

## Alton Street Surgery

### Mid-Year Patient Survey Results - October 2023

#### Introduction

The results from the 2023 General Practice Patient Survey (GPPS) presented a positive picture for the Practice when compared to the local and national averages and the Practice were pleased with this. Despite benchmarking well, when the 2023 data was compared with historic data, it was noted there was a decline in some of the patient satisfaction responses.

The GPPS contact a random sample of registered patients that may or may not have used the service in the preceding year and the Practice identified that this was very small numbers when compared to the registered population size. In light of this, a mid-year survey was used as the approach to survey patients that had used the service more recently.

#### Method

The Practice worked collaboratively with the Primary Care Network colleagues to identify the questions where there had been a decline in patient satisfaction on the GPPS survey across the locality. These were then prioritised to specifically ask about the patient experience. Five questions were chosen and were sent to patients that had used the service during the month of October 2023.

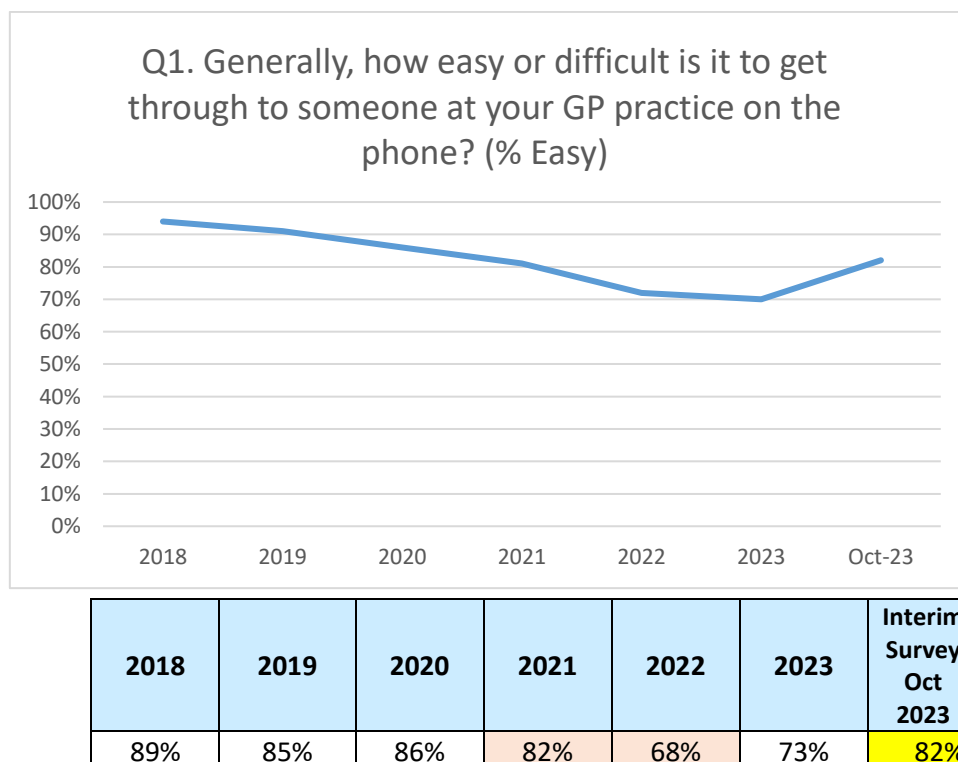
#### The Practice received **567 responses** back.

The October mid-year results were reviewed alongside data from the preceding 5 years. This comparison was to gain insight into changes over time and to help identify whether the decline was a persistent trend or a temporary issue.

The October mid-year review involved assessing any changes in staff, processes, facilities, or policies that may have contributed to the decline in patient satisfaction.

#### Results

##### Q1. Generally, how easy or difficult is it to get through to someone at your GP practice on the phone? (% Easy)



Q1 of the GPPS relates to ease of calling into the Practice on the telephone.

Historical data showed a decline in satisfaction which dipped most in 2021-2022. However the mid-year survey showed satisfaction shot up to 82%. The Practice were reassured that by asking this question to a higher proportion of patients that had recently used the service was a better reflection of the service they were providing.

