

2017/2018 Completion: **409 Patients (2.5% of registered patients)**

2017/2018 Key Themes:

- Registration process
- Responding to urgent care needs
- Communication methods
- Carers
- Nursing services
- Extended hours appointments
- Continuity

2018/2019 Completion: **595 Patients (3% of registered patients)**

2018/2019 Key Themes:

- Holistic review of the service
- Environmental issues
- GDPR
- Information provided to patients
- Continuity
- Practice Pharmacist
- Secondary Care services
- Long-term health conditions/management

2017/2018 Review:

- Patients would like 'confirmation of registration'
New patients now receive a 'Welcome email' (for those who provide an email) or a 'Welcome leaflet' detailing; who their registered GP is, useful numbers, how-to guides, online access
- Patients would like a more accessible website
An on-going project, step-one (updating the layout) is complete – now more user friendly, step-two (developing the content) is underway - findings will be coupled with 2018/2019 survey
- Patients are un-happy/frustrated over parking facilities
Parking is limited, restricted due to location – promote public transport/bicycle racks/informing patients to allow time prior to appointment as there may be a wait to park
- GP appointment length
Patients are able to request double appointments where needed and during use of interpreters – continuity is promoted to build on the relationships between GPs and patients
- Patients who are carers or being cared for
The surgery is using the information collected and working towards a template which will capture carers/being cared for information

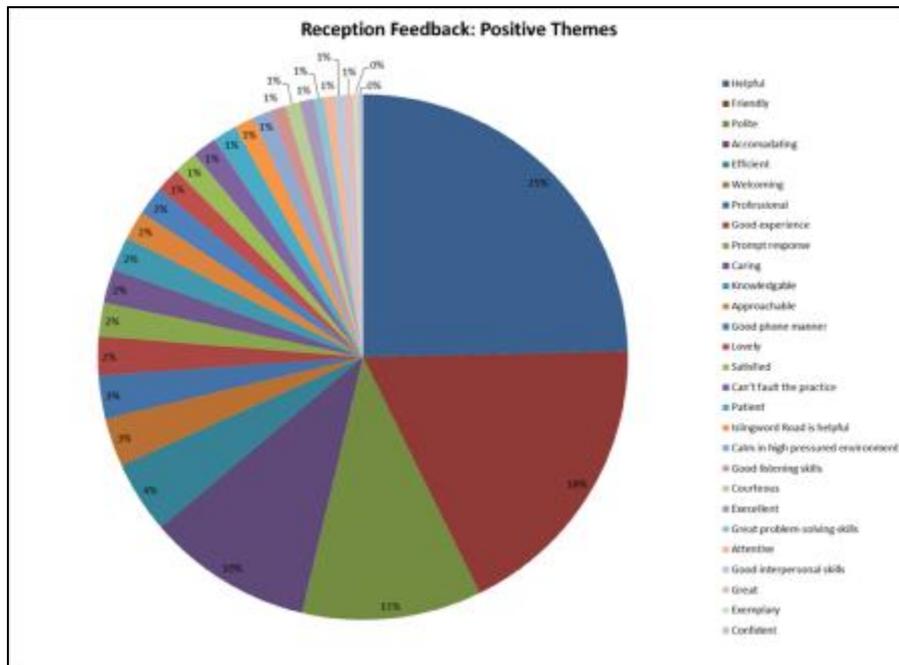
1. Would you recommend the practice to someone who has just moved to your local area?
 88.5% positive, 4% decrease from 2017/2018 survey (92%)
 - o More patients/more demands on resources?
 - o Audit how percentage of 'No' answers reflects attendance to which branch

 2. I find the staff friendly and approachable.
 84% Agree/Strongly Agree – positive result

 3. I feel confident that my queries and requests will be dealt with promptly and responsive to my needs?
 81.5% Agree/Strongly Agree – positive result
 Expansion of question - If not why?

