

Schopwick Patient Survey

Why now?

- NHS England required a patient survey relating to access by end of March 2024
- Good opportunity to obtain patient feedback
- Many changes implemented since previous survey in June/July 2020
- Understand what we do well and what areas of our service need improvement

Timing Issue

- Would have preferred to give the new appointment system more time to be established
- Many of the issues reported have already been addressed

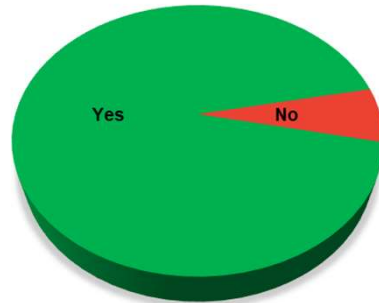
Survey Response

- 4014 patients who made contact with the Practice during previous year invited to complete survey
 - Excellent response rate - about ~22%
 - 880 responses analysed
 - Approximately 25 forms completed by hand
 - Over 1,300 comments



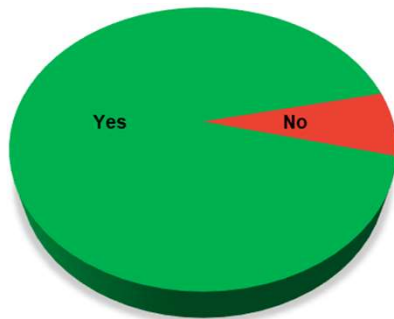
Appointments

93.5% who requested an appointment were offered one



602 responses

92.7% said appointment was at a convenient time



95.7% said appointment was at a convenient site



51.1% asking for an appointment with a GP of their choice were successful

Note: GP may not have been on duty



235 responses

Healthcare Professional Satisfaction

64.5% rated 'Yes – fully' and 22% 'Yes – partly'



704 responses

Nursing Care Satisfaction

72.4 % rated 'Yes – fully' and 17.1% 'Yes – partly'



744 responses

Helpfulness of Reception Staff

64.7% rated 'Very Helpful' and 23.4% 'Somewhat Helpful'



880 responses

Overall Care Satisfaction

40.8% rated 'Excellent' and 31.4% 'Very Good'



880 responses



Accessing the Surgery (1 of 2)

Phone

11.8% rated 'Extremely Easy';
34.6% 'Somewhat Easy';
53.6% not easy



838 responses

PATCHS

20.4% rated 'Excellent'; 22.8%
rated 'Very Good'; 18.7%
'Good'



504 responses

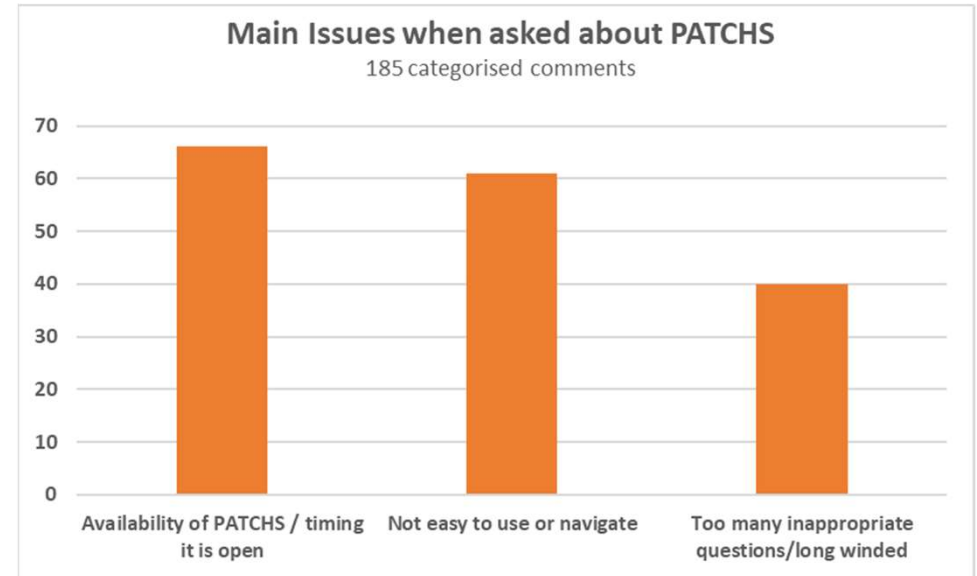
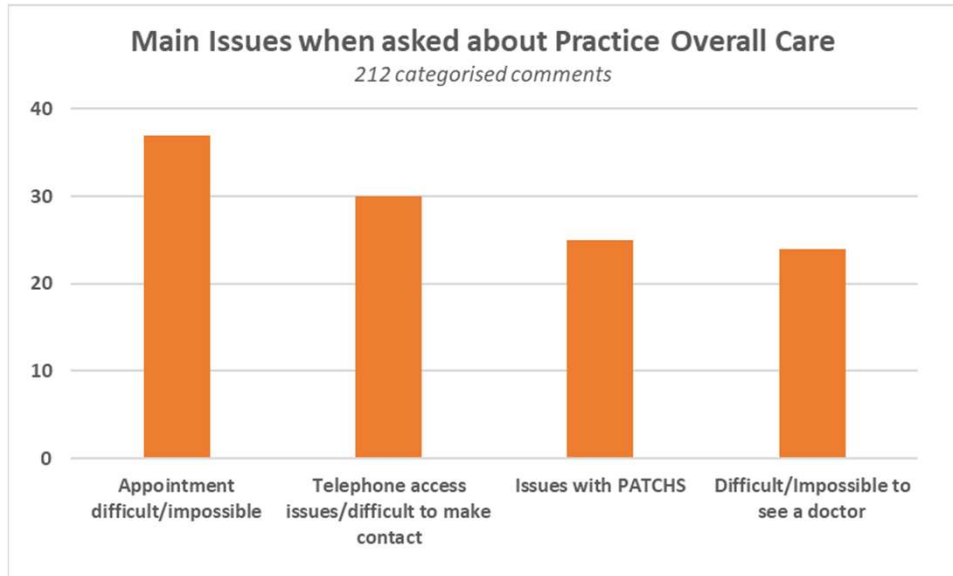
Other Feedback

- Didn't hear call back/didn't get to phone on time
- Can't book appointments in advance

Note: Some of the issues with PATCHS have already been addressed



Accessing the Surgery (2 of 2)



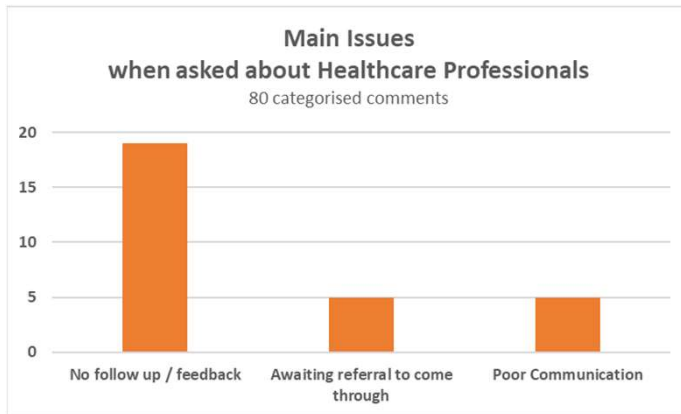
Notes

For simplicity of presentation, categories with small numbers of comments have been omitted from graphs. e.g. 'Lack of consistency'...2, 'Can't get specific GP follow up'...10

Challenge of access is also referenced amongst positive comments in statements such as "Once I can access the Practice and have an appointment care is very good".



Communications



Other Feedback

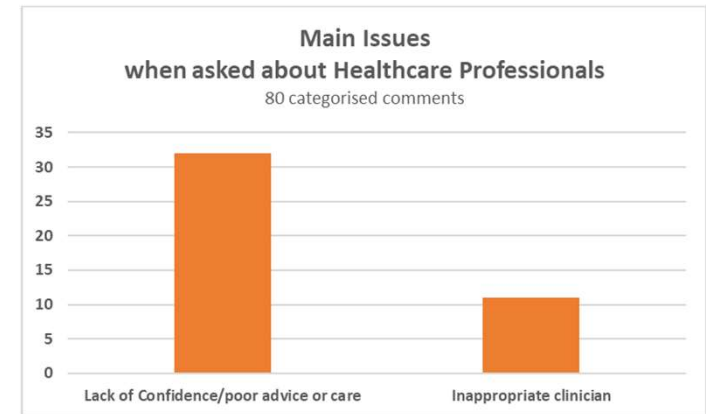
- Inconsistency
- Reception staff unhelpful
- PATCHS unfriendly on mobile phone
- Disability makes it more difficult

Note

For simplicity of presentation, categories with small numbers of comments have been omitted from graphs.

e.g. 'Prescription refused' ...2

Questionable Care



Other Feedback

Poor/Bad Care/lack of confidence in Practice also mentioned in 22 (out of 212) comments when asked about Overall Care

Technology

Main Issues

- PATCHS issues
- Too many apps/sites – confusing
- PATCHS unfriendly on mobile phone



Examples of Positive Comments

“The medical staff are excellent”

“Excellent service from everyone connected with the practice”

“Always receive good care and lovely office team”

“Shopwick’s is an amazing surgery. Everyone is pleasant and helpful “

“Everyone is excellent, I have seen Simon who has been utterly amazing Dr Gordon and Rochelle who is just wonderful”

“Seen Michelle twice, she is excellent and goes above and beyond”

“Can’t praise the surgery enough.Reception is always polite and gives me correct information....”

“I've always had excellent care from the staff at Schopwick: admin, nursing, doctors and pharmacist.”

“Schopwick are always most helpful and efficient in every way”



Examples of Comments citing Issues

“Expected a call back did not receive”

“1st time did not receive a promised call and 2nd the person I spoke to did not know my history”

“It’s been very hard to get hold of a GP...”

“Having waited for a whole day for my number to reach my turn, I was disconnected.”

“Did not feel like the practitioner really addressed the problem - only side issues”

“I wanted tests carried out and despite my insistence I was not offered this”

“I needed antibiotics so nurse prescribed one with penicillin not checking my medical record first for allergy”

“Reception team mischeduled one of my appointments, saying it was Thursday over the phone but booked for Friday instead. Also impossible to call or contact since the phone numbers get to a robot system that doesn’t lead to chatting with a person.”

“As now you have to fill out these ridiculous forms it’s too stressful especially when you’re already feeling unwell ”



Initial Planned Actions

- Reduce waiting times on phone
- Review Practice Website
- Offer more appointments in advance compared to 'On The Day appointment'
- Improve communications – maintain consistency
- Review timing of PATCHS availability
- Review possibility of adding PATCHS category for items like one-off repeat of previous medications

