

# Chelsfield GP Surgery PPG (Patient Participant Group\*) Patient Survey Summary

Version 1.0

10 November 2023

\*The PPG are volunteers who represent patients' interests – see the surgery website for more information, including how to join

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# Summary Results for the 2023 Patient Survey

The patient experience survey was carried out by the Chelsfield Surgery Participation Group (PPG) in July 2023 with the support of the surgery staff. 678 patients responded, 80% online and 20% in the surgery waiting room. We are grateful to the 678 patients who took the time to share their feedback with us. Your insights are invaluable in helping to provide high-quality care and service.

## Our Highlights:

- A reassuring 55% of our patients are satisfied or very satisfied with their overall experience.
- A majority of 54% would confidently recommend our practice to friends and family.
- Consultations are well-received, with 66% expressing satisfaction.
- Our reception staff's helpfulness was rated positively by 60% of respondents.

## We Listen and Improve:

We understand that some patients had concerns, with 17% dissatisfied with their overall experience and 18% with reception interaction. We are actively working on these areas and will update you on our progress.

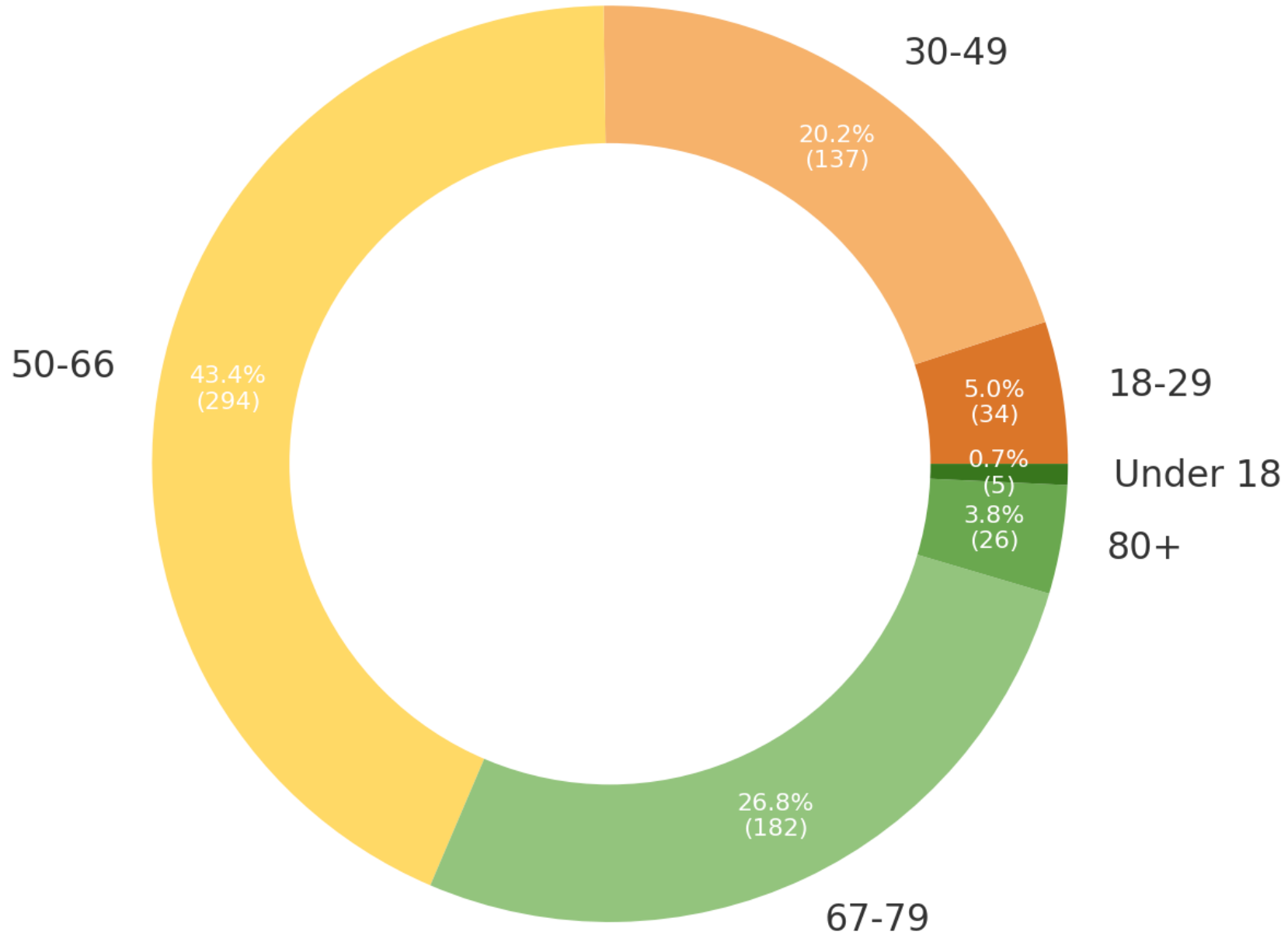
## Your Voice in Action:

In response to your feedback, we are working with the surgery to implement changes that we believe will make a real difference in your experience. **We will be publishing a quarterly PPG newsletter to inform you of new initiatives at your surgery to improve our patients experience and to help you understand the changes that you are seeing in Primary care. We will be creating a new PPG site on our surgery web site as well for further information.**

## Your Trust, Our Commitment:

The surgery takes pride in its service and the trust you place in it. Rest assured, they are committed to continuous improvement and always putting patients first.

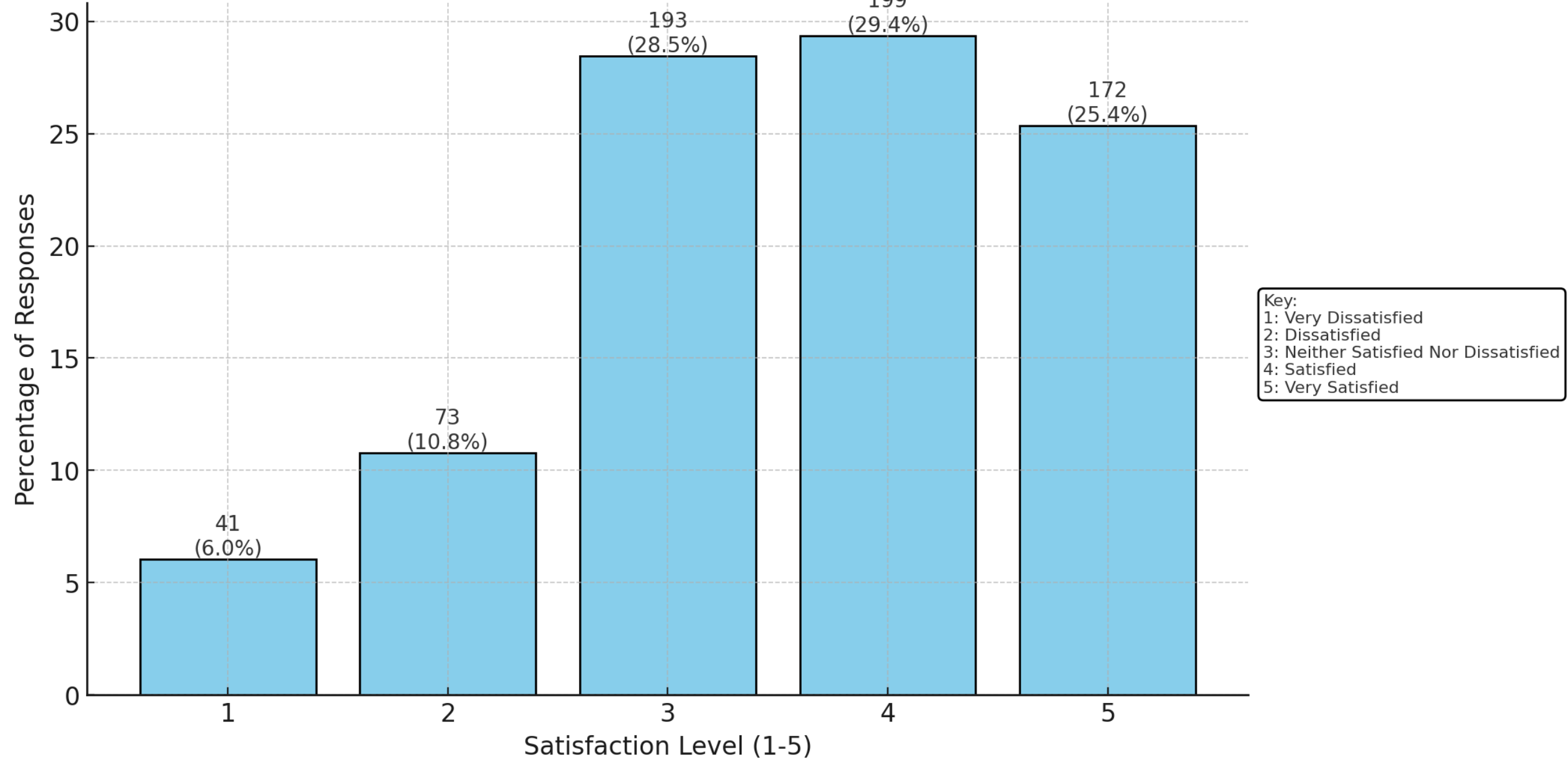
# Total Number of Responses by Age Group (N=678)