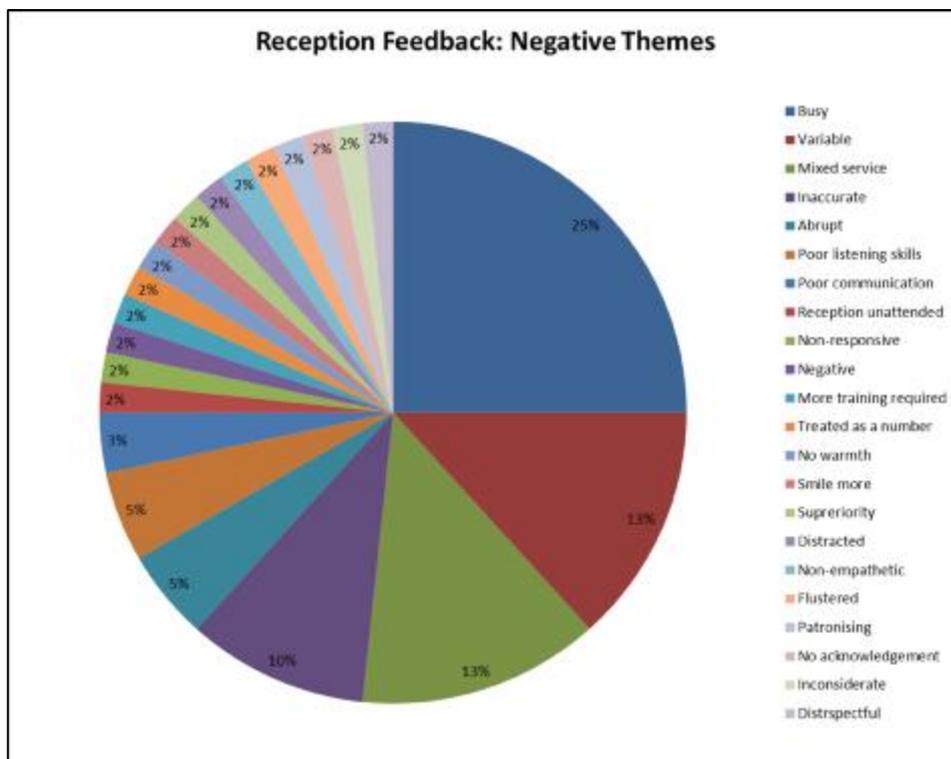
 4. I find the practice environment friendly and welcoming.
 86.5% Agree/Strongly Agree – positive result
 Change wording to 'welcoming' – removing friendly = personal term and referred to this in previous question

 5. Please rate the service provided by the practice receptionists (rate 1 poor-5 excellent)
 86.5% rating 4/5 – positive result
 - o See Q5. & Q6. Chart
 - o Positive themes: Helpful, Friendly, Polite, Accommodating, Efficient, Welcoming, Good experience, Caring
 - o Negative themes: Busy, mixed service dependant on person, Inaccuracies, Abrupt, Poor listening and communication skills
 - o 65% of feedback found reception 'very helpful' in 2018 survey, although not a direct comparison it is a significant improvement
 - o Feedback to be highlighted to reception team.
- Flip options for a positive reflection – rate 5 excellent, 1 poor – consistent with other questions



