

Appointments: 01603 251600
Secretaries: 01603 251601
Web: www.umsuea.co.uk
Email: umsuea@nhs.net



**University of East Anglia,
Norwich, Norfolk, NR4 7TJ**

Partners: Drs Green, Gillibrand, Francis,
Crawford, Dooldeniya & Wiltsher

Business Manager:
Christina Fielding

**PATIENT SATISFACTION
GENERAL PRACTICE SURVEY 2023/24**
(Using nationally accredited questions)

Survey data collected between Oct-23 to Apr-24

Survey undertaken by:
Karen Holland, Zoë Barr,
Christina Fielding, Courtney Clayton

Survey Size

40 sheets filled in for 13 clinicians (12 Drs, 1 ANP)

= TOTAL OF 520 SHEETS REVIEWED

Length of Registration

Sample size: 520/520 answered

Registered 0-2 yrs	= 182 (35%)	<i>Last survey done, 2018 = 44%</i>
Registered 2-5 yrs	= 135 (26%)	<i>Last survey done, 2018 = 24%</i>
Registered 5+ yrs	= 203 (39%)	<i>Last survey done, 2018 = 11%</i>

Score rating

Poor	Satisfactory	Good	Very Good	Excellent
<50%	51-60%	61-70%	71-80%	>81%

Introduction

Best ever, highest scoring, survey results!

This is the first in-house patient satisfaction survey in several years. One was carried out in 2019/20, but other than the Doctor's individual scores the survey was not fully analysed due to the covid pandemic.

Q1 Participating Clinicians

Q1. Name of GP/ANP seen

13 clinicians participating in this survey:

Dr Matt Green, Dr Jamie Crawford, Dr Cham Dooldeniya, Dr Angela Gillibrand, Dr Louise Francis, Dr Mike Wiltsher, Dr Claire Hoxley, Dr Jan August, Dr Henry Jones, Dr Gaby Pardo, Dr Steph Lyall, ANP Hayden Marriott, Dr Neda Javanshir (locum)

Q2-7 About the Practice – Accessibility

Q2. Practice's opening hours

Sample size = 510 (10 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	86%	2193/2550 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	81%	2413/2965 max	Excellent
2016	81.5%	2251/2765 max	Excellent
2015	81%	2103/2585 max	Excellent
2013	79%	2005/2555 max	Very good
2012	78.5%	1877/2390 max	Very good

Q3. Ease of getting through on the phone (IIF)

Sample size = 445 (75 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	83.5%	1858/2225 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	81%	2193/2710 max	Excellent
2016	79%	2069/2605 max	Very good
2015	79%	1871/2355 max	Very good
2013	80%	1867/2325 max	Very good
2012	82%	1754/2140 max	Excellent

Q4. Happy with the day and time arranged for your most recent doctor appointment (IIF)

Sample size = 517 (3 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	85.3%	2206/2585 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	75%	2242/2980 max	Very good
2016	75%	2076/2770 max	Very good
2015	77%	1959/2550 max	Very good
2013	76%	1938/2580 max	Very good
2012	77%	1849/2395 max	Very good

- *I like having the option for continuity, to see the GP I see regularly*

Q5. Chances of seeing an unspecified (unnamed) doctor within 48 hours

Sample size = 394 (126 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	72%	1415/1970 max	Very good – highest ever score
2019/20			Never summarised due to covid
2018	68%	1549/2270 max	Good
2016	67%	1451/2155 max	Good
2015	69%	1447/2095 max	Good
2013	71%	1414/2005 max	Very good
2012	71%	1171/1655 max	Very good

- *Ability to see an urgent doctor if you need to is an excellent facility and avoids sending people to A&E unnecessarily.*

Q6. How would you describe your experience of making an appointment (IIF)

Sample size = 513 (7 not answered)

**Question reworded for 2019 onwards, hence no historical data*

Year	Score	Points achieved	Overall Rating
2023/24	85.5%	2198/2565 max	Excellent
2019/20			Never summarised due to covid

