**PATIENT SURVEY 2024 (National)**

**QUESTIONNAIRES SENT OUT 591 – 101 SURVEYS RETURNED = 17%**

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| **RATING 2024** | **Practice average 2023** | **LOCAL ICS AVERAGE** | **NATIONAL AVERAGE** |
| **39%** of respondents find it easy to get through to this GP practice by phone | **31%** | **44%** | **50%** |
| **39%** of patients who find it easy to contact the GP using their website | **New question** | **39%** | **48%** |
| **54%** of patients who find it easy to contact the GP using the NHS App | **New question** | **37%** | **45%** |
| **22%** of patients who usually get to see or speak to their preferred healthcare professional when they would like to | **New question** | **37%** | **40%** |
| **72%** find the receptionists and admin staff at this GP practice helpful | **65%** | **76%** | **83%** |

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| **RATING** | **Practice average 2023** | **LOCAL CCG AVERAGE** | **NATIONAL AVERAGE** |
| **66%** of patients who knew what the next step would be after contacting their GP | **New question** | **76%** | **83%** |
| **97%** of patients who knew what the next step would be within two days of contacting their GP | **New question** | **93%** | **93%** |
| **57%** of patients who describe their experience of contacting their GP as good | **31%** | **59%** | **67%** |
| **35%** of patients who were offered a choice of time of day when they last tried to make a general practice appointment | **New question** | **48%** | **53%** |
| **29%** of patients who were offered a choice of location when they last tried to make a general practice appointment | **New question** | **12%** | **13%** |
| **55%** of patients who felt they waited about the right time for their last general practice appointment | **New question** | **59%** | **66%** |
| **77%** of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment | **68%** | **83%** | **87%** |
| **81%** of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment | **70%** | **82%** | **85%** |
| **73%** of patients who say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment | **73%** | **70%** | **73%** |
| **83%** of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment | **New question** | **90%** | **92%** |
| **92%** of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment | **85%** | **90%** | **92%** |
| **87%** of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment | **76%** | **89%** | **91%** |
| **73%** of patients who felt their needs were met during their last general practice appointment | **76%** | **88%** | **90%** |
| **OVERALL RATING**  **56%** describe their overall experience of this GP Practice as good | **54%** | **68%** | **74%** |
| 54% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses. | **New question** | **64%** | **68%** |