Q5. Chart

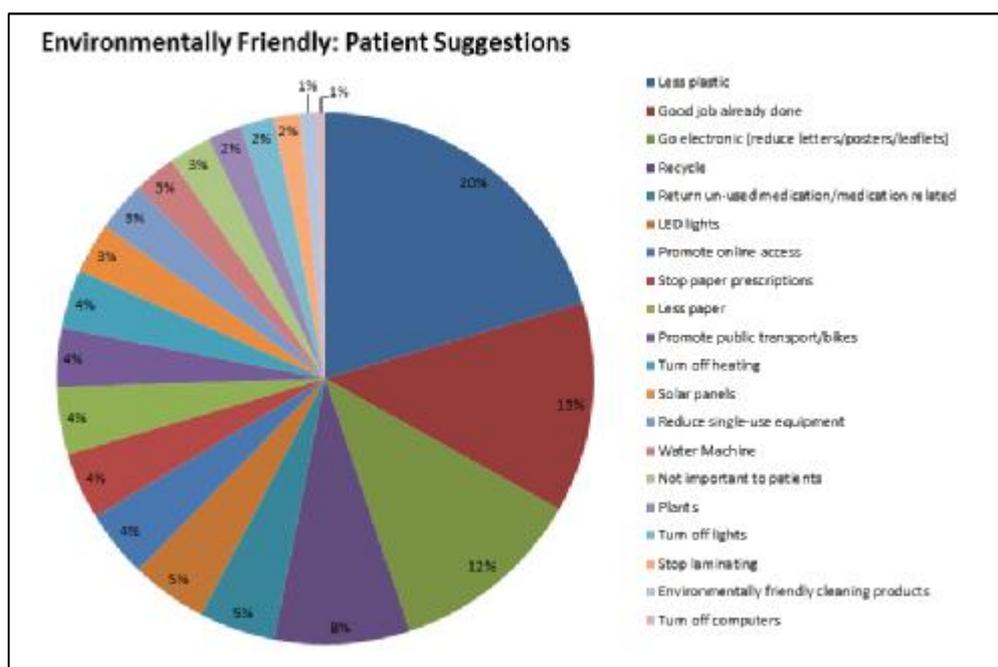
Q6. Chart



6. The practice is clean and tidy
95% Agree/Strongly Agree – positive result

7. As a practice we are currently looking at how we can be more environmentally conscious, do you have any suggestions as to how we can achieve this goal?
Open ended question
 - See Q7. Chart
 - 13% believe the surgery is environmentally conscious
 - Main themes: Less plastic/paper, Recycle, LED Lights, Promote online access, Less paper prescriptions, Turn off heating

Q7. Chart:



8. One way we are looking to be environmentally friendly is to reduce the number of printed prescriptions, all prescriptions will now go electronically directly to a pharmacy of choice (where given). How do you feel about this?

Over 87% happy with E-prescriptions

- Importance of balance and catering to all requirements

Removal from 2019/2020 survey – no further information to be gained.

9. The practice has strict data protection and confidentiality procedures which can be found on our website, as a patient are you satisfied how your personal information is handled?

75% responded 'yes' – room for improvement

- 20% responded 'does not concern me' or 'not looked into this matter'
- Very small percentage were unhappy – explore next question

Look for comparison in 2019/2020 results.

10. If no, please expand your reasons here.

Open ended question

- Clearer signposting on our website
- Update of welcome email – signposting patients where to find this information
- 85% of reflected users were happy with the systems, N/a or blank
- Main themes: data entry errors, unsure how to view the systems, paperwork on show at reception points