- *Recently had several appointments for a variety of issues. Reception, Drs, nurses have all been kind, polite & extremely helpful. I never had to wait too long for appointments. Thank you all very much. :)*
- *The process of getting an appointment is very easy, and stress free.*
- *Access is less easy now and there seems to be a bigger emphasis on what they can't do. A less negative attitude might be preferable.*
- *Can't get appt for blood tests deemed needed until 3 weeks time....??*
- *Long wait times to book appointments*
- *Obviously much easier to be seen out of term time, but during term time it can be difficult to get an appointment sometimes*

Q7. Comfort level of the waiting room

Sample size = 484 (36 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	81.3%	1967/2420 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	81%	2422/3000 max	Excellent
2016	81%	2237/2770 max	Excellent
2015	80%	2066/2570 max	Very good
2013	79%	2029/2575 max	Very good
2012	79%	1870/2005 max	Very good

- *People often seem not notice their name on the screen. Its isn't always an obvious system for new and international people = its very quick too.*
- *The display on the waiting area screen seems to be showing quickly which causes inability to get the information about the room to see the doctor*
- *The reception area isn't conducive to discreet conversation. This is the only thing about this practice that I would suggest needs some consideration*
- *I think it can be difficult to have a private conversation - if other people in queue or waiting room very quiet*
- *I feel that for patient privacy, the stool sample collection should be in a more discreet place that either on the front desk. Maybe hidden around by the toilets or by a corridor so that people in the waiting room won't see you drop it off or feel added embarrassment to drop it off. Patients should be informed where to drop it off during consultation*
- *More magazines (for the waiting room)*
- *I would like to see windows open in the waiting room to avoid spreading of viruses.*

Q8-17 Doctor/ANP specific questions

Questionnaires have been reviewed for each doctor/ANP and distributed individually for use in their appraisal/revalidation and in line with national guidance.

In the 2019/20 survey, there were 11 GPs. 6 of those GPs have since left, and 5 remain – so since 2020 and last survey, 55% of the clinicians employed have changed.

Current workforce = 12 GPs, 1 ANP

Average overall scores range from 86.5% to 99.5%. In 2019/20, the overall satisfaction score was 93.6%, this has increased by 1.1% to an overall satisfaction rate for 2023/24 of 94.7%. This is an incredibly high score - excellent, and even more so with the ever-increasing pressures on doctors/ANPs caused by the demand levels and limited/decreasing funding.

- ★ 2023/24 = Scores for doctor/ANP questions results ranged from 68.2% - 100%
- ★ 2019/20 = Scores for doctor questions results ranged from 85.9% - 95.2%
- ★ 2018/19 = Scores for doctor questions results ranged from 84.4% - 95.4%
- ★ 2016/17 = Scores for doctor questions results ranged from 82.6% - 96%
- ★ 2015/16 = Scores for doctor questions results ranged from 83.6% - 96.1%
- ★ 2013/14 = Scores for doctor questions results ranged from 83.1% - 96%
- ★ 2012/13 = Scores for doctor questions results ranged from 85.9% - 97%

		Average	Range
Q8	Being polite	96.3%	89.5% - 100%
Q9	Making you feel at ease	95.4%	88% - 100%
Q10	Listening to you	94.8%	87% - 100%
Q11	Assessing your medical condition	93.7%	86.2% - 97.9%
Q12	Explaining your condition and treatment	92.9%	81.1% - 99%
Q13	Involving you in decisions about your treatment	93.8%	86.8% - 98.9%
Q14	Providing or arranging treatment for you	94.3%	84.7% - 99.5%
Q15	Confidence in this doctor/ANPs ability	94.7%	88% - 98.5%
**Q16	Amount of time waiting to be seen/called (after your scheduled appointment time)	85.5%	68.2% - 93%
Q17	Overall satisfaction with the doctor/ANP you saw	94.7%	86.5% - 99.5%

