

GP Patient Survey

What is the GP Patient Survey?

The GP Patient Survey (GPPS) is part of the Government's commitment to make the NHS more responsive to patients' needs. The survey asks patients about a range of issues, such as how easy or difficult it is for patients to make an appointment at their surgery, satisfaction with opening hours, and the quality of care received from their GP and practice nurses.

Why do we Have the GP Patient Survey?

The results of the survey will be used to allow PCTs to reward practices that are delivering a high standard of access to their patients. This information is also available to help other patients choose which practice to register with. The Department of Health has set some standards for how easy it should be for people to book an appointment with their doctor. The survey measures how well GP surgeries are meeting these standards and therefore helping surgeries and Primary Care Trusts (PCTs) understand where improvements are needed.

Analysis

Overall the surgery has scored well in the GP patient survey frequently scoring the same as the PCT average or above.

Doctors scored highly on questions such as how good they were at listening to patients and involving them in decisions about care. 93% of people that had tried to get an appointment with a practice nurse said it was easy, a percentage above both the PCT and national averages.

The survey highlighted certain areas of the GP service we provide. 24% of patients that had tried to see a doctor on the same or next day within the last six months said they were unable to get an appointment. This is higher than both the national and PCT averages. However when asked why this was the case, only 69% said it was because of a shortage of appointments. This is a figure much lower than both the national and PCT averages. 22% said it was because the appointment was with a doctor they did not want to see. In addition to this only 39% of patients asked said they get to see their preferred doctor always or almost always. This highlights the demand for certain doctors. Patients need to be aware that if they want to be seen urgently they may not be able to see their chosen doctor.

76% of patients asked said they were satisfied with practice opening hours, a figure slightly lower than the PCT average. However when asked their preference for additional opening hours, Saturdays and after 6:30pm scored highest. The practice is in fact open both on Saturdays and after 6:30pm on all week days except for Thursday.

The practice scored below average on how easy it is to get through on the phone however the percentage of patients who gave the practice a score of not easy was also lower than average. This shows that although the demand on the phones is high, patients do not seem to find it too difficult to get through or instead use alternate methods of contacting the practice for example the website.

The practice scored well on patient waiting times, 54% said they had to wait 5-15 minutes a figure higher than both the national and PCT averages both of which scored higher on longer waiting times. 67% of patients said they don't normally have to wait too long.

56% of patients asked said they did not know how to contact an out-of-hours GP service something which we will attempt to improve by making information more widely available.

Only 78% of patients asked had agreed to a plan with their doctor for managing their long term conditions. This is again something that can be improved upon as 82% of patients said having a discussion or agreeing a plan helped improve care received.

It is important to note that the practice demographic is much more ethnically diverse than the national average, with 19% of patients asked describing themselves as an 'other' ethnic group (only 47% described themselves as British).

Overall 88% of patients asked said they were satisfied with the service provided, a figure higher than that of the local PCT.

Areas for Improvement

1. The problems created by a wide ethnicity base will be managed by providing reception with 'cards' with key information in alternate languages.
2. Appointments will be opened six weeks in advance so if patients want to be seen by a specific doctor they will find it easier to get an appointment although it is likely they will have to wait longer to be seen. To enable this to work, doctors will have to give enough notice if they want to take time off.
3. The out-of-hours service will be publicised more with information placed on the practice website and leaflets placed in reception.
4. Opening times will also be publicised more perhaps by placing them on repeat prescription slips etc.
5. Doctors should make an effort to agree plans for long term conditions with their patients if the patient thinks it could be helpful.

To see the survey and compare it to both the PCT and national averages follow the link below and search for North End Medical Centre (W14).

<http://results.gp-patient.co.uk/report/main.aspx>

Mori Survey

To see the leaflet that discusses the Mori survey and results and what we are doing about our patient views (this is the survey that was sent to our patients homes - this is being run every quarter by the DOH) click on this link: [Patient experience Leaflet](#)