

Francis Grove Patient Participation Group Annual Patient Survey

December 2019

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 85 responses. T

Collection: We asked patients to complete this whilst they were waiting for their Gp appointments across 2 different days in December. These were collected and manually analysed by the members of the PPG.

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

Point to note some patient's did not complete the back of the questionnaire so percentages will not add up to a round 100%

Analysis overview:

- This year the age of respondents has been very mixed, with 48% over the age of 45 and 42% under 45.
- The gender balance this year was 58% female and 34% male, compared to all 50/50 last year
- 98% of responders continued to find that the Francis Grove Surgery (FGS) has been very or fairly clean.
- Continuing the steady increase of the likeliness of a patient recommending our surgery this improved by another 4% to 88%.
- 87% were happy with how the GP listened to them and felt involved in making decisions about their treatment.
- The reception team received very good feedback once again as 96% of patient said that the team was either very or fairly helpful.
- 60% of patients said they could always get an urgent appointment and the remainder of the respondents stated 'not always'. No patients said they were never able to get an appointment when they required one.
- Regarding how appointments are usually booked: online booking and phone bookings remained similar to last year, 40% and 44% respectively, with in person increasing to 21%.

- 67% could always get a nurses appt, with 16% saying usually.
- Notably 50% of the patients said they did not find the welcome message useful and it was too long
- 45% used the practice website, with a further 5% using it frequently.
- 81% of respondents received text message from FGS of which 75% of them find the texts useful. This was a decline compared to last year.

Free text questions

A question was asked about how could the waiting areas be improved, comments obviously varied, but trends included

- Children's toys/play area available for children to play with
- Having water readily available
- Having magazines available to read when waiting.
- More alcohol sanitizer

Conclusions/Actions:

- This year's survey shows that people from every adult age group is included as well as 1 patients 0-15 and 2 patients 16-24.
- FGS generally has received very positive feedback throughout the survey.
- Review the welcome message and remove non-essential information.
- Consider how to have refreshments available for patients in the waiting room.
- Look at where we can place more hand sanitiser