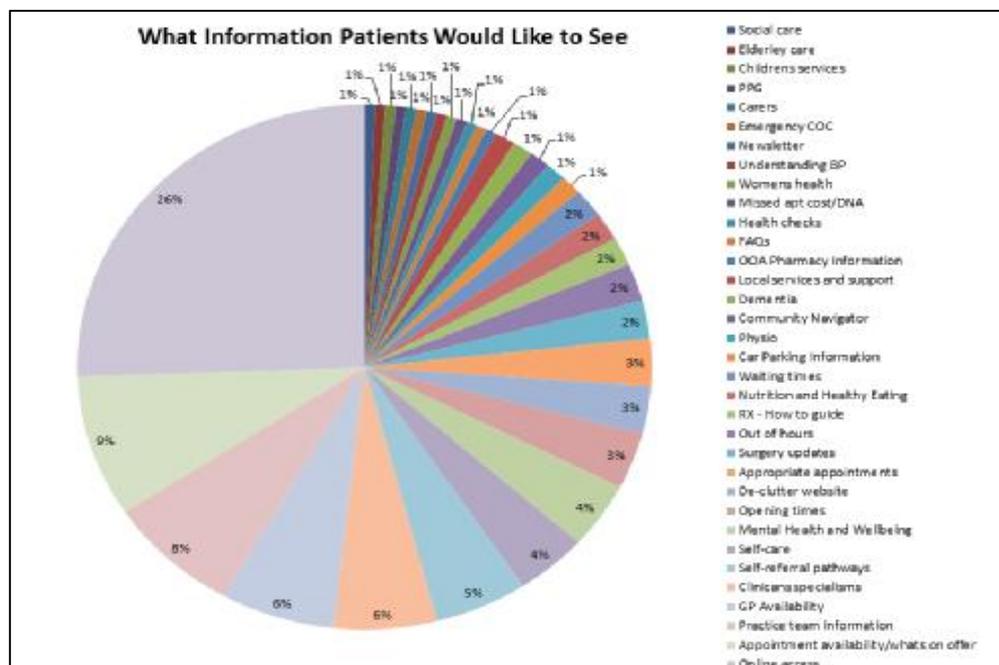
Highlight option to skip answer – reduce no. of N/a's

11. We are currently working to improve the information available to our patients both within the surgery and on our website. What information would you find most useful?

Open ended question

- See Q11. Chart
- Main themes: Self-help, Online access, De-clutter website, Practice information including team bios, GP availability and specialisms, Appointment systems and Out of Hours – where to go/who to contact?

Q11. Chart:



12. Which of the following methods do you prefer to use when booking an appointment with the practice?

54% utilise the phone booking system

38.5% utilise the online booking system

- Importance of balance and catering to all requirements/needs
- Explore: Increasing knowledge base for online access = improved usage and better access to phone lines?
- Look to compare number of those with online access 1 year ago – % increase

Question from 2019/2020 survey to include: Do you have online access? If not why not?

13. We offer a range of appointments including pre-bookable, same-day, telephone, evening and weekends. Are you happy with the current appointment system?

86% rating Satisfied/Very Satisfied – positive result

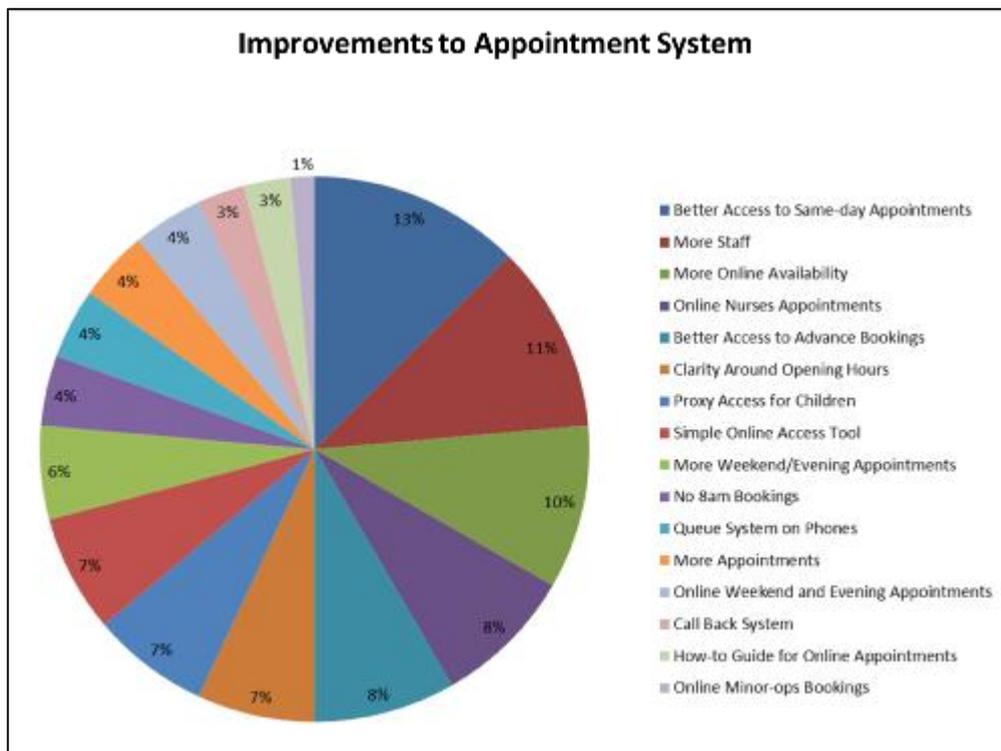
- Small number felt the surgery could do more/unsatisfied – explore in next question

