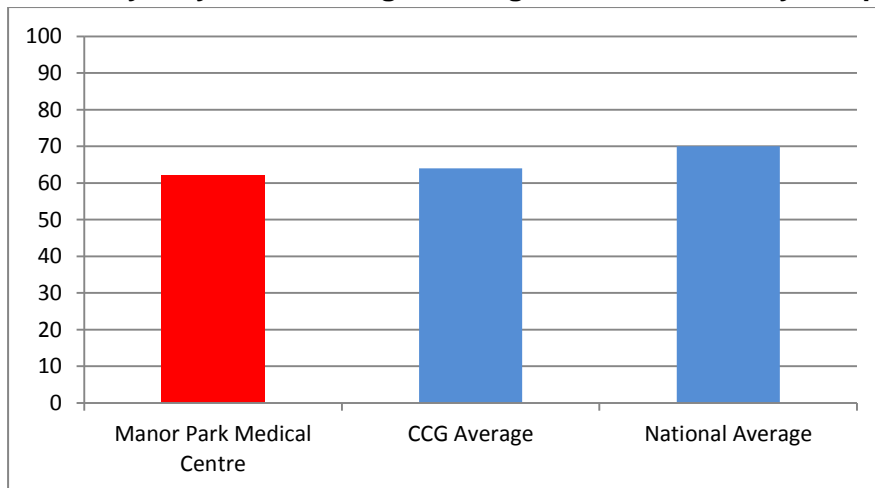


Manor Park Medical Centre

GP Patient Survey Analysis – August 2018

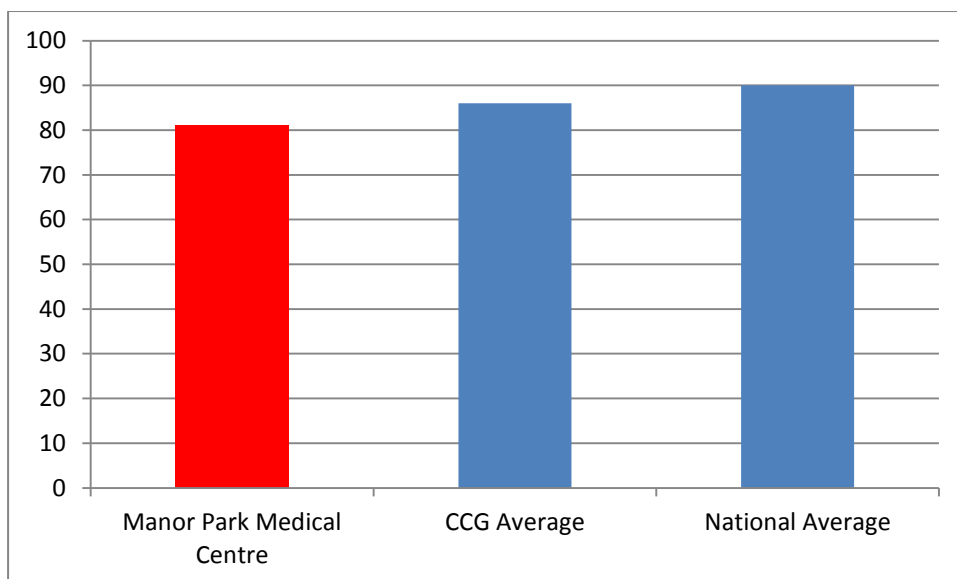
The following piece of work illustrates the responses to the GP Patient Survey which was sent out to patients in January 2018.

1) How easy do you find it to get through to the Practice by Telephone?



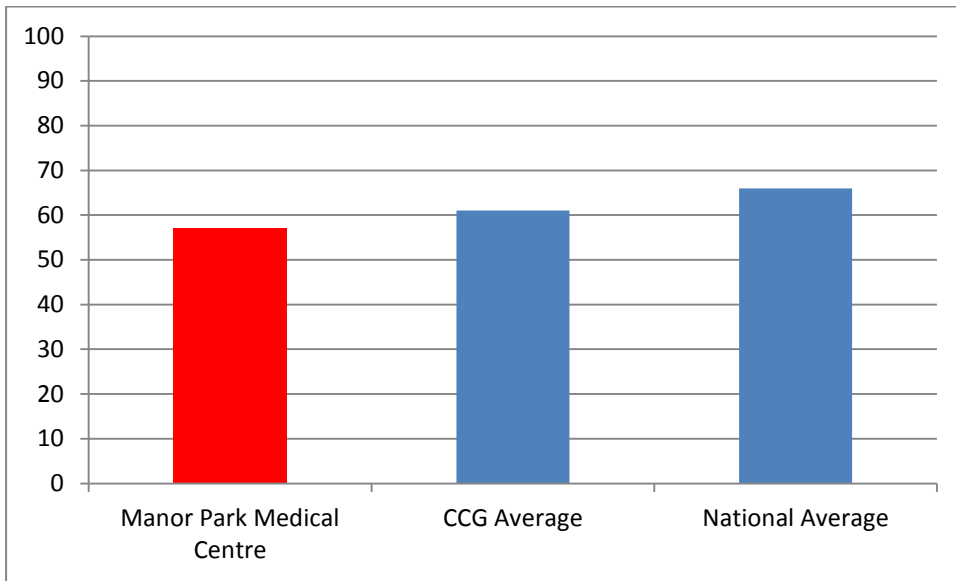
62% of Patients who responded stated it was easy to get through to the surgery on the telephone. This is slightly lower than the CCG and National Average (64% & 70% respectively)