- *Many thanks to Drs Lyall, Wiltsher, Hoxley & Green for helping a post-menopausal depressed woman over the hump!*
- *Many thanks to all the docs inc Lyall, Wiltshire, Green, Hoxley too for help in my recovery*
- *A place of really great doctors*
- *UEA Medical Centre is a very good GP Practice and has always been supportive and helpful throughout*
- *All doctors and staff very polite and kind. Good information and advice.*
- *I'm pleased I changed to this GP service as they always listen well and have good care*

- *It's very hit and miss as to who you see. I have had some good experiences but some doctors come across very unfriendly and uninterested*
- *Generally speaking there is often pressure to rush the consultation out of necessity, in the bid to avoid exceeding the allotted time. I have observed this with all doctors at the surgery. I also feel the time allocated per patient is too short and not fair on both doctors and patients.*
- *Applicable to all doctors I have seen here - more info needs to be provided. I have often been told I should take a medication or a diagnosis is suggested to me and no information is provided, so I have to go away and research not knowing which sources are reliable. You need to tell us the side effects and when to take medication. Written information needs to be provided so pros and cons can be weighed to make an informed decision*

****Q16. Was the amount of time kept waiting to be seen/called (after scheduled appointment time slot) reasonable?**

Sample size = 502 (18 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	85.5%	2143/2510 max	Excellent – highest ever score
2019/20			
2018	70%	2088/2980 max	Good
2016	67%	1779/2660 max	Good
2015	69%	1674/2415 max	Good
2013	67%	1618/2415 max	Good
2012	69%	1651/2395 max	Good

Q18-26 About the Practice - General

Q18. Manner in which you are treated by the reception staff

Sample size = 483 (37 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	91.5%	2212/2415 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	91%	2736/3000 max	Excellent
2016	90%	2510/2795 max	Excellent
2015	88%	2270/2575 max	Excellent
2013	87%	2231/2590 max	Excellent
2012	87%	2083/2390 max	Excellent

- *The reception staff are incredibly welcoming, helpful and kind. I don't think many GP practices have a reception team as incredible as the UEA practice xxx*
- *Guy on reception was really nice too*
- *The reception staff on the phone are always lovely and make you feel very comfortable especially as someone who has anxiety over phone use! They should be very proud of the service they provide and should be awarded for that.*
- *Reception staff were also incredible. I put a medication request in for an acute item. Within an hour I had a text saying I'd need to make an appointment so I rang, got straight through and had an appointment booked for the following evening or the day after but was not expecting it all to be dealt with and sorted so quickly and the receptionist was really helpful and friendly.*

- Thank you too Reception staff for looking after my baby while having procedure done!
- I have just registered at this practice. So far I've had a much better experience here than the one I was registered with before both in terms of interactions with staff, as well as managing appointments and actually getting help if needed
- I have had some issues with a rude woman on reception, also some concerns about the number of appointments marked as DNA when the person may have been ever so slightly late but did attend - understandable when there is often a wait. Aside from this, the practice is excellent and I feel I get a very good service.
- Sometimes the reception staff seem a bit rushed on the phone - but I'm aware they are very busy etc

Q19. Respect shown by reception staff for your privacy and confidentiality

Sample size = 457 (63 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	90.5%	2066/2285 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	88%	2637/2990 max	Excellent
2016	86%	2372/2755 max	Excellent
2015	85%	2170/2545 max	Excellent
2013	84%	2078/2500 max	Excellent
2012	84%	1977/2345 max	Excellent

Q20. Information provided by the practice about its services (eg, repeat prescriptions, test results, costs for private work)

Sample size = 426 (94 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	85%	1808/2130 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	83%	2105/2535 max	Excellent
2016	81.5%	2031/2490 max	Excellent
2015	80%	1817/2260 max	Very good
2013	80%	1715/2165 max	Very good
2012	79%	1583/2005 max	Very good

- Text appointment reminders are helpful.

Q21. The opportunity for making compliments or complaints to this practice about its service and quality of care

Sample size = 373 (147 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	85%	1591/1865 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	83%	1709/2060 max	Excellent
2016	83%	1588/1915 max	Excellent
2015	81%	1380/1715 max	Excellent
2013	81%	1202/1500 max	Excellent
2012	84%	1011/1210 max	Excellent

22. The information provided by this practice about how to prevent illness and stay healthy (eg alcohol use, smoking, diet habit etc) is...?

