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| --- | --- | --- | --- | --- | --- | --- | --- |
| **National survey 2025**  **January 2025**  **636 surveys sent 112 sent back 18% completion rate** | **MGS Medical Practice Local Survey June 2025 -August 2025**  **125 Questionnaires Completed** | **No Experience**  **0** | **Poor**  **1** | **Fair**  **2** | **Good**  **3** | **Very Good**  **4** | **Excellent**  **5** |
| **National survey 2025 the patients overall experience of this GP practice as good**  **79% practice, NHSE average 75%, ICS average 71%**  **The patient was involved as much as they wanted to be in decisions about their care and treatment**  **National survey 2025**  **92% practice, NHSE 91%, ICS 90%**  **\*we have made further improvements**  **National survey 2025 and confidence in healthcare professional**  **92% practice, NHSE average 93%, ICS average 91%**  **\*we have made further improvements**  **National survey 2025, were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment.**  **healthcare professional was good at giving the patient enough time**  **92% practice, NHSE average 91%, ICS average 90%**  **\*we have made improvements we were 71% previous year** | **90%**  **Patients needs were met**  **90%**  **patient was involved as much as they wanted to be in decisions about their care and treatment and had confidence in the healthcare professional**  **90%**  **the healthcare professional was good at giving the patient enough time** | **3**  **3**  **5** | **4**  **4**  **2** | **6**  **5**  **6** | **15**  **17**  **13** | **50**  **56**  **49** | **47**  **40**  **50** |
| **National survey 2025 respondents find it easy to get through the practice by telephone**  **46% practice, NHSE average 53%, ICS average 48%**  **\*we have been working hard, changed to using and encouraging digital online systems, online forms and NHS APP**  **More form based online triage, implemented more advanced telephone system with visual monitor to view calls waiting, more staff training. Telephone audits in house and with telephone provider**  **\*further added patient partner system to telephones and updated messages, use of online**  **51% find it easier to contact this GP practice using the NHS APP**  **ICS average 46%, NHSE average 49%** | **76%**  **Find it easy to get through the practice telephone** | **5** | **9** | **16** | **35** | **38** | **22** |
| **National survey 2025 respondents describe their experience of making an appointment as good**  **67% practice, NHSE average 70%, ICS average 64%**  **\*we have made further improvements from previous year 36%** | **84%**  **Experience of making an appointment** | **0** | **5** | **15** | **25** | **48** | **32** |
| **National survey 2025 Choice of appointment**  **56% practice, NHSE average 54%, ICS average 50%**  **we have made further improvements from previous year 6%** | **84%**  **Choice of appointments, form based triage supports patients being signposted to correct service/clinician based on clinical need** | **0** | **5** | **15** | **25** | **39** | **41** |
| **National survey 2025**  **How helpful are the Receptionist**  **80% practice, NHSE average 83%, ICS average 79%**  **we have made further improvements from previous year 15%** | **94%**  **Respondents find the receptionists at this GP practice helpful** | **1** | **1** | **6** | **28** | **54** | **35** |
| **National survey 2025**  **75% Overall satisfaction with practice**  **NHSE average 75%**  **ICS average 71%**  **we have made further improvements from previous year 21%** | **92%**  **Overall satisfaction with practice, we have had to work more digital and offer services for patients who cannot access this type of service, the DNA high levels has reduced, since using form based online triage.**  **We are continuing to collect family friends survey and feedback on regular basis** | **0** | **0** | **10** | **12** | **58** | **45** |
| **PPG Queries**  **Patients to use more digital especially NHS App for ordering prescriptions and access to own record. Booking and cancelling appointments.**  **To support patients who are not able to use the digital services.** | **Patients feedback much better the access by using NHS App and online services, booked with appropriate clinician/service** |  |  |  |  |  |  |
| **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 more digital focus, 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 had 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, to continue ensuring patients cancel or rebook appointment if unable to attend.**    **Want to thank patients for supporting us through the changes and to help us with utilising services available and follow local and national guidance** |  |  |  |  |  |  |