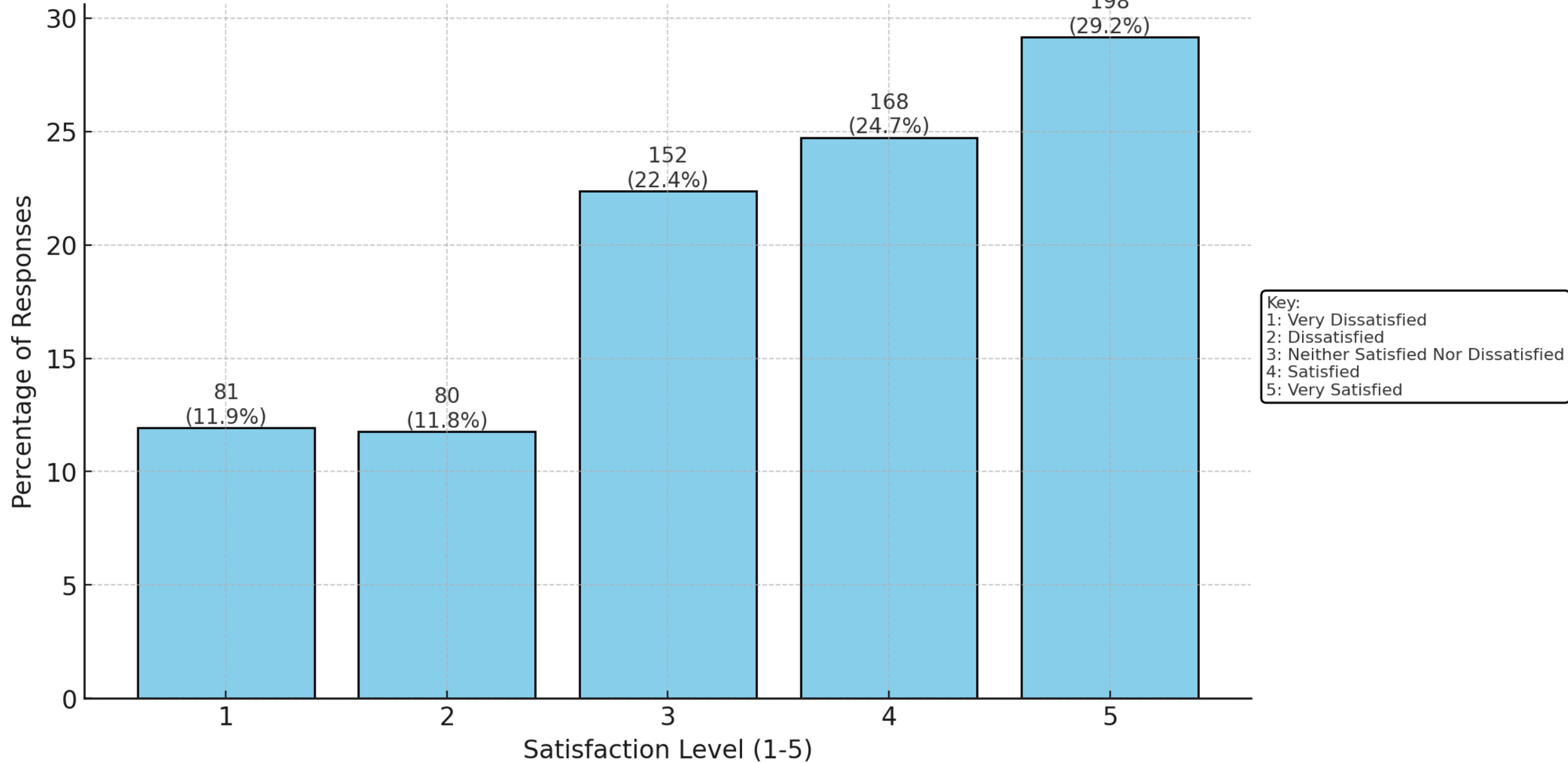
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