Sample size = 388 (132 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	84%	1634/1940 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	81%	1887/2335 max	Excellent
2016	81%	1828/2260 max	Excellent
2015	79%	1690/2145 max	Very good
2013	78%	1622/2080 max	Very good
2012	79%	1407/1780 max	Very good

Q23. The website www.umsuea.co.uk is clear, concise and easy to use? (IIF)

Sample size = 381 (139 not answered)

**New question for 2018*

Year	Score	Points achieved	Overall Rating
2023/24	75%	1428/1905 max	Very good
2019/20			Never summarised due to covid
2018	76%	1665/2195 max	Very good

- *The new website is much better and is WCAG/PSBAR compliant. Using the app to make appointments is very helpful*
- *The website is slow and indirect, you have no idea who is at the receiving end*
- *The web interface and NHS services available seem to have frequent redesigns so that something available online ceases to be available and vice-versa. Also occasional circular answers, requiring a phone call to resolve*
- *Seem to have frequent changes to website over the years and availability of services can appear and disappear*

Q24. How do you find our online services to book/cancel/manage appointments and repeat medications online?

Sample size = 396 (124 not answered)

**New question for 2018*

Year	Score	Points achieved	Overall Rating
2023/24	85.1%	1685/1980 max	Excellent – highest ever score
2019/20			Never summarised due to covid
2018	77%	1339/1740 max	Very good

- *I understand the reasons for integrating the practice with the NHS app, but the latter is barely usable in its current form. Patient Access was much better at what it did, but I appreciate also more limited in what it could offer. The NHS app appears to be designed on the assumption that its users are complete idiots.*
- *Comment about the online booking via the app. It should allow you to specify male or female at the beginning. The way it is set up you have to select an appointment then if it isn't the gender you prefer you have to go back to the beginning. It became a long winded guessing game*
- *If the online booking service gave you the option to request a telephone or in person appointment this would be helpful.*

Q25. Did you register online with us via www.campusdoctor.co.uk/umsuea? If so – how do you rate this?

Sample size = 190 (330 not answered)

**New question for 2018*

Year	Score	Points achieved	Overall Rating
2023/24	85%	808/950 max	Excellent
2019/20			Never summarised due to covid
2018	85%	1015/1195 max	Excellent

- *The medical forms when registering was too long also the website (campus doctor) can do with a bit of colour and aesthetics to make it more appealing*

Q26. Overall satisfaction/experience with this GP practice (IIF)

Sample size = 520 (0 not answered)

Year	Score	Points achieved	Overall Rating
2023/24	89.8%	2336/2600 max	Excellent – highest ever score ★★★★★
2019/20			Never summarised due to covid
2018	87%	2571/2970 max	Excellent
2016	86%	2355/2755 max	Excellent
2015	86%	2209/2565 max	Excellent
2013	86%	2199/2580 max	Excellent
2012	86%	2026/2370 max	Excellent

General comments (positive)

- *You are all fabulous and I feel cared for to the fullest extent of the NHS. My friends and family are envious of the quality of care and service provided here and would love to transfer. THIS IS THE BEST EMPLOYEE PERK WORKING AT UEA OFFERS (this was all in capitals!)*
- *I am extremely happy with the care I receive here. Thank you!*
- *The practice is extremely informative and very willing to ensure the best for all their patients.*
- *The best surgery it is so good*
- *Thank you for such an excellent service*
- *Thank you UEA Medical Centre!*
- *I'm always really grateful to all the staff at the medical practice for their help*
- *Thank you!*
- *I had a very good experience today*
- *Fantastic service - thanks again!*
- *V Good*
- *Everything about the place is lovely*
- *Thanks*
- *I really appreciate this practice. I have been registered since 1987 and would not want to go anywhere else*
- *Thank you for being such a good doctors practice*
- *Overall, seems like a very well organised GP practice with good communication with patients*

