

Francis Grove Patient Participation Group Annual Patient Survey

November 2017

Aim of the Survey: This year it was decided that the same survey would be used as last year so that like for like data could be compared. The focus was patients if they had noticed an improvement over the past year. Are they aware of the services the community pharmacists can provide, and how good is our customer care service. We asked patients how clean they feel the practice is. Can our patients get an appointment with the GP and Practice Nurse and how satisfied are they after their consultation with a GP.

Design: We used paper surveys in differing formats for people with impaired vision. We adapted some of the questions so they were more specific and meaningful.

Survey Sample Size: This was half the number it was last year. This was not monitored in the same way it was last year due to management, reception staff and admin having far more involvement in call and recall of patients on QOF registers and for Flu than in previous years which took focus away from being able to actively encourage patients to participate

Collect: We asked patients to complete this whilst they were waiting in the surgery for appointments. These were collected and manually analysed the data.

Analyses: We compared the results with the results from last year

Analysis overview:

- 20% of respondents were under 34 this year compared to 30% last year and 22% the year before. The number of respondents over 65 reduced from 21% to 26%.
- The gender balance of respondents was 74% Women
- 68% of respondents were from a White British or White other background, 11% either did not respond or stated they would rather not say. We cannot compare to last year's data as it was skewed due to the second page being missed by many completing the survey

- There was a further 7% increase (it was 2% last year) in who would be extremely likely to recommend the surgery to others, with a total of 82% would recommend us.
- It was encouraging to see a huge jump regarding satisfaction of being able to access Nursing appt's going from 35% to 65% in being able to get a nurses appt all the time. The nursing team have worked hard at increasing capacity, putting on emergency clinics and passing admin work over to the admin team or reception.
- There was a further decrease in the number of people using our website for information, increasing from 35% to 37% for those who 'never' visit the website and a reduction from 40% to 31% for those visiting when they need information.
- All respondents again felt the surgery was either 'very clean' or fairly clean',
- The ratings for reception staff has remained the same at 77% as being 'very helpful', with no negative responses to this question.
- We had clarified the question regarding the admin team to hopefully be clearer as to who they were, but over half the responses were 'Don't knows' indicating they had had no need to be involved with the wider admin team. Due to changing the question it is hard to compare the answer from last year, but 37% of those left felt the team were helpful.
- The answers to the improvements made over the last 12 months were encouraging with 48% (vs last years 32%) felt we were better at proving information and patient services and 45% (vs 17%) thought we were better at guiding them to support services.
- Responses for on the day appointment availability got a 3% lower percentage this year and a 10% increase in those not always being able to get appointments on the day. This is something the surgery is aware of and we are looking at these issues, but we are providing above the minimum number of appt's we should be and we have increased the number of appt's available per quarter by 300 appts, however the demand far outweighs the capacity. WE are the second highest user of the hub as well which increases access.

Outcomes/Actions:

- More focus and promotion of the survey next year
- Perhaps consider doing it either at a different ime of the year (Flu season is challenging!) or link it in with the flu clinic....
- Review the Minor Ailments question as not clear and can't gain meaningful data from it