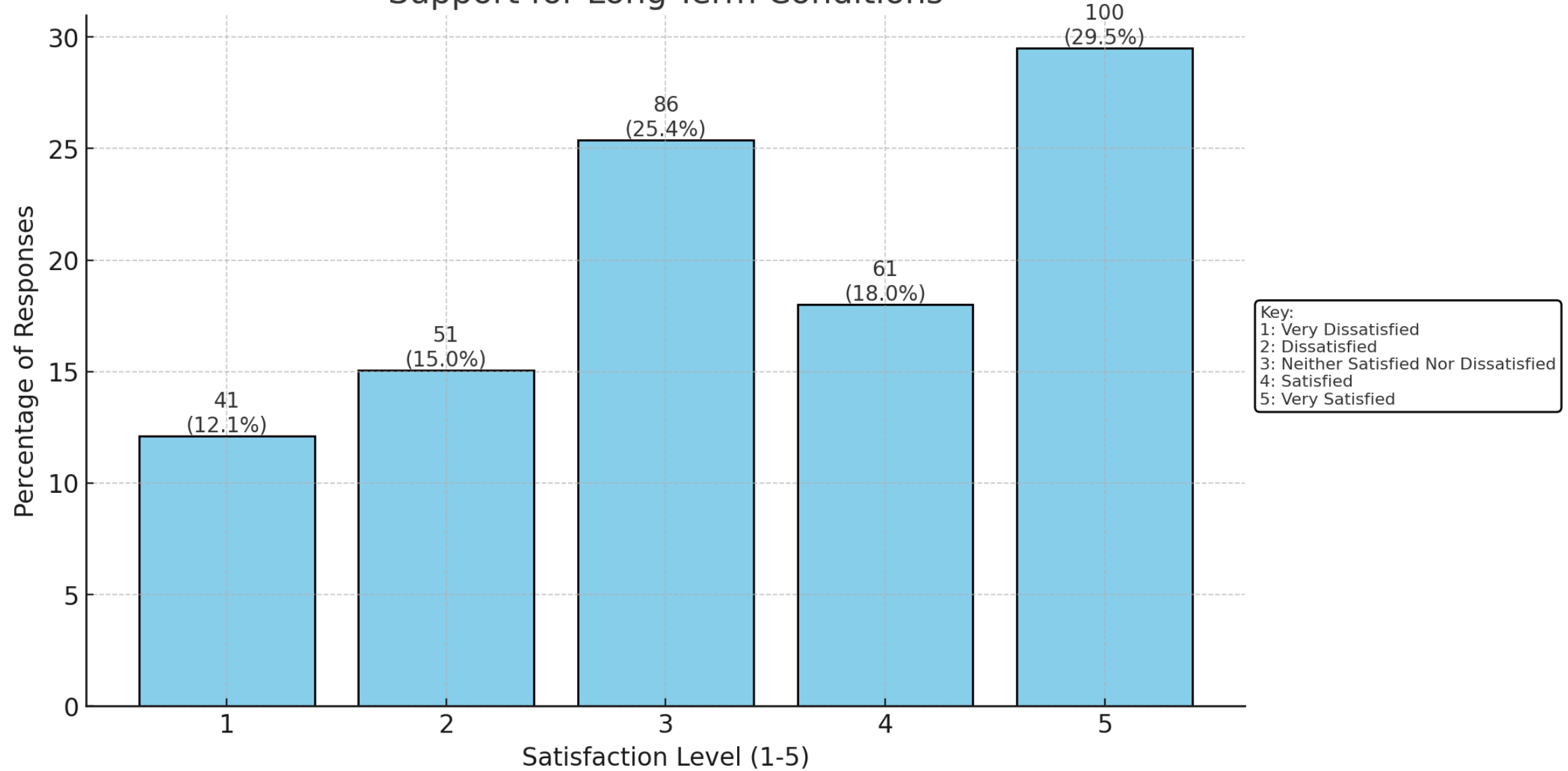
# Overall Experience