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| **AREAS REQUIRING IMPROVEMENT** | | **NATIONAL AVERAGE** | **ACTIONS** | | |
| **39%** of respondents find it easy to get through to this GP practice by phone | | **50%** | * Update telephone system further, use patient partner ‘virtual calls handling’, direct patients to use more online services | | |
| **39%** of patients who find it easy to contact the GP using their website | | **48%** | * Check website access * Check user friendly access * Average same as ICB | | |
| **22%** of respondents usually get to see or speak to their preferred healthcare professional when they would like to   * GP’s have other commitments – home visits, training, medical students, meetings, leave, part time working, care home ward rounds * Lack of GP’s nationally | | **40%** | * Not all appointments need to be see by a GP * Form based clinical triage * Having good skill mix and signposting patients to correct clinician and service, to make patients more aware * Reduce DNA to improve attendance to free up more appointments. Share DNA information to patients * Increase Patient Access appointment slots * Deliver NHS app training to patients – in-house work shops or ask ICB to help with on-line training * Consider recruitment of salaried GP * Check record to see if GP has requested to see patient for review, if so, use pre-book slot | | |
| **72%**find the receptionists at this GP practice helpful | | **83%** | * Re-introduce customer service training * Reception to be booked on care navigation skills training, including follow on training. * Reception staff given feedback from complaints, including telephone recording. Learning points noted in appraisals. * Hold reception team meetings to discuss issues * Senior Reception to complete observations to help identify issues and offer training/support where needed * Ensure staff are supported with personal difficulties * Senior Reception to compete telephone audits to identify and share good practice * Ensure information given to patient is consistent * Reception to ask more questions to help find solutions | | |
| **66%** of patients who knew what the next step would be after contacting their GP practice | | **83%** | * Ensure information given to patient is consistent, follow up with Accurx message * Clinicians to give clear plan and information as appropriate, document in patient record | | |
| **57%** of patients who describe their experience of contacting their GP practice as good | | **67%** | * Continue with customer services and practice process * All to be consistent * Results nearly the same as compared to ICS 59% | | |
| **35%** of patients who were offered a choice of time of day when they last tried to make a general practice appointment | | **53%** | * Reception to ask more questions to help find solutions * More self -book clinics with different days and times * When booking appointments following form-based triage, depending on clinical need and urgency and clinicians availability. Choice to book appointments different days and times | | |
| **55%** of patients who felt they waited about the right time for their last general practice appointment | | **66%** | * Continue with communication and feedback * Ensure patients know about practice appointment system and online services | | |
| **83%** of patients who felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment | | **92%** | * Continue with communication and checking information * Ensure patient aware of plan | | |
| **73%** of patients who felt their needs were met during their last general practice appointment | | **90%** | * Continue with communication and feedback * Check patients have information and understand the information * Check if follow on appointment required or more time to be booked | | |
| **56%** - Overall experience rating | | **74%** | To encourage patients to use online services available, check practice website and notice boards about the practice appointment system and services available.  Practice will continue completing patient surveys SEE BELOW and via family friends surveys and sharing this information with patients, patient participation group and practice team | | |
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| **National survey 2024**  **July 2024- September 2024**  **591 surveys sent 101 sent back 17% completion rate** | | **MGS Medical Practice Local Survey July 2024 -September 2024**  **100 Questionnaires Completed** | | | **No Experience**  **0** | **Poor**  **1** | **Fair**  **2** | **Good**  **3** | **Very Good**  **4** | **Excellent**  **5** |
| **National survey 2024**  **Patients who felt their needs were met during their last general practice appointment**  **73% National survey Practice, NHSE average 90%,**  **ICS 88%**  **Local survey 88%**  **Patients felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment**  **83% National survey Practice, NHSE average 92%,**  **ICS 90%**  **Local survey 92%**  Patients who describe their experience of contacting their GP practice as good  **57% National Survey Practice, NHSE average 67%,ICS 59%**  **Local survey 85%**  **Patients who usually get to see or speak to their preferred health professional**  **22% National Survey Practice, NHSE average 40%,ICS 37%**  **Local survey 85%** | | **88%**  **92%**  **85%**  **85%** | | | **2**  **0**  **5**  **5** | **4**  **0**  **4**  **4** | **6**  **0**  **6**  **6** | **16**  **19**  **13**  **13** | **35**  **38**  **35**  **35** | **37**  **35**  **37**  **37** |
| **National survey 2024 respondents find it easy to get through the practice by telephone**  **39% practice, NHSE average 50%, ICS average 44%**  **Local survey 60%** | | **60%**  **Find it easy to get through the practice telephone** | | | **5** | **9** | **26** | **22** | **28** | **10** |
| **Patient felt they waited about the right amount of time for their last practice appointment**  **55% National Survey Practice, NHSE average 66%,ICS 59%**  **Local survey 70%** | | **70%** | | | **0** | **5** | **25** | **15** | **34** | **21** |
| **Patient offered choice of time or day when they last tried to make a general practice appointment**  **35% National Survey Practice, NHSE average 53%,ICS 48%**  **Local survey 70%** | | **70%** | | | **0** | **5** | **25** | **15** | **34** | **21** |
| **How helpful are the Receptionist and administration team**  **72% National Survey Practice, NHSE average 83%,ICS 76%**  **Local survey 88%**  **Find it easy to contact the practice using NHS APP**  **54% National Survey Practice, NHSE average 45%,ICS 37%**  **Local survey 88%**  **Find it easy to contact the practice website**  **39% National Survey Practice, NHSE average 48%,ICS 39%**  **Local survey 88%** | | **88%**  **88%**  **88%** | | | **1**  **1**  **1** | **1**  **1**  **1** | **10**  **10**  **10** | **25**  **23**  **22** | **34**  **30**  **38** | **29**  **35**  **28** |
| **Overall experience with the practice**  **NHSE average 74%**  **ICS average 68%**  **56% National Survey Practice, NHSE average 74%, ICS 68%**  **Local survey 92%** | | **92%** | | | **0** | **0** | **8** | **21** | **36** | **35** |
| **Did not attend appointments**  **And appointment booking**  **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.**  **Changes in appointment system due to high volume of calls and demand/capacity**  **We are using digital more, telephone and video consultations more telephone triage, face to face available.**  **Updated clinical matrix and staff training. Telephone audits in house and with telephone provider.**  **Form based triage implemented** | | **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**    **Patients feedback much better the online services and choice and support for patients non-digital**  **Want to thank patients for supporting us through the changes and to help us with utilising services available and follow local and national guidance** | | |  |  |  |  |  |  |

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| **Family Friends Survey overall results**  January 2024 97%  February 2024 94%  March 2024 93%  April 2024 90%  May 2024 94%  June 2024 94%  July 2024 90%  August 2024 93%  September 2024 94% | **Feedback-overall**  Very responsive and listen to my needs  Clinicians explained everything clearly  Staff friendly and caring and help with completing information  Do no need to wait too long to be see by clinician  Like choices available online and in person  Can see information on website  Better sending queries online than having to call practice  Like the appointment system |