Crawley Road Medical Centre

National Patient Survey (NPS) Action Plan 2024

**Background**

The 2024 National GP Patient Survey was undertaken in January 2024 by the NHS.

92 surveys were received by the NHS and results are summarised here:

<https://gp-patient.co.uk/patientexperiences?practicecode=F86044>

The NHS survey revealed significant improvement compared to the 2023 Patient Survey results with the practice having performed better than local and national results in more than half of the questions asked.

**Review of NPS**

The practice carried out a deep dive analysis of the results and decided to implement an action plan which would improve patient satisfaction.

The questions in which the practice scored lower than local or national results were considered as areas in which to develop and action plan:

|  |
| --- |
| * How often do you get to see or speak to your preferred healthcare professional when you ask to?
 |
| * Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?
 |
| * How soon after you contacted your GP practice did you know what the next step would be?
 |
| * Were offered a choice of time or day when they last tried to make a general practice appointment?
 |
| * How do you feel about how long you waited for your appointment?
 |
| * Thinking about the reason for your last appointment, were your needs met?
 |
| * In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?
 |
| * Overall, how would you describe your experience of your GP practice?

**Action Plan** |

The practice implemented two major works steams in order to improve patient satisfaction:

1. The practice introduced a total triage system in March 2024. In this system all requests for GP appointments are reviewed by a GP and signposted to the most suitable pathway. This system has improved access to appropriate appointments and gave patients the chance to select their preferred health professional and time of day for an appointment. The system has resulted in reduced waiting times for routine appointments and greater access to same day appointments where needed.
2. The practice undertook a number of changes to improve access to information about local services. The refurbishment of the waiting room area has allowed for more information notice boards to be visible. Digital information has been improved with a new modern website and regular updating of the patient calling board with monthly campaigns. The practice also has made use of increased access to Social Prescribers through the Primary Care Network.

**Practice Survey**

In October 2024, following implementation of the action plan, the practice sent out a survey to all patients who had attended the practice and would have experience of the improvements made. The same questions where the practice scored less than local or national results were asked in order to measure trends.141 responses were received and analysed.

The results were as follows (%) comparing NPS and practice survey:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Question** | **NPS %****Practice** | **NPS %****Local** | **NPS %****National**  | **Practice %****Oct-24**  |
| How often do you get to see or speak to your preferred healthcare professional when you ask to? | 7 | 37 | 40 | 78 |
| Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?  | 77 | 78 | 83 | 82 |
| How soon after you contacted your GP practice did you know what the next step would be? | 84 | 89 | 93 | 80 |
| Were offered a choice of time or day when they last tried to make a general practice appointment? | 50 | 52 | 53 | 75 |
| How do you feel about how long you waited for your appointment? | 47 | 57 | 66 | 60 |
| Thinking about the reason for your last appointment, were your needs met? | 86 | 87 | 90 | 83 |
| In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?  | 56 | 61 | 68 | 67 |
| **Overall, how would you describe your experience of your GP practice?** | 70 | 68 | 74 | 72 |

**Review of practice October 2024 Survey**

Review of results revealed that the practice had improved in most of the questions asked, with scores above local or national results. Significant improvements were made in most domains with improvement in overall satisfaction.

The two questions in which the practice did not make significant improvements were:

* How soon after you contacted your GP practice did you know what the next step would be?
* Thinking about the reason for your last appointment, were your needs met?

**Conclusions**

The results show that the practice is responsive to patient feedback and has systems in place that allow for ongoing improvement and obtaining feedback from the patient group.

The practice survey revealed areas where further improvements can be made. The practice has carefully considered the next steps and created a new action plan to further improve patient satisfaction:

1. Patients should be made aware of the next steps in their request within 2 days of contacting the practice.

The practice will look to improve how we provide this information is provided by updating the phone message and website as well as updating staff training. The practice manager will ensure that this is done by the end of December 2024.

1. Patients should have their needs reasonably met at their appointments.

Clinicians will receive an update on how to elicit and manage patient needs during the appointment. The GP Partners will ensure that this is done by the end of December 2024.

The NPS will be undertaken in January 2025, which will be a good opportunity to review if patients satisfaction has improved in these domains.

The practice will continue the programme of improving patient satisfaction through ongoing review of feedback.