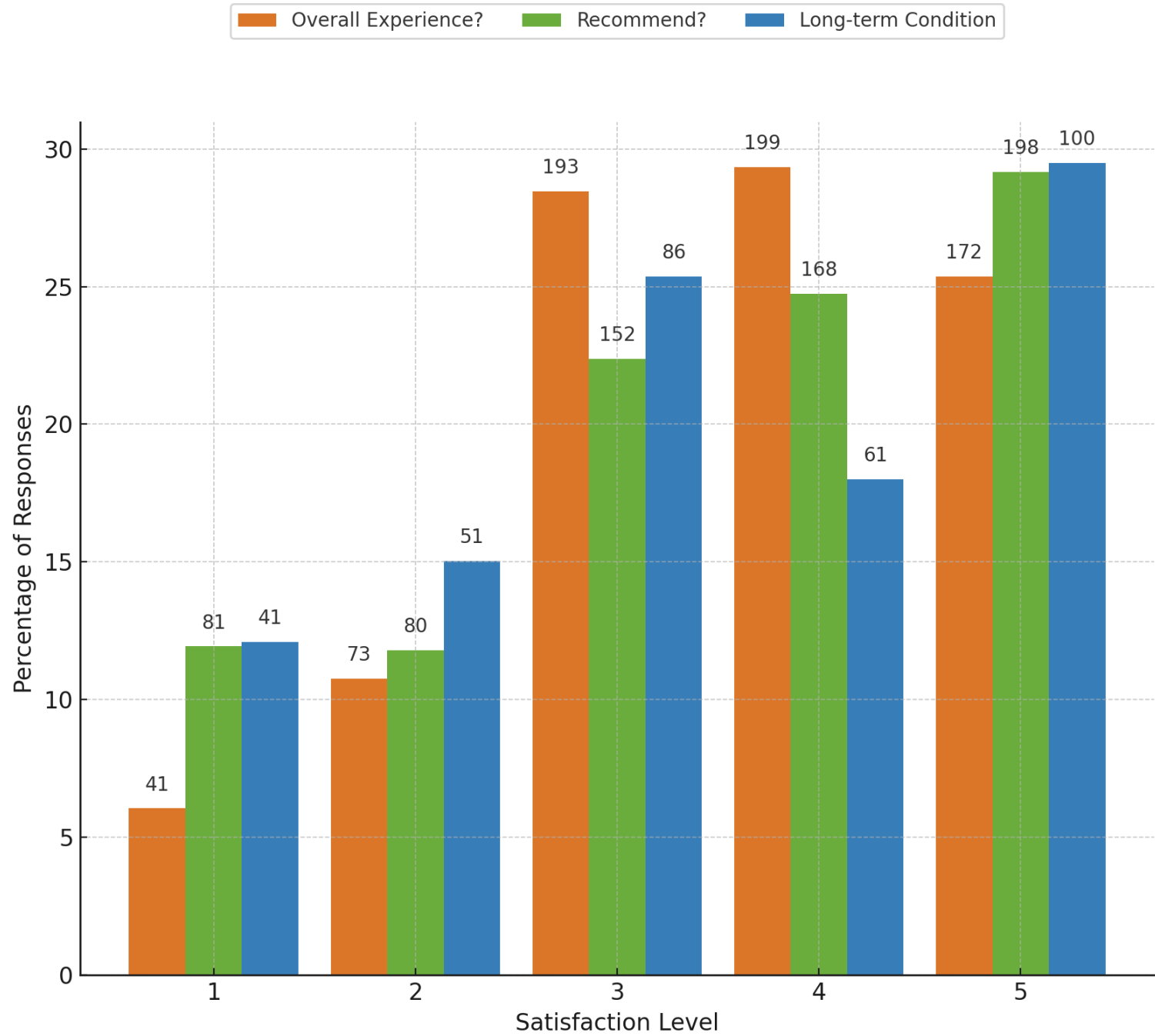
# Recommendations to Friends and Family



## Support for Long-Term Conditions







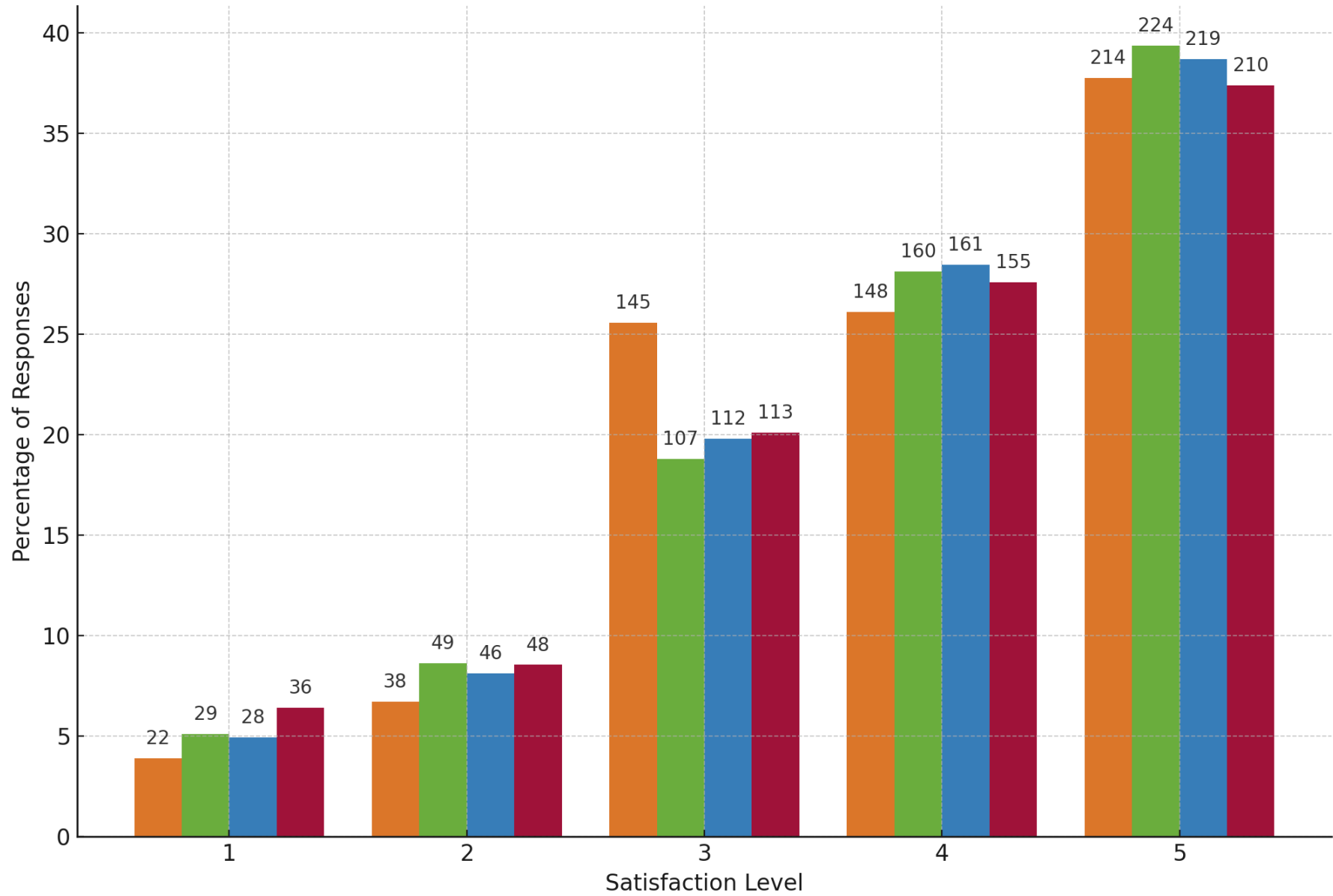
Note:

There was no significant correlation between age and satisfaction levels.

