

# You said We did

## Patient Survey - 2021

Following our 2021 Patient Surgery, we've made an action plan to let you know what we've put in place to improve the practice.

Out of 430 surveys sent, 142 of you got back to us with feedback.

### Here's a summary of the survey

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


- ✓ **91%** of respondents felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment  
Local (CCG) average: 85% | National average: 86%
- ✓ **97%** of respondents felt their needs were met during their last general practice appointment  
Local (CCG) average: 93% | National average: 94%
- ✓ **99%** of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment  
Local (CCG) average: 95% | National average: 96%


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

- ! **43%** of respondents find it easy to get through to this GP practice by phone  
Local (CCG) average: 59% | National average: 68%
- ! **52%** of respondents are satisfied with the general practice appointment times available  
Local (CCG) average: 62% | National average: 67%
- ! **36%** of respondents usually get to see or speak to their preferred GP when they would like to  
Local (CCG) average: 45% | National average: 45%

Comparisons to the local (CCG) or national average may not be statistically significant.

 **430**  
Surveys sent out

 **142**  
Surveys sent back

 **33%**  
Completion rate

Keep reading to see how we've made changes to make the practice following our patient's feedback.

# You said We did

Less than half the patients we have surveyed, said they found it easy to get through to us on the phone

To make getting in contact with us easier, we've adopted a new online form.

This can be found on our website and lets you send a message to us without having to queue on the phone.

This new method of contacting us, means the phone lines will be quieter when you ring.

Whilst the majority of patients surveyed find our receptionists helpful, a small few have found this not to be the case.

Patient care and experience is always our top priority.

All our staff undertake monthly training. When a need for further training is identified we make sure our staff are up-to-date. This allows them to deal with your queries more effectively

# You said We did

**Some of the patients surveyed wanted our appointment times more varied.**

We've made more GP and nurse appointments available out of our usual opening hours.

This makes it easier for those with busier schedules to get an appointment.

If we still can't find you an appointment time that suits you, our reception staff can book you in with a local healthcare professional at the '7 Day Access' based at Thornley Medical Centre.

They provide a full range of GP, Nurse and other healthcare practitioner appointments.

**A lot of our patients surveyed said they don't get the opportunity to speak to their preferred GP and they are not happy with the choice of appointment time offered**

With our new online forms, when requesting an appointment, there's a section where you can type 'Is there a member of staff who would be best to deal with this problem?' and 'Tell us when you are available to have an appointment in the next three weeks'.

If you write which clinician you would prefer to see and when you are available, we will try to book you an appointment that suits you.

# You said We did

**Just under three quarters of the patients surveyed have said they weren't satisfied with the type of appointment they were offered**

The practice always tries to accommodate the patient's wishes although your query may be better suited to another type of clinician or another local service. They may be able to see you sooner or be more appropriate to deal with your query.

In order to reduce waiting times, we have created the new position of Physician Associate.

This role is new to patients but will greatly compliment GP services.

We are also looking to employ two more.

**Just over half of the patients surveyed have said they weren't satisfied with the choice of appointments offered.**

With our new online appointment forms, making an appointment is straight forward and saves you having to spend time waiting to get through on the phone.

We have redesigned the website for easy access to the practice.

# You said | We did

**Over three quarters of our patients surveyed have said they felt they had been given sufficient time with the clinician assessing them to be able to deal with their problems appropriately.**

Although most of you have said the healthcare professional you last saw gave enough time during your appointment, a small percentage have said they felt they weren't given enough time.

It is important to bear in mind there are other patients that need to be considered and reviewed by the GP during the time constraints of their surgeries.

**Over three quarters of our patients surveyed have said they were happy with the time frame given for when a GP will call them.**

When a telephone appointment is booked for you, we will give you an estimated time frame for the clinician to call.

Although we would like to be able to offer you an exact time, the clinician may call patients in their list earlier, if they deem them to be a priority.

For all face to face appointments, an exact time will be given.

# You said | We did

**Just under three quarters of our patients feel that they are fully supported in the management of their long term conditions.**

We try to offer as much support as possible to all of our patients, we have an Advanced Nurse Practitioner, two Practice Nurses, an Assistant Practitioner and one Health Care Assistant, all of whom offer a variety of appointments to help manage and support our patient's conditions.

We have also encouraged our staff to inform patients on local services outside of the practice such as the Primary Care Network who run services such as Healthy Hyde who regularly produce a newsletter, the Huff & Puff clinic and the Social Prescribing Team.

**Over three quarters of our patients surveyed were happy with their personal experience of the surgery.**

We encourage you to talk through any concerns you may have and we will do our utmost to address them and ensure improvements are put in place where possible with all reception staff

# You said We did

**A very high percentage of our patients said they were happy with the appointment offered to them.**

We are happy to hear that we were able to offer you a suitable appointment and address your concerns appropriately.

**A high percentage of our patients say they felt the health care professional listened to their concerns during their appointment.**

We are happy to hear that you felt your concerns have been listened to and addressed appropriately during your appointment.

**A very high percentage of our patients say they had confidence and trust in the GP during their last appointment.**

We are happy to hear that you felt your concerns have been listened to and addressed appropriately during your appointment.

# You said | We did

**A high percentage of our patients said they felt any mental health needs were both recognised and understood by the health care professional looking after them.**

We are happy to hear that you felt your concerns regarding your mental health have addressed appropriately during your appointment.

**A very large percentage of our patients said they felt their needs were met fully during the last GP appointment.**

We are happy to hear that all of your needs were met during your last GP appointment.