- *I'm claiming the record for this practice's most loyal patient; I registered in 1986 and never once felt belittled or patronised by a staff member. Consequently I can recommend the service here.*
- *I have been with this practice for over 30 years and all the doctors and receptionist have been amazing, kind and supportive!*
- *UEA Medical Centre is brilliant. I've been coming here for 40 years. Thank you.*
- *Stayed with this practice for some 40 years, says it all*
- *Registered in 1993 still very happy with the medical care excellent practice*
- *Been with the practice since 1981. It has grown and changed hugely in that time. I've stayed because I have always felt looked after. Only difference is that I no longer see the same doctor which was always so helpful*
- *I've been registered since 1998 and have always received excellent care. In all that time I've only made one complaint*
- *I've been with this practice for more than 40 years and while by today's standards it's better than most others my friends tell me about, it certainly isn't what it once was.*
- *Email sent to practice in November 2023: Hello, I just wanted to say thank you for the excellent care we have had today and in the past. Me and my husband have been with UEA Medical Centre since 2009. During the pandemic it was amazing that we could still have in person appointments in a time when friends and relatives elsewhere were struggling to even get phone appointments. When I was pregnant your practice was the only place that let me listen to my baby's heartbeat in early pregnancy, which the nurse went above and beyond to do - finding equipment etc. This was so kind and reassuring in a time where in person appointments had been decreased with midwives due to the pandemic. After having my daughter I have been so happy with how quickly we are seen when she is ill. We have always managed to get a same day appointment and have been reassured by phone and in person whenever she is ill. Even when she had covid at 3 months old a doctor wore PPE and happily agreed to examine her which was again so reassuring for us as new parents. Today we came in an hour late for my daughter's urgent appointment due to traffic and I was struggling to cope and in tears. We saw a doctor within a minute of getting into the waiting room, despite us being so late, and as always went away reassured and knowing how to help her feel better. All of the doctors and nurses we see go above and beyond, whether the appointment is for me, my husband or for our child. The reception staff have also always been patient and understanding in person and on the phone. I am really grateful for everything you have helped us with over the years and just wanted to share that with you. Thank you*
- *I feel very fortunate to be registered with a practice where the whole team has a strong professional commitment to patient-centered care*
- *A strong wraparound team with high standards and a strong ethos of patient-centered care*
- *Fantastic practice. I've always been very happy to be registered here and feel myself and my family are well looked after*
- *Always have a wonderful service, the practice has seen me for some serious and sensitive conditions, treatment is nothing but outstanding*
- *A big shout out to the medical secretary team upstairs dealing with referrals, they've been marvelous. I feel very lucky to have UMS UEA staff as part of my medical team, Thank You All.*
- *I think this is a very good practice given what I've heard of others' experience*
- *Everyone is so lovely and polite and happy to help at UEA Med Centre, thank you for making a trip to the doctors approachable/comforting and reassuring*
- *I feel very lucky to be with this surgery where so many people have so many struggles with their surgeries. Thank you!!*
- *Fantastic GP surgery and staff. Anytime I've needed help, UEA medical practice has always been so helpful. Great surgery*

- *I continue to feel supported and cared for by this practice both for me and my family. Thank you*
- *Good practice, wheelchair accessible. Many thanks for your hard work through what has been a busy and trying time for the health service.*

General Comments (other & less positive)

- *For the most part I have had good experiences with the practice, however there is extremely poor outcomes for students with non-progressive long-term conditions applying for extenuating circumstances. Policy/procedure for this is rigid, unfair and does not support students when they need help*
- *It would be useful to have an automatic system for car registration numbers when using patient parking slots near the surgery (e.g., like the system at the SCVA). Having to walk to the surgery, get a paper permit, walk back to the car and then back to the surgery again is not good for patients who are feeling unwell! :)*
- *Better training of staff who collect blood samples. I have been asked to blood tests several times and I am tricky to get blood from. Your older more experienced staff could do it but your new staff are not able to. They need someone experienced available to support and show them how to do it. If you send all tricky patients to the N&N they will never learn the skill.*
- *It would help to provide an instruction sheet with sample collection bottles so that patients can take the sample and label all the paperwork correctly.*

