**Summary of Practice Survey Results and Patient Comments 2023/24**

**Demographics**

There was a fair distribution of patient demographics, showing response from all groups.

* All age groups (no under 16s asked or eligible to take part)
* Equal split of sex of patients 54 did not state their gender.
* The Practice is predominantly of White British population, although some patients did not state their ethnicity.
* There was a mix of respondent ages.
* 342 Pts completed the survey.

**Appointments**

* 66% of patients agreed they were seen the same day for an urgent appointment, 39 pts did not answer question.4% more than last year.

48% of non-urgent appointments were seen within one week.4% Less than last year.

* 40 % of respondents were happy with the current appointment system,.6% less than last year 30 % of pts neither agreed nor disagreed.

**Opening Times**

* 64 % of patients stated we were open at times they could attend. 26% unhappy with the opening times
* 90% of patients agreed there was easy access.
* 78% agreed the reception staff were friendly and approachable.
* 87% agreed the premises were clean and tidy.
* 71% agreed Practice is welcoming.

**Clinical Care**

* 85% of patients felt they were listened to by their clinician. 1% less than last year.19% did not answer.
* 96% of patients agreed they were treated with dignity and respect. Same as last year.
* 94% of patients agreed the clinical staff communicated their message to them appropriately. 1% less than last year.
* 96% of patients were confident in the treatment they received. 1% more than last year
* 93% of patients were happy with the care they received. 3 % less than last year.
* Clinician seen GP – 53% Practice Nurse – 10%, HCA –4% Physio - 5% Pharmacist - 6 % ,21% no Answer.
* Why patient saw GP: 45% Ongoing problem Routine check 3%, Treatment including prescription 13%, To ask advice 5%, One Off problem 33% 51% No answer.

**Communication and Technology**

32% of patients were registered on the NHS APP

64% of patients have visited the practice website – 15% less than last year.

40% of patients had read the newsletter.

79% of patient were aware they could book appointments and order prescriptions online.

6% have used the PATCHS.

**What service would you use if Practice was closed?**

111 x 179

OOH x 32.

Minor injuries x 9

Pharmacy x 15

A+E x 12

Extended Access x 6

Other – online GP service x 1

No Answer – 88

**Extended Access**

12 % of patients have used this service.

11% found this useful.

**Healthy Lifestyle service**

5% of patients are aware of this service.

2% of patients have used this service.

25% of patients felt it was a useful service.

**Patient Comments**

**Appointments & opening times:**

* Ring at 8am and appointments are always all gone.
* Staff are always very welcoming.
* Online booking is very good for booking my annual Nurse review.
* I like that I can book my Flu appointment online.
* I like the prescription service at Monk Fryston.
* I like the telephone appointment these are ideal for people working.
* Don’t like telling staff my medical problems.
* I find it difficult to book face to face appointments as a working person.
* Please sort out booking and waiting times

**Our Surgeries.**

* Car park at Gibson Lane is always full.
* I feel all the staff are helpful.
* Garforth Surgery be opened every day.
* The dispensary at Monk Fryston is very convenient and staff always friendly and helpful.

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**Clinical Care**

* The staff are excellent.
* GP listened to me and me feel relaxed.
* A doctor should always be available when needed There are not enough appointments.
* Gp asked me to send photos and prescribed medication without me needing to attend then sent the prescription straight to the chemist - quick service!!
* No continuity of care can never see the same doctor.
* Receptionists should not ask patients what the problem is
* Great I can see a physio at the surgery.
* I spoke to the pharmacist how heled with my medication.

**Communication & Technology**

* I was sent a text to book my online appointment which I found easy.
* Online services make it easier to get an appointment.
* If you ring for an appointment, it takes ages for the reception to answer the phone then there are NO Appointments!
* I like to book online as I don’t want to tell the reception team why I need an appointment.
* I got a text to book my Covid vaccination and booked in when was convenient for me.

**Telephone appointments Questionnaire**

* I prefer to see the GP face to face.
* I find the GP phone appointments much better and more convenient for working people.
* My medication review was done over the phone with the pharmacist it was quicker and much easier.
* It would be better if the phone calls were at an exact time.
* Had my results better than coming into to surgery.