2) How helpful do you find the Receptionists at this GP Practice?



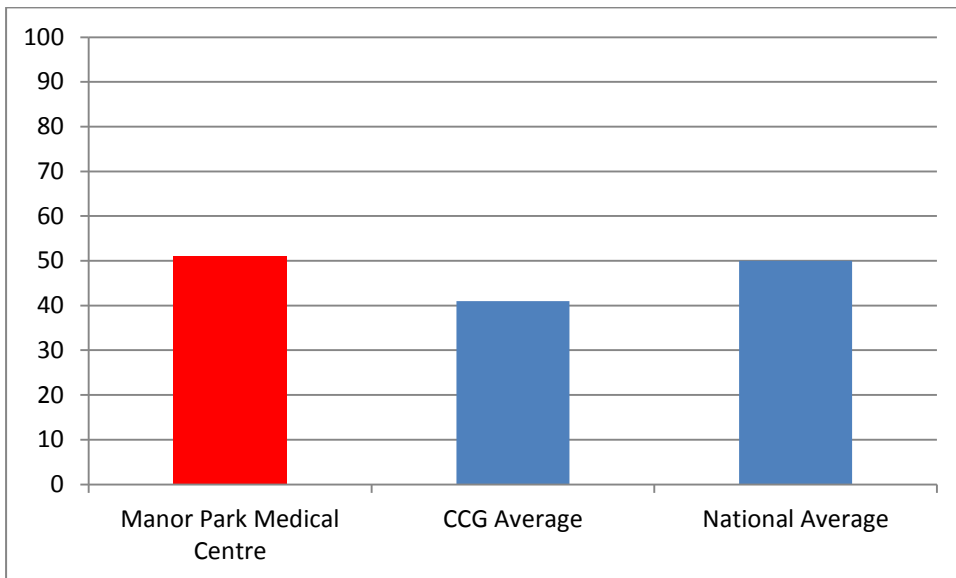
81% of Patients felt the receptionists at the surgery were helpful, which is below both the CCG and National Average.

3) How satisfied are you with the available appointment times at the Surgery?



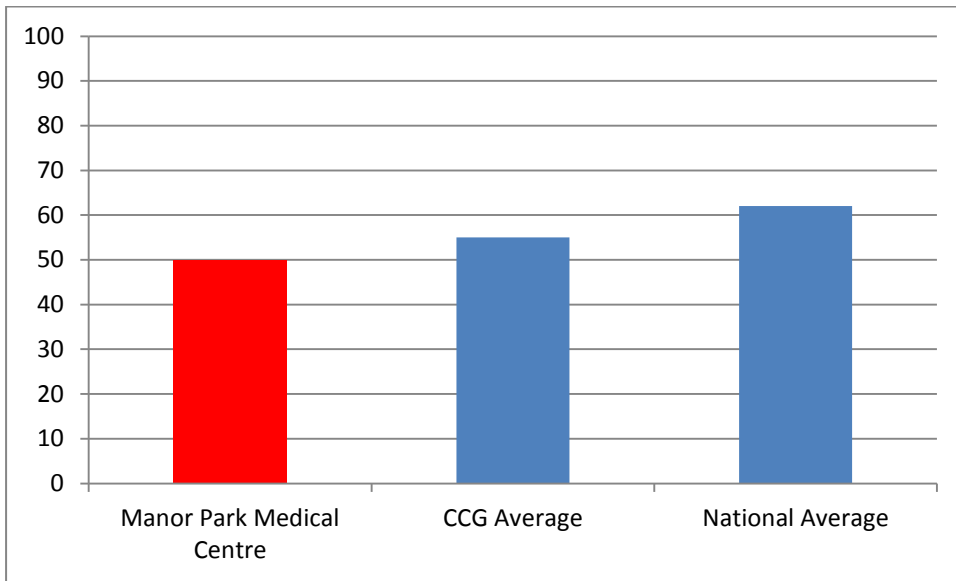
57% of Patients were happy with the available appointment times at Manor Park Medical Centre, this figure is slightly below the CCG and National Average.