Summary/conclusions

Length of Registration

Over a third of patients had been registered more than 5 years

There has been a large increase in form completion by patients registered longer than 5 years, compared to previous years. This is a staggering increase. The method of sending texts to all patients attending a routine appt has obviously pulled on conscience of regulars who have completed a lot more forms, and tend to be more sympathetic/grateful (this is clear in the comments regarding loyal patients)

Consultation Methods

Since covid, the way general practice operates has changes significantly – in that more consultations are done via telephone than ever before and this has become a norm, including face to face appointments.

Survey Distribution

This is the first time we have sent the questionnaires out via text message to patients; to a hidden link on our website for them to complete the questionnaire online. This has worked well (although response rate was slow) as it has meant the answers and comments are clear, and questions can be made mandatory, ie the final question – number 26, asking about overall satisfaction rate. We have had a 100% response rate to this question, so it gives the most realistic, and representative result from all 520 patients.

Phone System (Q3)

We changed our analogue phone system to a cloud-based telephone (CBT) system early 2024. This was mainly due to the changeover being funded by the ICB, and that a CBT system is a national requirement come 2025. Although we were resistant to the changeover to begin with due to time pressures, our analogue system worked well (it was simple to use, no call queuing etc) it did have poor line quality which was a constant issue. Whether the increase of satisfaction re 'ease of getting through on the phone' is due to the upgraded phone system, or that we have employed more staff in reception dept to deal with the

increased number of incoming calls (approx 300-350 per day) the satisfaction rate is excellent, the highest result it has ever been in all the years listed.

Increased Service Provision – Accessibility

Over the past few years, accessibility to services has significantly increased – despite a reduction of funding direct to the practice. Additional funding streams are mainly only available through our PCN, of which we were part of a very large PCN (22 practices) during the point this survey was carried out. Increased access to a variety of alternative services meant we could offer more speedy appointments for a patient's specific need rather than with a doctor if suitable.

- Physiotherapists
- Mental Health Practitioners
- Dieticians
- Clinical Pharmacist

Since 1st April 2024, we are now part of a smaller PCN (5 central Norwich practices) and each practice is now funded directly by our new PCN to directly employ its own additional staff to increase services/accessibility even more and tailor these services more to our demographic of patient.

Increased access to appointments is also likely to be due to the sporadic release of embargoed appointments during the week in routine clinics and semi urgent sessions, plus the introduction of internal booking slots for easier review. The provision of a clinical pharmacist to do medication reviews etc will have helped take pressure off GP Appointments for additional support staff generally aren't booking as far in advance (approx 2 weeks) as GP appointments (approx 3-4 weeks) are.

Q18-26 – About the practice, generally

We have increased staffing in reception dept – employing more Patient Care Coordinators (PCCs) some funded by the ARRS (Additional Roles Reimbursement Scheme) budget. Courses as well as internal induction training have been provided to aid PCCs to help navigate/signpost to appropriate services, deal with challenging/difficult conversations etc. With the satisfaction scores for respect, confidentiality and privacy by reception team at an all-time high, this is testament to the staff who work in this challenging department; their teamwork, manner, communication skills and training they have received.

We have been pushing the use of the NHS App to patients – this has helped with transparency/access to records in terms of test results, communications, booking GP appointments online, ordering repeat medications etc. This push may have some weight towards the increased (and best ever) satisfaction rating of Q20 “*Information provided by the practice about its services (eg repeat prescriptions, test results, costs for private work)*” and Q24 “*How do you find our online services to book/cancel/manage appointments and repeat medications online*”. A lot of other practices in Norwich do not allow online booking of appointments – their online contact is just Footfall triage service.

The Practice Newsletter has also been relaunched – full of relevant patient comms and information www.umsuea.co.uk/practice-information/practice-newsletters

Medical Certificate requests have been streamlined and to request these, the form is online via our website www.umsuea.co.uk/reports-and-certificates

All data available on request KH/CF

ACTIONS: