

## **Francis Grove Patient Participation Group Annual Patient Survey**

**November 2018**

**Aim of the Survey:** To get a sense of the level of patient satisfaction and usage of specific facilities within the practice

**Design:** We used paper surveys. We adapted the survey from previous years to make it more specific, meaningful and maximum 2 sided.

**Survey Sample Size:** This year we had almost 100 responses. To make sure we get enough feedback, we monitored the process on a weekly basis and are still collating any others that come in. We have given out 200 surveys to date, over 100 of which were on the Flu clinic day.

**Collection:** We asked patients to complete this whilst they were waiting for their flu vaccinations or after they had had the vaccinations to take away with them and return also in the surgery whilst waiting for appointments. These were collected and manually analysed.

**Analyses:** We compared whatever results we could from last year and presented any new data.

### **Analysis overview:**

- This year the age of respondents has been very mixed, however most of them have been over 45.
- The gender balance this year was almost 50/50 in comparison to last year with 74% of responders being female.
- 98% of responders found that the Francis Grove Surgery (FGS) has been very or fairly clean. Nobody has chosen unclean.
- Continuing the steady increase of the likeliness of a patient recommending our surgery this improved by another 2% to 84%.
- It is very satisfactory to see that more than 88% of patients think that FGS provide very good or excellent care. This is also shown in the result of the question of how happy they were with their last GP visit. Most (average of 90%) were happy with how the GP listened to them and involved the patient in making decisions about their treatment.
- Only about 50% are aware of what treatments a pharmacist can provide.
- Also this year, the reception received very good feedback as 94% of patient said that the team was either very or fairly helpful. Last year it was 77%

- According to the rating of appointment availability, 45% of patients said that they always get one and 25% have chosen either “sometimes” or “not always”. Similar results as last year, this feedback shows the trend of the high demand for appointments.
- Monitoring the availability of nurses’ appointments this time 45% of patients are always getting an appointment if needed. 16% answered with sometimes and 29% don’t know. Last year 65% said that they were always getting an appointment. Taking into consideration that 29% do not know, we don’t think that the number has dropped. Rather it was more a case of a nurse-appointment not being needed.
- Regarding how appointments are usually booked: 42% book them online, 48% on the phone and 14% still in person.
- If the welcome message on the phone is useful: 22% answered with “yes - always”, 29% with “yes - sometimes”, 9% think that it is not relevant to them and 16% think that the message is too long. Furthermore, 11% never listen to it, 8% usually book online instead of calling us and 5% haven’t given any answer.
- 88% of patients receive text message from FGS of which 83% of them find the texts useful.

#### Conclusions/Actions:

- This year’s survey shows that people from every adult age group is included
- FGS generally has received very positive feedback throughout the survey.
- It is concerning, although not surprising, that only about half of the patients would know that they could go to the pharmacy rather than seeing a GP. Hence the need for the active signposting on reception.
- Look at ways the answerphone message can be shorter.