14. If unsatisfied, how would you like to see the appointment system improved?

Open ended question

- See Q14. Chart
- Common themes revolve around online access – better access online
- More appointments, more staff are also mentioned frequently

Q14. Chart:



15. If I need an urgent appointment I am usually seen or contacted by a clinician the same day?

76% Strongly Agree/Agree

- Highlight appointment system on website – better understanding of how things work
- Look to measure change from 2019/2020 survey

Expansion of question - If not why/what could we do more?

16. Continuity of care is important to us, and has a positive impact on patient safety, communication, trust and care. Do you prefer to see the same doctor at each appointment?

35.5% felt continuity was always important and preferred to see the same GP on every occasion

45% felt continuity was important during follow-ups

Both positive a reflection on the work completed for continuity

- Increase in those who didn't think continuity is important – bigger sample of patients?

Expand on why some feel continuity is not important – which age groups this applies to.

17. The clinical staff treat me with dignity and respect.

89% Strongly Agree/Agree – positive result

18. I am confident in the treatment I receive from clinical staff.

85% Strongly Agree/Agree – positive result

- How can we improve patient's confidence in clinicians care?

- Are patients getting the most out of their appointments?
- Guide for patients on 'getting the most out of their appointment'

19. I feel listened to by the clinical staff.

80% Strongly Agree/Agree – positive result

- Guide for patients on 'getting the most out of their appointment' – what to prepare etc.

20. The clinical staff communicates their message clear and effectively.

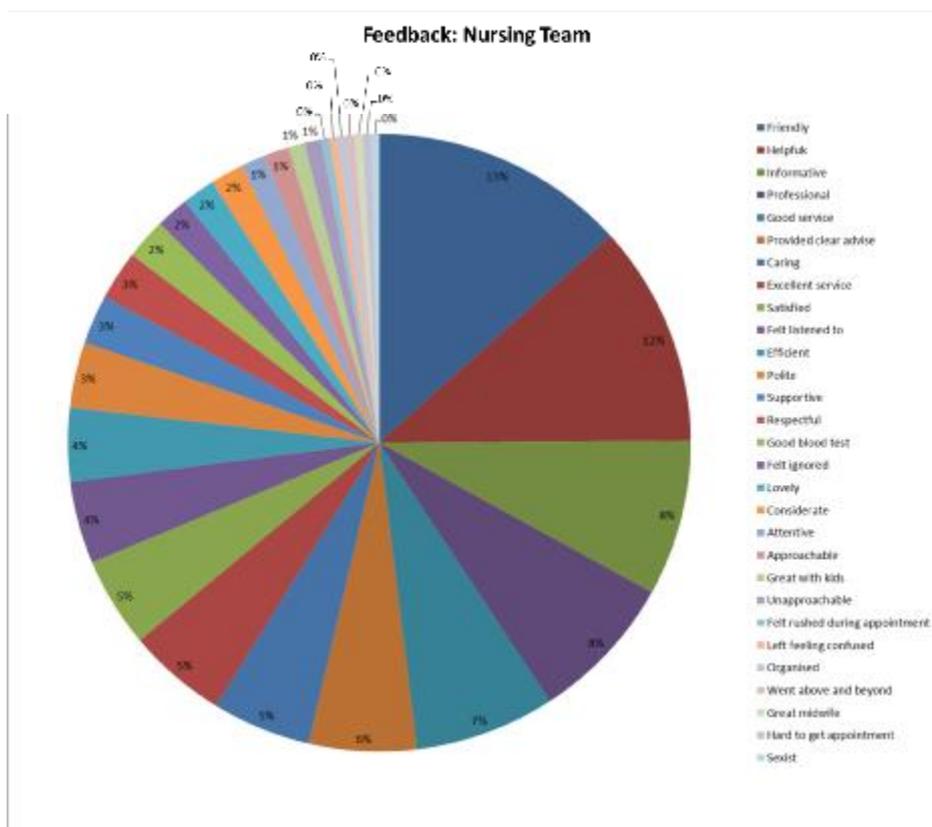
86% Strongly Agree/Agree – positive result

