

PATIENT SURVEY 2022

SUMMARY

Notable general points from surveys in 2021 to 2022

- ❖ 88% were satisfied or better with the overall surgery experience, this was unchanged from last year.
- ❖ Those that would recommend someone new to the area, fell further in 2022 from 79% to 73%.
- ❖ Those who booked their last appointment using the website increased significantly from 40% to 67%. The Footfall website received an update in mid-February, about half way though the survey time and I would expect the website use to increase over the coming months.
- ❖ A welcome 10% increase in those seeing your GP within 15 mins of your appointment time from 2021 to 2022.
- ❖ 300% increase of those who rate the Surgery poor. This is a significant increase over last year's survey but from a low base.

Doctors

- ❖ GP "good at listening to you" dropped again from 86% to 80%
- ❖ About 90% were pleased in how the GP involved patients in decisions about their care. Minor positive change from 2021 to 2022
- ❖ About a 20% drop from 2021 to 2022 in the ability to "talk or see your preferred GP" when making an appointment.

Nurses

- ❖ Drop in how nurses involved patients in "making decisions about their care" 91% to 78% from 2021 to 2022
- ❖ 82% happy with in Nurses "treating patients with care and concern". Consistent from last year.
- ❖ Overall, general ratings for nurse consultations are down by a small percentage across all areas.

Reception

- ❖ There has been a significant increase in the use of the website for booking appointments for both GP and Nurse and other surgery visits. As the use of the telephone for booking appointments has dropped off, this is likely to free up staff for other tasks.
- ❖ How helpful did you find the receptionist? This number increased from 71% to 88%, essentially largely reversing the drop last year. There are a few general comments regarding reception staff asking medical questions and offering advice and it was felt inappropriate.

Website & “E consultations”

- ❖ The website is now being used by many more patients for a variety of tasks. The recent update is likely to make it a lot more inviting and usable for many users.
- ❖ There are a number of comments from users of the website regarding some areas of the site being taken out of use at various times, notably throughout the evenings and weekends and there are a number of negative comments regarding this.
- ❖ 30% increase in those who think it is “really important” to be able to leave a message on the website at any time.
- ❖ There have been significant increases in those who are aware of Livi and Patient Access and therefore, it would be fair to assume, their use has increased.

Summary of comments

Covid 19 is still influencing how the Surgery interacts with their patients and there are many comments regarding this in the survey. In time, restrictions will undoubtedly fall away and there will be some return to “normal practice”.

Since the Survey in early May, Patient Access was opened up for booking G.P. face to face and telephone appointments. When finalising this document, the earliest face to face appointment was the 17th June or for telephone appointment was 27th May. (Document written on the 12th May). Without doubt, as a member of the Patient group this is an area of concern.

NB - In total around 220 took part in this survey and this is, approximately, 4% of our patients at St Stephens House surgery. The survey was emailed to those on the PPG email list and was posted on Facebook.

The PPG email list has about 900 addresses and we would like to distribute this survey to **all** patients to get an accurate and concise view from as many patients as possible. Unfortunately, we are restricted by the NHS from sending “non-medical” texts and emails to all patients directing them to our survey.

We feel the data from these anonymous surveys would be of use to the Surgery, to improve direct services and for any CQC (Care Quality Commission) inspection.