**Outcome of Survey – the percentages represent the responses**

**About Receptionists and Appointments**

How helpful do you find the receptionists at your GP practice?

Very helpful – 100%

Fairly helpful

Not very helpful

Not at all helpful

How easy is it to get through to someone at your GP practice on the phone?

Very easy

Fairly easy – 63%

Not very easy – 25%

Not at all easy – 12%

Haven’t tried

How easy is it to speak to a doctor or nurse on the phone at your GP surgery?

Very easy

Fairly easy – 63%

Not very easy – 25%

Not at all easy

Haven’t tried – 12%

If you need to see a GP urgently, can you normally get seen on the same day?

Yes – 63%

No – 37%

Don’t know / never needed to

How important is it to you to be able to book appointments ahead of time in your practice?

Important – 100%

Not important

How easy is it to book ahead in your practice?

Very easy – 38%

Fairly easy – 38%

Not very easy – 24%

Not at all easy

Haven’t tried

How do you normally book your appointments at your practice?

In person – 38%

By phone – 62%

Online

Doesn’t apply

Which of the following methods would you prefer to use to book appointments at your practice?

In person – 41%

By phone – 41%

Online – 18%

Doesn’t apply

Thinking of times when you want to see a particular doctor:

How quickly do you usually get seen?

Same or next day – 12%

2-4 days – 12%

5 days or more – 64%

I don’t usually need to be seen quickly – 12%

How do you rate this?

Excellent

Very good – 38%

Good – 25%

Fair – 12%

Poor – 25%

Very poor

Does not apply

Thinking of times when you are willing to see any doctor:

How quickly do you usually get seen?

Same or next day – 88%

2-4 days – 12%

5 days or more

I don’t usually need to be seen quickly

How do you rate this?

Excellent – 50%

Very good – 38%

Good – 12%

Fair

Poor

Very poor

Does not apply

Thinking of your most recent appointment with a doctor or nurse:

How long did you wait for your consultation to start?

Less than 5 minutes

5-10 minutes

11-20 minutes – 75%

21-30 minutes – 25%

More than 30 minutes

There was no set time for my consultation

How do you rate this?

Excellent – 12%

Very good

Good – 50%

Fair – 26%

Poor -12%

Very poor

Does not apply

**About opening times**

Is your GP practice currently open at times that are convenient to you?

Yes – 62%

No – 38%

Don’t know

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Before 8am – 29%

At lunchtime

After 6.30pm – 43%

On a Saturday  - 14%

On a Sunday – 14%

None of these

**About seeing the doctor of your choice**

Is there a particular GP you usually prefer to see or speak to?

Yes – 100%

No

There is usually only one doctor in my surgery

How often do you see or speak to the GP you prefer?

Always or almost always – 62%

A lot of the time – 25%

Some of the time – 13%

Never or almost never

Not tried at this GP practice

How good was the last GP you saw at each of the following?

Giving you enough time

Very good – 76%

Good – 12%

Fair – 12%

Poor

Very poor

Does not apply

Listening to you

Very good – 100%

Good

Fair

Poor

Very poor

Does not apply

Explaining tests and treatments

Very good – 88%

Good – 12%

Fair

Poor

Very poor

Does not apply

Involving you in decisions about your care

Very good – 100%

Good

Fair

Poor

Very poor

Does not apply

Treating you with care and concern

Very good – 100%

Good

Fair

Poor

Very poor

Does not apply

Did you have confidence and trust in the  GPyou saw or spoke to?

Yes definitely – 100%

Yes to some extent

No not at all

Don’t know / can’t say

How good was the last nurse you saw at each of the following?

Giving you enough time

Very good – 50%

Good – 25%

Fair

Poor

Very poor

Does not apply – 25%

Listening to you

Very good – 50%

Good – 25%

Fair

Poor

Very poor

Does not apply – 25%

Explaining tests and treatments

Very good – 50%

Good – 25%

Fair

Poor

Very poor

Does not apply – 25%

Involving you in decisions about your care

Very good – 38%

Good – 38%

Fair

Poor

Very poor

Does not apply – 24%

Treating you with care and concern

Very good – 62%

Good – 26%

Fair

Poor

Very poor

Does not apply – 12%

Did you have confidence and trust in the nurse you saw or spoke to

Yes definitely – 88%

Yes to some extent – 12%

No not at all

Don’t know / can’t say

**About care from your doctors and nurses – thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

Understand your health problems?

Very well – 100%

Unsure

Not very well

Does not apply

Cope with your health problems?

Very well – 100%

Unsure

Not very well

Does not apply

Keep yourself healthy?

Very well – 100%

Unsure

Not very well

Does not apply

Overall how would you describe your experience of your GP surgery?

Excellent – 38%

Very good – 62%

Good

Fair

Poor

Very poor

Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely – 62%

Yes, probably – 38%

No, probably not

No, definitely not

Don’t know

**Action Plan as a Consequence of the Survey**

Respondents rated the Practice “good” or above in most areas. As we become more familiar with the concept and practice of managing surveys we shall refine the questions and be able to draw more specific conclusions. We hope too that as the size of the PPG grows we will achieve more varied responses.

Our plan for the coming year is to grow the size of the PPG, and identify specific areas for change.

There was one issue raised in the survey was that deserved further investigation:

**How long did you wait for your consultation to start?**

100% of patients reported waiting more than 11 minutes beyond their appointment time to be seen.

The sample group is small, but the surgery will monitor the sessions of the different practitioners to ascertain how the waiting times vary and establish if there are specific reasons for this. Options for change are largely in the hands of individual practitioners, and a change in consultation style may not be achievable.

The plan of action is to identify the reasons for delays, seek ways to alleviate them, report back to the PPG and agree changes, as appropriate.

The PPG is given the opportunity to comment on these findings.