How we can improve – introduction of open-ended question for 2019/2020 survey – How do you prefer to be communicated with?

21. Please rate the service provided by our Nursing team (rate 1 poor-5 excellent)

90% rating 4/5 – positive result

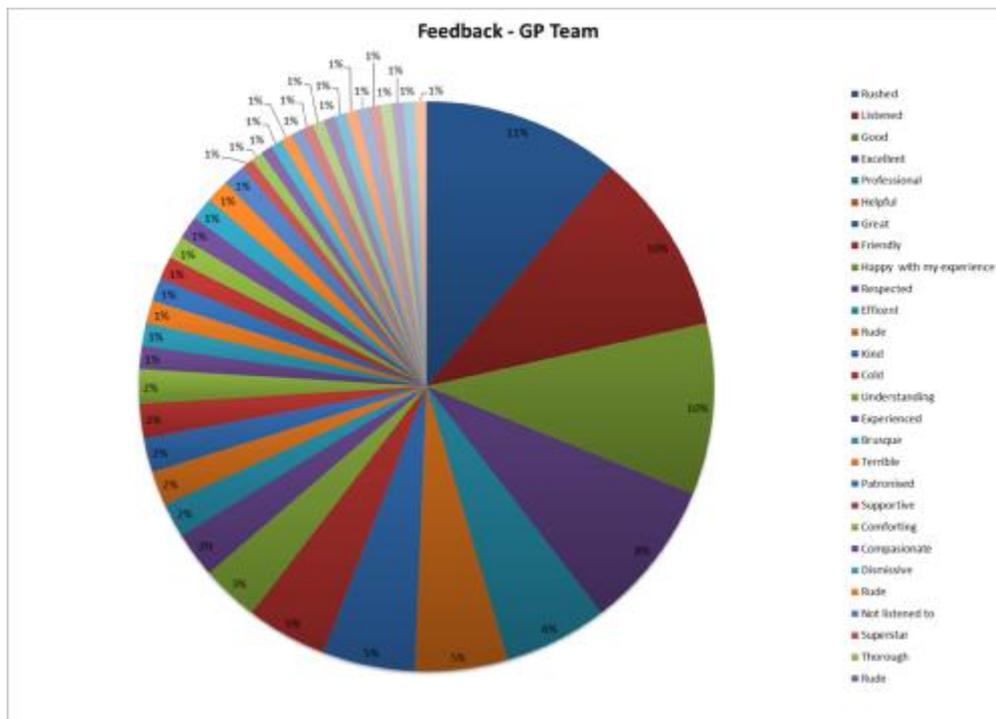
- Positive themes: Friendly, Helpful, Informative, Professional, Good Service, Clear, Excellent Service, Satisfied, Caring
- Negative themes: Ignored, Unapproachable, Felt Rushed, Hard to an appointment, Sexist
- Feedback will be given to Nursing Team for review.