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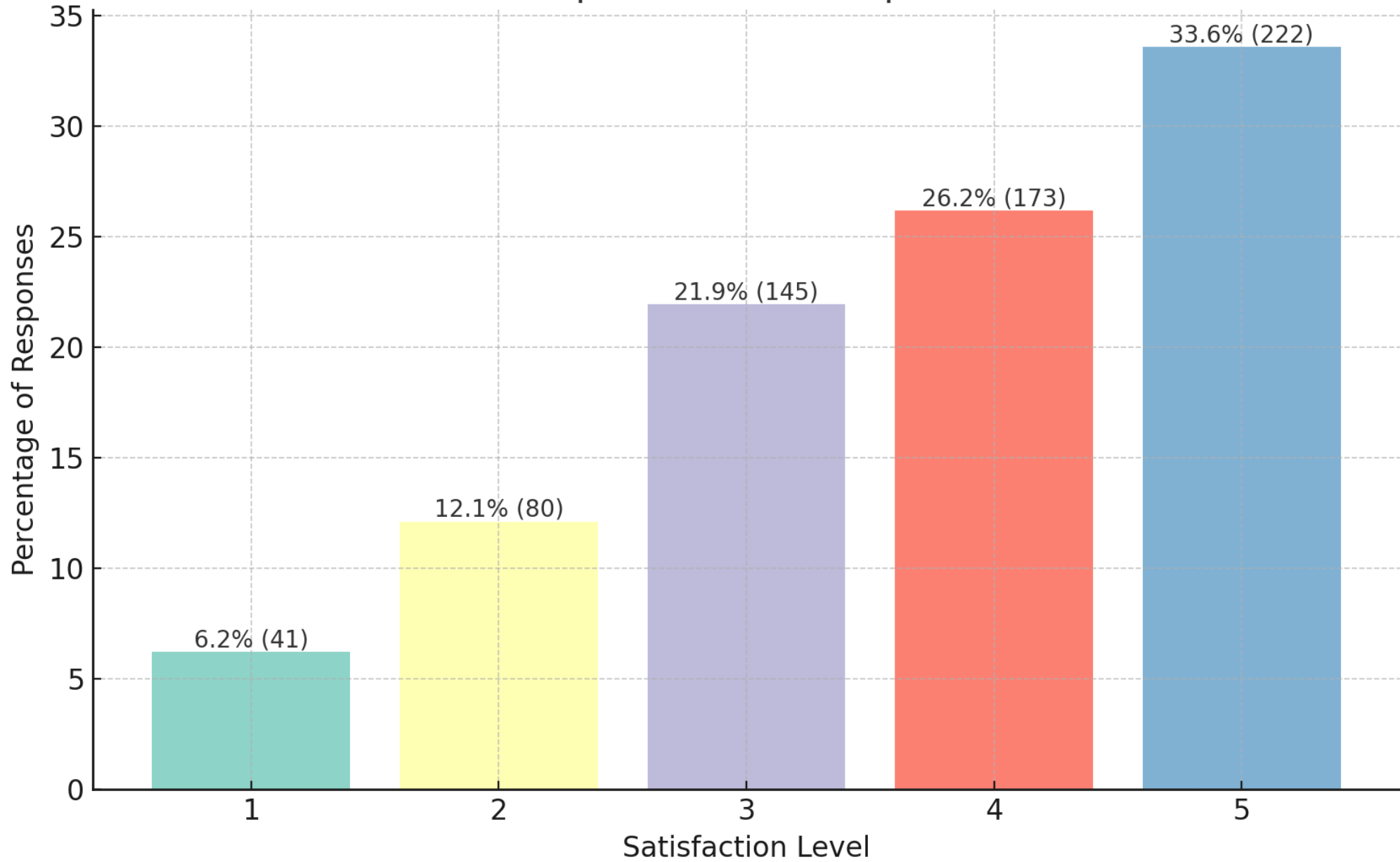
The amount of time taken during the consultation? Do you have confidence and trust in the healthcare professional?  
Did you feel listened to? Did you feel involved in decisions about your care and treatment?



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## Helpfulness of Reception



# Preferred Ways to Access the Practice

