 543 surveys sent 106 sent back 20% completion rate</p>	<p>MGS Medical Practice Local Survey October 2023 -January 2024 100 Questionnaires Completed</p>	<p>No Experience</p>	<p>Poor</p>	<p>Fair</p>	<p>Good</p>	<p>Very Good</p>	<p>Excellent</p>
		0	1	2	3	4	5
<p>National survey 2023 the patients needs were met 76% practice, NHSE average 91%, ICS average 87%</p>	<p>88% Patients needs were met</p>	5	4	6	13	35	37
<p>The patient was involved as much as they wanted to be in decisions about their care and treatment National survey 2023 76% practice, NHSE 90%, ICS 86%</p>	<p>88% patient was involved as much as they wanted to be in decisions about their care and treatment and had confidence in the healthcare professional</p>	3	4	5	16	36	36
<p>National survey 2023 and confidence in healthcare professional 85% practice, NHSE average 93%, ICS average 90% *we are making improvements National survey 2023, the healthcare professional was good at giving the patient enough time 71% practice, NHSE average 84%, ICS average 78% *we have made improvements we were 57% previous year</p>	<p>85% the healthcare professional was good at giving the patient enough time</p>	5	4	6	13	35	37

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<p>National survey 2023 respondents find it easy to get through the practice by telephone 54% practice, NHSE average 50%, ICS average 41%</p> <p><i>*we have been working hard, made improvements from previous year 8% changed the telephone system during 2022, there has been significant increase to telephone calls during covid and triaging more patients via telephone than previous years. More hybrid ways of working, implemented more advanced telephone system with visual monitor to view calls waiting, more staff training. Telephone audits in house and with telephone provider</i></p> <p>*further added patient partner system to telephones and updated messages, use of online</p>	<p>60% Find it easy to get through the practice telephone</p>	5	9	26	22	28	10
<p>National survey 2023 respondents describe their experience of making an appointment as good</p> <p>31% practice, NHSE average 54%, ICS average 45%</p> <p><i>*we have made further improvements from previous year 21%</i></p>	<p>70% Experience of making an appointment</p>	0	5	25	15	34	21

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<p>National survey 2023 Choice of appointment 50% practice, NHSE average 59%, average 52% we have made further improvements from previous year 29%</p>	<p>70% Choice of appointments, form based triage supports patients being signposted to correct service/clinician based on clinical need</p>	0	5	25	15	34	21
<p>National survey 2023 How helpful are the Receptionist 65% practice, NHSE average 82%, ICS average 72% we have made further improvements from previous year 58%</p>	<p>88% Respondents find the receptionists at this GP practice helpful</p>	1	1	6	14	24	19

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<p>National survey 2023 54% Overall satisfaction with practice NHSE average 71% ICS average 63%</p> <p>we have made further improvements from previous year 40%</p>	<p>92% Overall satisfaction with practice, we have had to work more digital and not all patients can access this type of service, so we need to review, there are high levels of DNA During pandemic services outside the practice were not always available, this has caused backlog and lots of appointments are for social reasons but resources are limited for social prescribers and social services and secondary care have large waiting lists. We are continuing to collect family friends survey and feedback on regular basis</p>	0	0	5	7	28	25
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<p>PPG Queries</p> <p>Prescriptions Changes with pandemic to encourage more use of online prescription ordering EPS where possible, changes in ordering time to up to 7 days.</p>	<p>Patients feedback much better the pharmacy can order on behalf of patient directly with practice, and patients using online services more</p>						
<p>Did not attend appointments And appointment booking</p> <p>To reduce the did not attend appointments and support practice procedures for making patients aware importance of cancelling appointments in advance as so much time and resources are wasted, impact it has for the practice and other patients.</p> <p>Changes in appointment system due to pandemic more, digital focus, telephone and video consultations more telephone triage, face to face available.</p> <p>Updated clinical matrix and staff training. Telephone audits in house and with telephone provider.</p> <p>Form based triage implemented</p>	<p>To review We have significant high levels of DNA, need to see best ways of utilising appointments only so much capacity and resources but demand is very high Since form based triage the DNA rate is reducing</p> <p>Want to thank patients for supporting us through the changes and to help us with utilising services available and follow local and national guidance</p>						

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