22. Please rate the service provided by the GP team (rate 1 poor-5 excellent)

81% rating 4/5 – positive result

- Positive themes: Listened to, Good, Excellent, Professional, Helpful, Friendly, Respected, Efficient
- Negative themes: Rushed, Rude, Cold, Brusque, Patronised
- Further comments highlighted the importance of continuity – some felt they could not build a rapport with GPs as they were unable to see the same GP (or the wait was too long)
- Further comments included individual situations for complaint – without further information a full investigation cannot be reached, however common themes from these were due to the length of the appointments, feeling rushed and dismissed.
- Many found the service and care provided by the GPs very variable depending on GP, personality type
- Some expressed feeling dissatisfied as they had not been communicated with fully/ not involved with their own care
- Feedback will be given to GP Team for review.



23. In the last 12 months have you used any of the Health Services below, instead of using similar services which may be available at the practice?

Over 40% of responses indicated attendance to A&E

Over 30% of responses indicated contact with NHS 111

- Why – explore next question for more information.

24. What was the reason you choose to seek alternative Health Services?

Reasons for attending OOA/emergency services:

- 23% GP surgery closed – out of hours need

- 31% appropriate use of OOA/emergency services
- 6.5% advised to attend by clinician (GP/Nurse/NHS111)
- 14% convenience: faster/nothing available at GP
- 5% didn't want to bother GP
- Remainder N/A, unsure of where to go

What can we do to improve appointment access? Compare in a year to audit progress of active signposting.

25. Are you aware we now employ a practice pharmacist?

72% unaware of pharmacist at practice

- Further education needed – the role of a pharmacist
- Bio on website and in Newsletter

26. Would you be happy with an appointment with the pharmacist instead of a GP to discuss medication management and queries?

78.5% happy to speak to/see pharmacist

- Target further 20% through education
- Difference between pharmacy pharmacist and practice pharmacist

27. If no, why?

Overall a mixed response, common themes include:

- Majority of reasons were 'prefer to see my GP'
- Some comments reflected a lack of knowledge around the role of the practice pharmacist – comments were made regarding 'not qualified' 'uncomfortable' 'surgery are putting up barriers to GPs'
- Some comments showed people were open to the idea – 'depends why I am seeking advice' 'depends on the condition'
- Some commented they would be happy, however would like a follow-up with a GP following this

28. Which branch surgery do you attend?

Majority of responses were from 175 PR which is to be expected

Sample not representative of CC students - only 5% of responses collected

Patient split across sites:

175 PR: 50% CC: 27% IR: 23%

Increase access to students at CC branch

Incentive for completion?

29. How often do you visit the practice?

Comparisons between 2017/2018 and 2018/2019 results

	2018/2019	2017/2018
Weekly	0.5%	1.5%
Monthly	13%	9%
More than once a year	62.5%	70%
Annually	20%	16.5%

Never 3.5% 2.5%

- Increase in attendance annually, showing a reduction in those attending more than once a year

What factors prevent patients from attending?

30. Do you have a long-standing health problem or disability?

Approx. 50% of responses indicated they had a long term health condition/disability

Expand on term 'long term health condition' – means different things to different people

Categorise conditions for patients to choose: asthma, diabetes, heart disease, dementia, mental health etc.

31. Do you feel supported by the practice in managing long-term health conditions?

58% Strongly Agree/Agree

Include option in 2019/2020 survey to skip – 35% answered neither agree nor disagree

32. Further comments.

- Patients would like to see 'how to guides': referral process, online access, waiting times for secondary care, services offered by the practice
- Patients would like information given in simple clear and concise formats – findings suggest that too much jargon is used and can be difficult to understand for some
- Patients would like a better understanding of their care – what will happen next, what should they be doing, if not referring – why not – preferring a more structured approach – better communication between surgery and patients
- Patients feel they are not kept up to date with events/changes/surgery life

33. How old are you?

Figures showed a representative sample of across all categories and comparable to previous survey.

Include prefer not to say option in next survey

34. Ethnic origin?

Majority of responses identified as White British

- 119 skipped the question
- Comments reflected that options given were too constrictive – comment bar may be more appropriate

Include prefer not to say option in next survey