

**GP Patient Survey Review - The 2021 Results (January – March Survey)**

Question		The Practice %	Variance (from last year)	Local CCG %	Variance (local)
Local GP Services					
Q1	Find it easy to get through to this surgery by phone	83	↑10	67	↑16
Q2	Find the receptionists at this surgery helpful	92	↓6	90	↑2
Q4	Ease of use of website (new)	76	-	76	-
Q6	Satisfied with appointment times	52	↓13	66	↓14
Q8	Usually get to see or speak to their preferred GP	34	↓10	38	↓4
Making an Appointment					
Q13	Care Navigated by Reception (new)	98	-	93	↑5
Q14	Offered choice of appointments	61	↑4	66	↓5
Q15	Satisfied with type of appointment offered	71	↑10	82	↓11
Q20	Describe their experience of making an appointment as good	66	↑4	71	↓5
The Last Appointment					
Q25a	Good at giving them enough time	75	↓5	88	↓13
Q25b	Good at listening to them	76	↓9	89	↓13
Q25c	Treated them with care and concern	78	↓8	88	↓10
Q26	Recognised mental health needs	75	↑8	85	↓10
Q27	Good at involving them in decisions about their care	79	↓5	93	↓14

Question		The Practice %	Variance (from last year)	Local CCG %	Variance (local)
Q28	Confidence and trust in the last GP they saw or spoke to	75	↓16	94	↓19
Q29	Felt their needs were met	83	↓7	93	↓10
Overall Experience					
Q30	Overall experience of this surgery as good	64	↓12	83	↓19
Your Health					
Q36	Support to help manage their LTC	60	↓6	72	↓12
Q38	Agreed a care plan to manage own condition (new)	48	-	62	↓14

Areas which fell short of local averages by more than 10%

Question		The Practice %	Variance (from last year)	Local CCG %	Variance (local)
Local GP Services					
Q6	Satisfied with appointment times	52	↓13	66	↓14
The Last Appointment					
Q27	Good at involving them in decisions about their care	79	↓5	93	↓14
Q28	Confidence and trust in the last GP they saw or spoke to	75	↓16	94	↓19
Overall Experience					
Q30	Overall experience of this surgery as good	64	↓12	83	↓19
Your Health					
Q38	Agreed a care plan (new)	48	-	62	↓14

Areas which exceeded local averages

Question		The Practice %	Variance (from last year)	Local CCG %	Variance (local)
Local GP Services					
Q1	Find it easy to get through to this surgery by phone	83	↑10	67	↑16
Q2	Find the receptionists at this surgery helpful	92	↓6	90	↑2
Q13	Care Navigated by Reception (new)	98	-	93	↑5

Most improved areas on last year

Question		The Practice %	Variance (from last year)	Local CCG %	Variance (local)
Local GP Services					
Q1	Find it easy to get through to this surgery by phone	83	↑10	67	↑16
Making an Appointment					
Q15	Satisfied with type of appointment offered	71	↑10	82	↓11
The Last Appointment					
Q26	Recognised mental health needs	75	↑8	85	↓10

Learning from the results

This report was discussed at the clinical team meeting on 20th October 2021. During this meeting an action plan was agreed to prioritise and address the areas which fell the most below the local benchmark. This report will also be shared with our PPG members on 8th December 2021.

Action Plan to address shortfall

Q6. Satisfied with appointment times

- We have made some changes to our appointment times, i.e. now offering early morning and late evenings to meet the needs of people who work full time/attend school or colleague etc
- This questionnaire was conducted in the middle of the pandemic when capacity from extended hours was redistributed to meet the demands of COVID. Therefore when extended hours is reintroduced this might also help support improvements with appointment times
- We are looking to stagger surgery times so that appointments are available for a wider part of the day. At present all GP appointments are 8:00 – 11:30am or 15:00-17:45pm
- We often get feedback from patients that they'd be happier with an approximately time of their telephone consultation. At present staff tell them morning or afternoon for their call back, but patients want us to be more specific. Staff will now give them an approximate 1 hour window

Q27. Good at involving them in decisions about their care

Q28. Confidence and trust in the last GP they saw or spoke to

Q38. Agreed a care plan (new)

- Clinicians have all taken on board Q27, 28 and 38 and reflected on what they could do differently. They will be more mindful about involving patients in decision making and agreeing a care plan. This in turn will hopefully instil more confidence and trust in the healthcare that is being provided

Q30. Overall experience of this surgery as good

- We believe that if all the above measures are implemented, the overall experience will improve too.

Plans for achieving the actions

The Practice Business Manager will be responsible for achieving the goals set in the action plan, however all staff within the Practice also have a vital role to play in ensuring that we achieve our objectives.

Reporting our findings to our Patients

It was agreed that the survey results and action plan would be made available on our Practice website and a summary of the results placed on notice boards within the surgery.

Louise Gregory, Practice Business Manager, For and on behalf of Dr A Hayat & Partners, November 2021