The GP Patient Survey is an independent annual survey undertaken run by Ipsos Mori which allows

practice’s to understand how patients view the practice’s team and services. A survey is sent to a

random selection of patients who are asked to complete the survey.

### **Where patient experience is best**

* 51% of respondents usually get to see or speak to their preferred GP when they would like to.

Local (CCG) average: **38%**National average: **45%**

* 94% of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: **83%**National average: **86%**

* 86% of respondents say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 85%National average: 88%

As a practice we are mainly pleased with the results although we know there is room for improvement.

### **Where patient experience could improve**

* 49% of respondents describe their experience of making an appointment as good

Local (CCG) average: 63%National average: 71%

* 45% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: 57%National average: 68%

* 51% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 62%National average: 69%

**What will we do about the results?**

We know that it can be frustrating trying to get through on the telephone and is due to a variety of factors. We have increased the amount of time we spend using telephones, as we increased the amount of staff answering calls between 8.30-9.15 am

Following a telephone triage if you would like to be seen face to face, the clinician will make an appointment for you.

We use a digital platform called AccuRX which allows patients to communicate with the practice via text.

You said: we can’t get through on the phone

We said: All non-clinical staff including secretaries and managers are answering the phones in the mornings to increase the number of people we have to answer the phone.

We will be discussing this at our next PPG meeting and carrying our own survey in 2022