

Question	National Survey January 2023	Local average January 2023	Practice Survey November 2023	Practice Survey May 2024	What we have done/will do	Person responsible	Target date
How many patients found it easy it is to get through by phone?	30%	48%	57%	63%	The Practice has analysed calling data to improve the service. The phone system was upgraded to include call queuing with staff rota adjusted to pick up phones at busier times. The practice is looking at a new providers to make further improvements to include callback function.	Practice Manager	Dec-24
How many patients found receptionists helpful?	60%	75%	83%	85%	A programme of regular training and feedback has enabled improvement. The stability and oversight of a new and consistent Practice Manager will continue to support good practice and customer service with the reception team		
How many patients had a good experience of making an appointment?	29%	49%	84%	73%	The practice recently embedded a Total Triage model where all GP appointment requests are reviewed by a GP who decides the best course of action. Patients are then able to choose their own appointment times to suit themselves. This has reduced waiting times and prioritised those at most need, particularly for urgent appointments. We have learned from patient feedback that there is some apprehension about the system so the practice has updated the information on the website and changed the phone message to reflect the changes. The practice will continue to monitor feedback.	Practice Manager	Dec-24
How many patients had a good experience speaking to a Health Care Professional?	67%	77%	88%	83%	There has been a slight fall in rating. The practice has a more stable clinical team and continuity has improved with the triage system in place. The clinical team meets weekly to share learning and the practice will meet with the Patient Group to understand their experiences.	Practice Manager and Partners	Dec-24
How many patients felt involved in decision when speaking to a Health Care Professional?	80%	86%	81%	88%	Weekly clinical meetings have helped clinicians to share knowledge and involve patients in decision.		
How many patients had a positive experience of Crawley Road Medical Centre?	42%	64%	82%	80%	We are pleased to have improved patient experience over the last year and we will continue to work with our patients to understand where we can make further improvements.		