4) Do you usually get to see or speak to your GP of choice when you would like to?



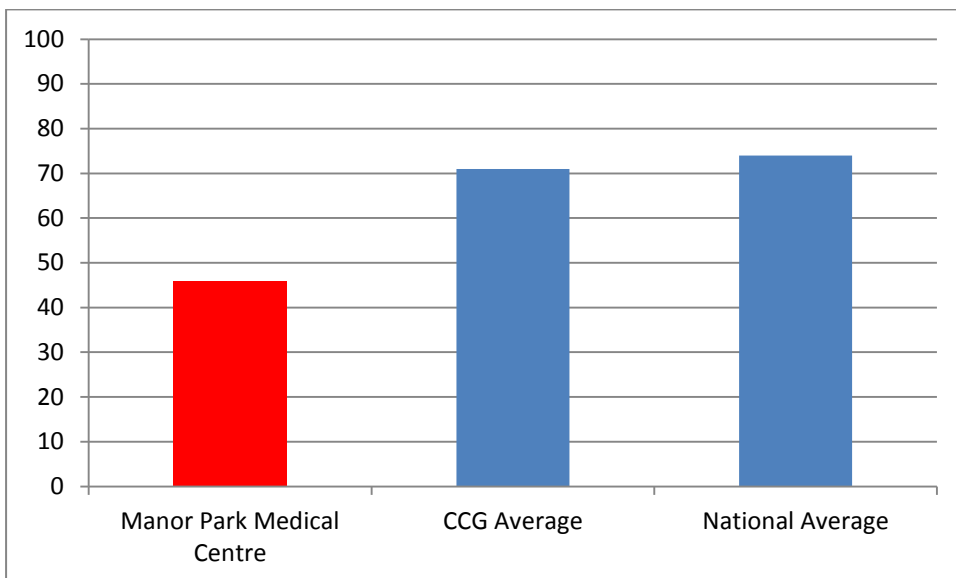
51% of Patients stated that they get to see or speak to the GP of their choice when they would like to, this is higher than both the CCG and National Average.

5) Were you offered a choice of appointment when you last tried to make a GP Appointment at the surgery?



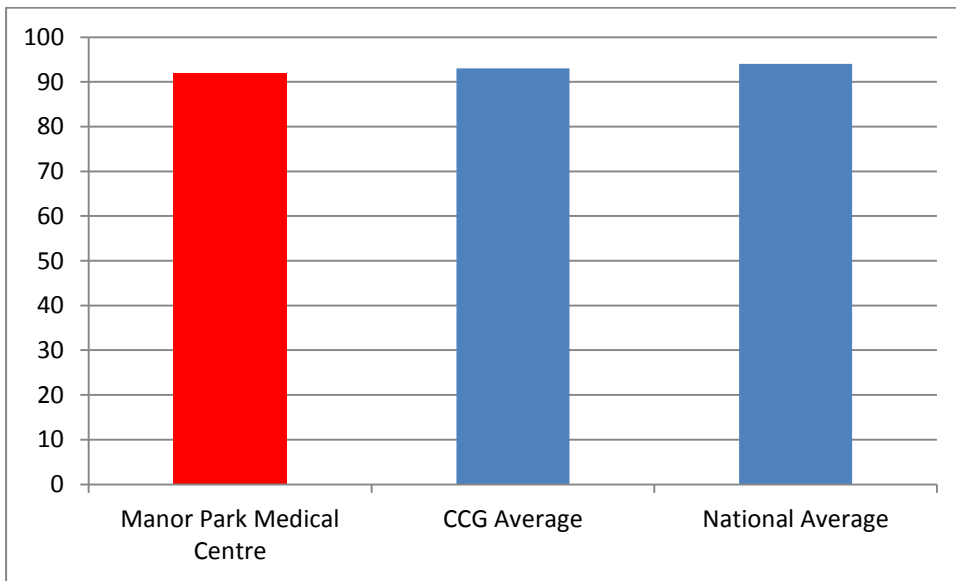
From the above graph, 50% of Patients stated they were offered a choice of appointments when they last tried to make an appointment, this is below both the CCG and National Average.

6) Were you satisfied with the type of appointment that you were offered?



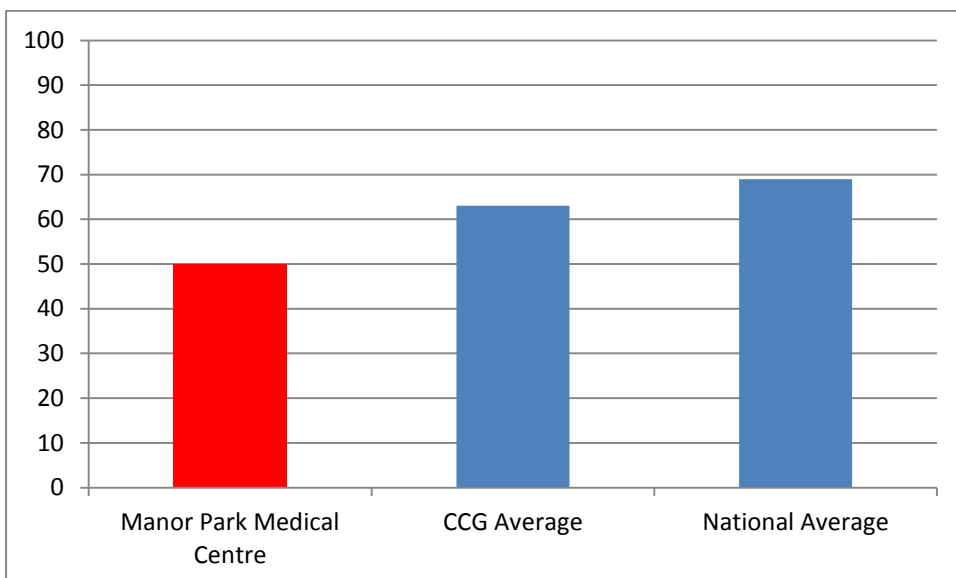
Only 46% of Patients were satisfied with the type of appointment they were offered, this was considerably lower than both the CCG and National Average.

7) Did you take the appointment that you were offered?



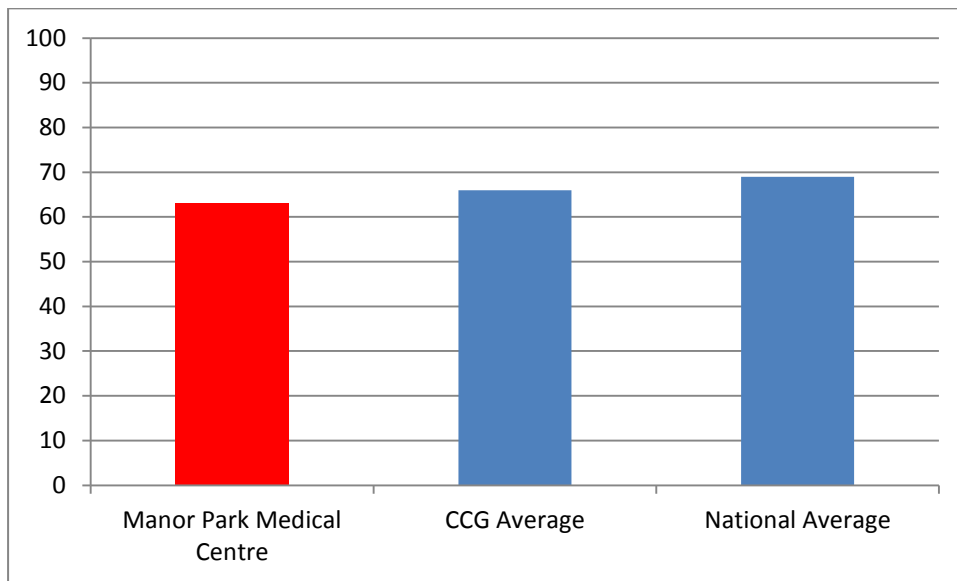
92% of Patients took the appointment which they were offered, which was just below the CCG and National averages.

8) Would you describe your last experience of making an appointment as good?



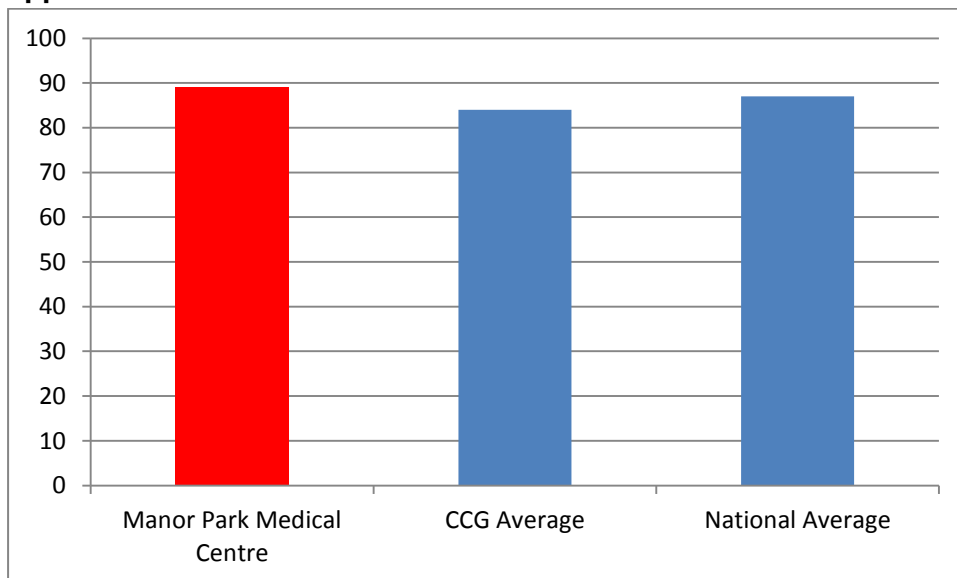
Only 50% of Patients who responded to the survey felt that their experience of making an appointment with the surgery was 'good'. The CCG average was 63% and the National average was 69%.

9) Did you wait 15 minutes or less after your appointment time to be seen at your last GP Appointment?



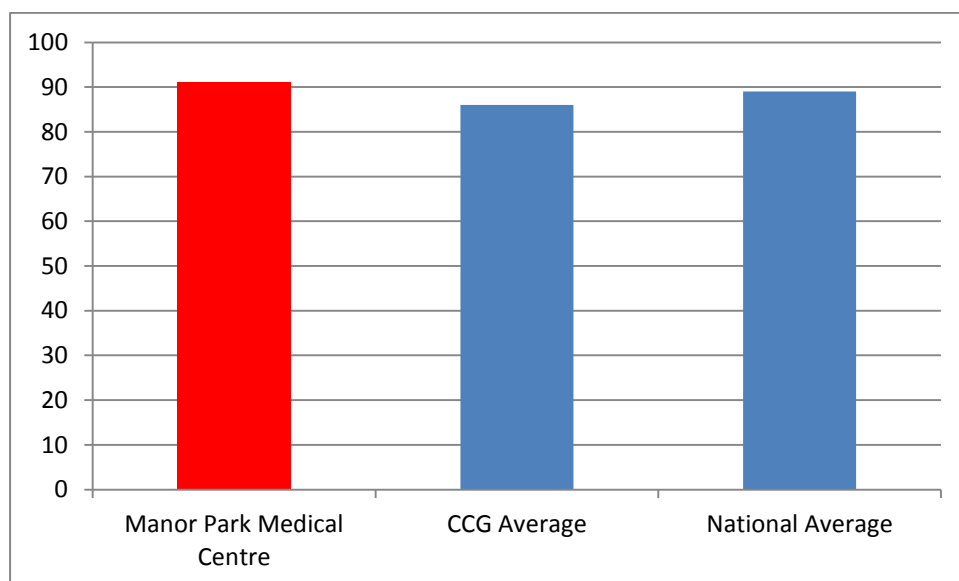
63% of Manor Park patients waited less than 15 minutes to be seen at their last GP appointment, this is slightly lower than both the CCG and National average.

10) Was the healthcare professional good at giving enough time during your last appointment?



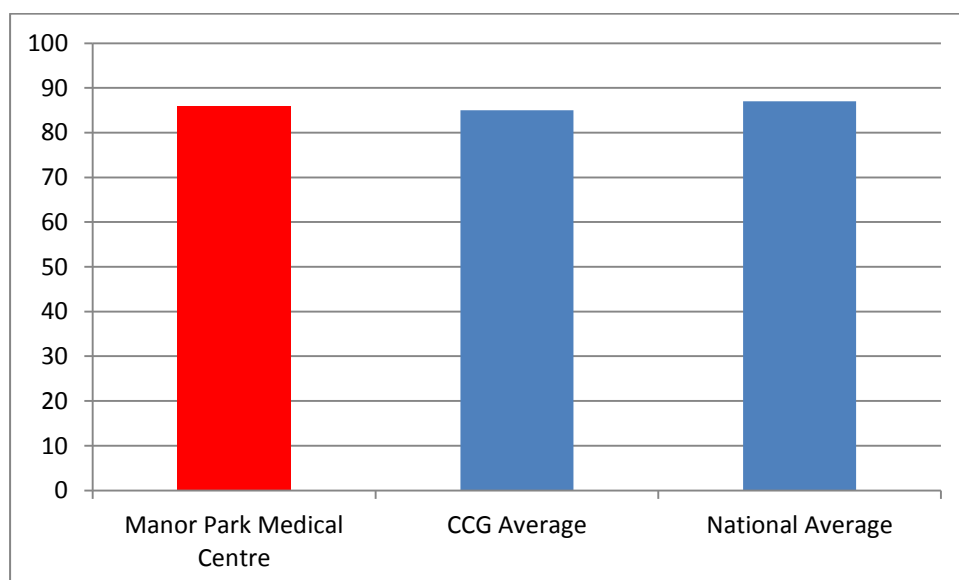
89% of Patients felt that the healthcare professional that they saw or spoke to gave them enough time during their last general practice appointment. This figure was above both CCG and National average.

11) Was the Healthcare professional you spoke to good at listening to you during your last appointment?



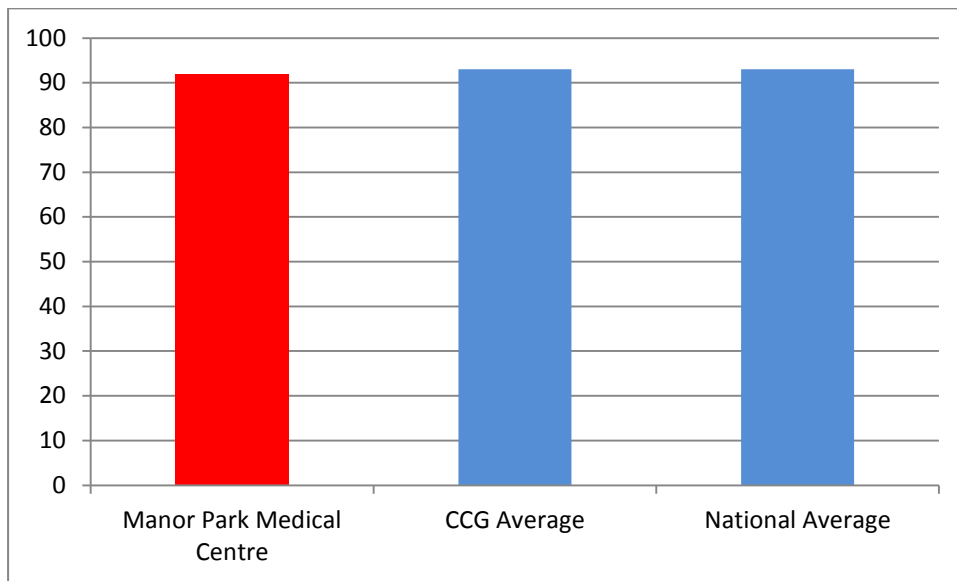
91% of Patients that responded felt that the Healthcare professional they last spoke to was good at listening to them, this was higher than both the CCG and National Average.

12) Was the Healthcare professional you last spoke to or saw was good at treating you with care and concern?



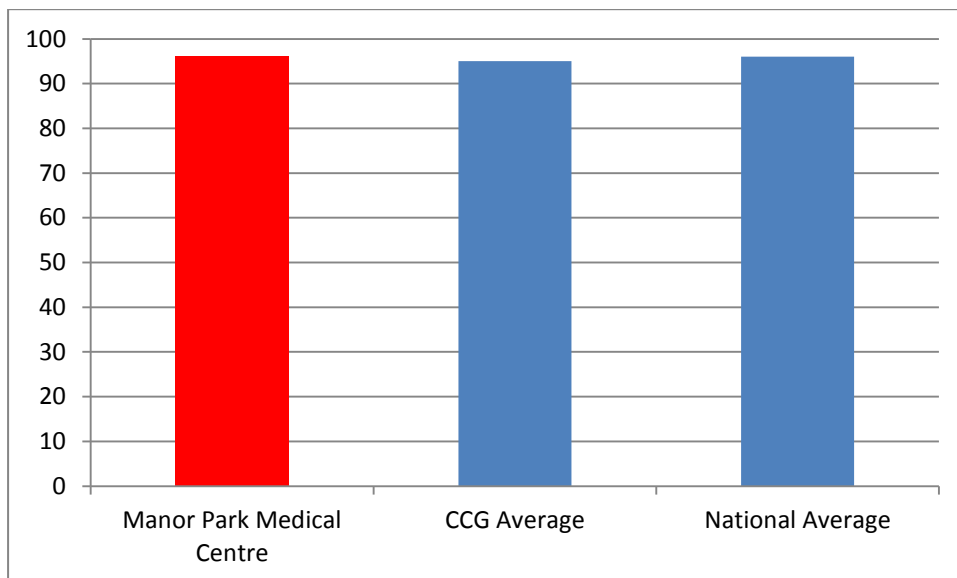
86% of Patients felt that the last Healthcare Professional they spoke to or saw was good at treating them with care and concern on their last visit to Manor Park Surgery. This is slightly above the CCG average and just below the National Average.

13) Do you feel you were involved in your care and treatment during your last appointment?



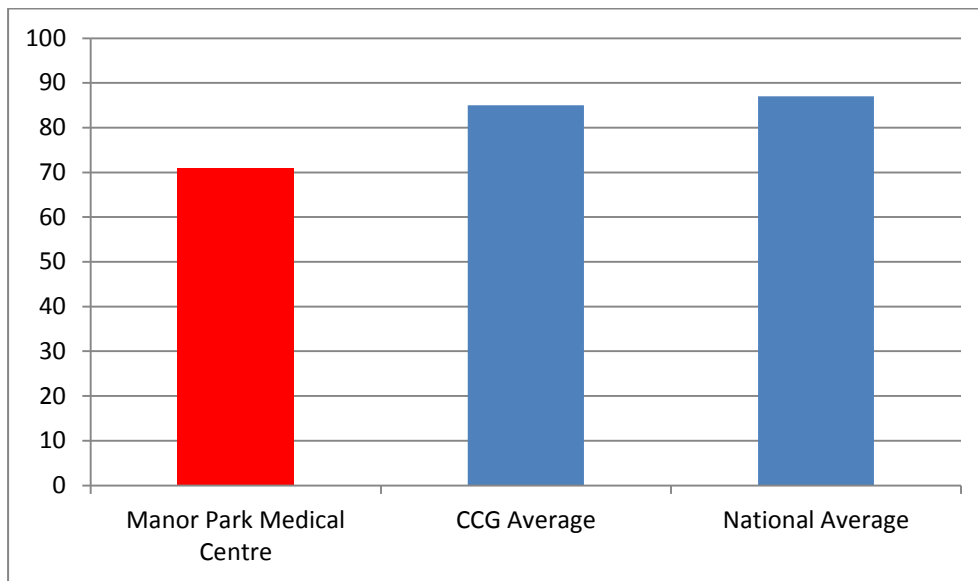
92% of Patients felt they were involved in their care and treatment during their last visit at the surgery, this is just lower (by 1%) than both the CCG and National average.

14) Did you have confidence and trust in the last healthcare professional you saw or spoke to during your last appointment?



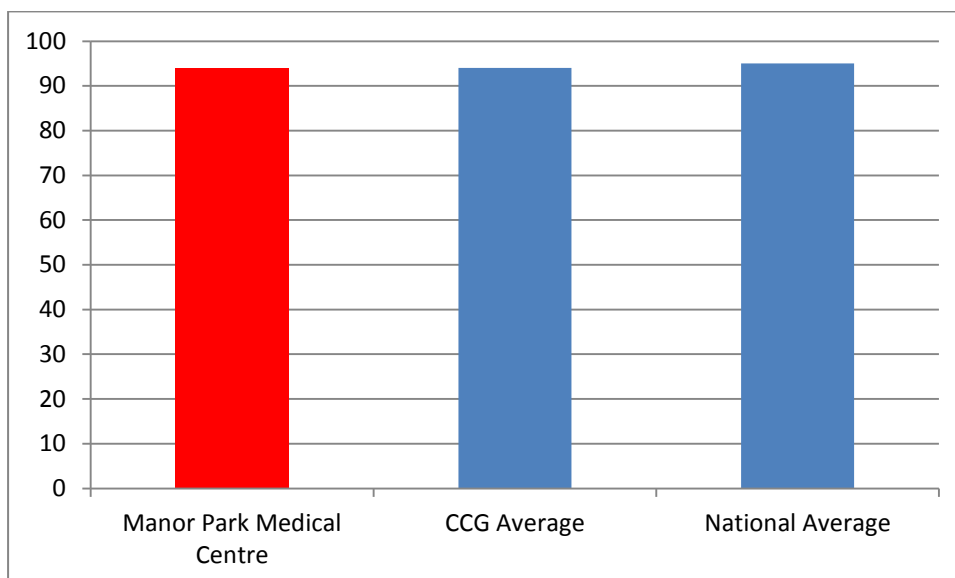
96% of Patients had confidence and trust in the last healthcare professional they saw or spoke to during their last appointment, this figure is slightly higher than the CCG average and the same as the National average.

15) Did you feel the Healthcare Professional recognised or understood your mental health needs during your last appointment?



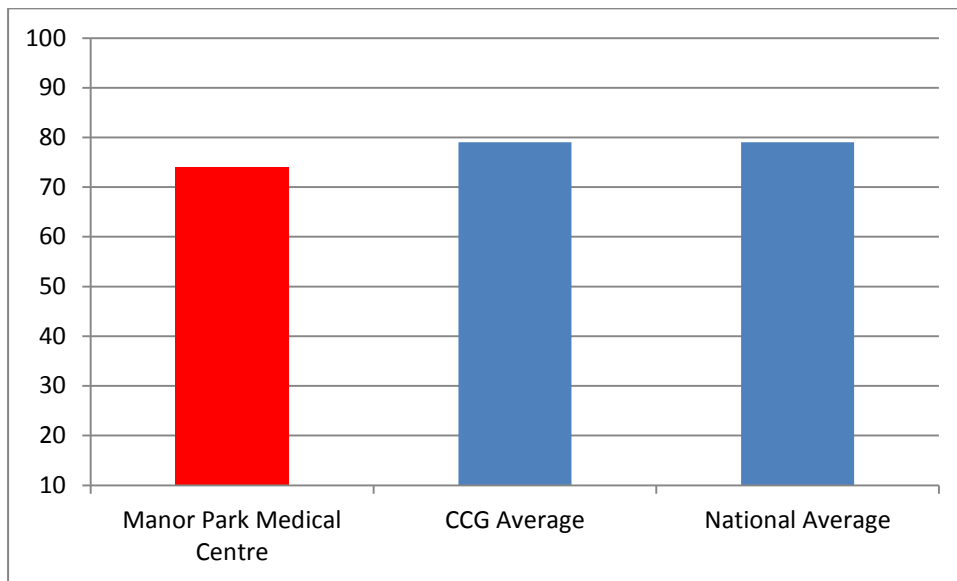
Only 71% of Patients felt that the Healthcare professional understood or recognised their mental health needs at their last appointment, this is lower than the CCG average of 85% and lower than the national average of 87%

16) Did you feel your needs were met during your last visit to the Practice?



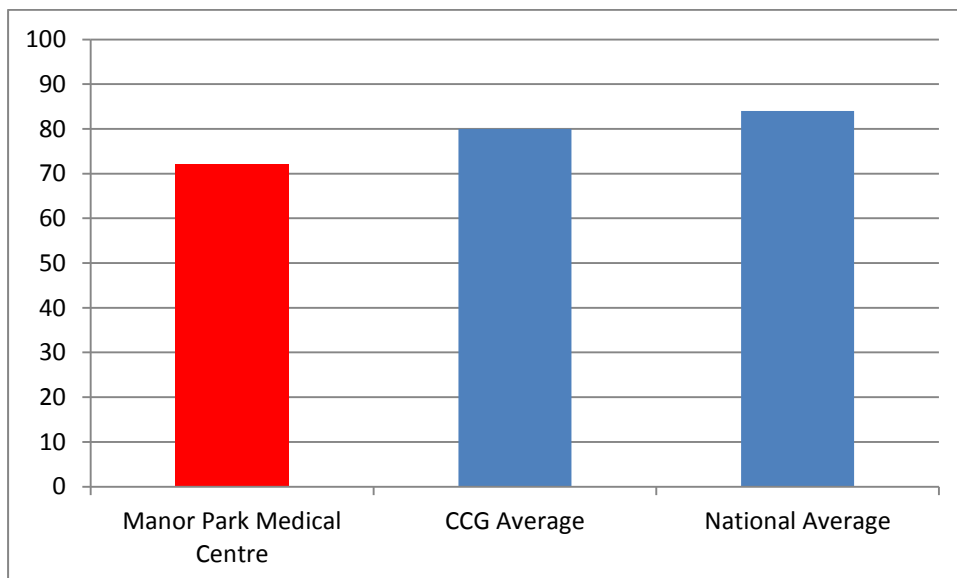
94% of Patients felt that their needs were met at their last visit to the Surgery, this figure is the same as the CCG average, and just 1% lower than the National average.

17) Have you had enough support with managing your long term conditions in the last 12 months?



74% of Patients felt they had been given enough support with their long term conditions in the last 12 months, both the CCG and National Average for this was 79%.

18) Would you describe your overall experience of Manor Park Medical Centre as good?



72% of Patients described their overall experience of Manor Park Medical Centre as 'good', this is lower than the CCG average of 80%, and also the National average of 84%.

Recommendations

- Improve the type of appointment patients were offered – 46% (compared to CCG average of 71%, National average 74%)
- Understand and recognise any mental health needs of patients – 71% (compared to CCG average of 85% and a National average of 87)
- Improving the experience of making an appointment as 'good' – 50% (compared to CCG Average of 63% and a National average of 69%)

From a surgery perspective, it is also worth noting the following:

429 surveys were sent out to our patients, and only 90 were returned for analysis.

This gives a response rate of 21%.