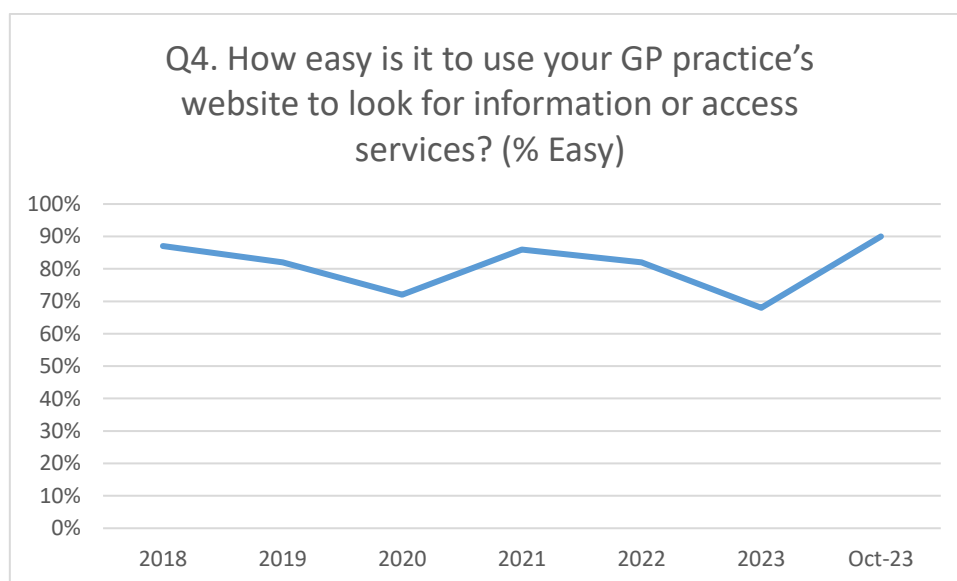
The Practice have explored why satisfaction may have dipped in previous years and acknowledge the effect of staffing challenges during the pandemic in conjunction with a rise in the number of registered patients, both of which would have contributed to challenges in managing patient interactions.

During this period the reception staff were unable to work in their usual ways and on top of this there was significant long-term absence within the team. Although temporary receptionists were employed to help provide the cover needed, the receptionist role is now very complex and it can take a full year to train a new team member. Therefore the support from the new team members took some time to have an effect.

Since this time, the Practice have made changes to the reception cover at peak times. A review of telephone statistics and staff rota's demonstrated when demand for services is at its highest and allowed for staff to be moved around to accommodate. This was done in conjunction with additional recruitment and the senior team members all helping for the first 90 minutes of the morning to tackle the '8am rush' of calls. The Practice plan to undertake a separate audit on call waiting times to review this area further.

With the changes implemented and a positive result in the mid-year survey, the Practice were reassured that they were providing a good level of service in this area.

#### Q4. How easy is it to use your GP practice's website to look for information or access services? (% Easy)

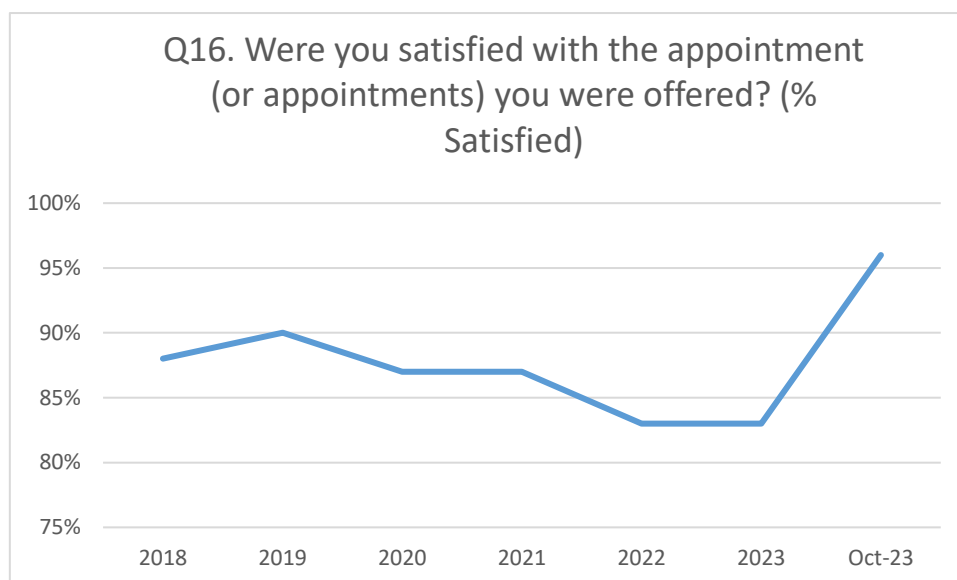


2018	2019	2020	2021	2022	2023	Oct-23
87%	82%	72%	86%	82%	68%	90%

The Practice, in collaboration with their Patient Participation Group (PPG) had already identified that the website needed to be updated. In 2022 the Practice took steps to improve the website by changing website provider and making changes to its content and accessibility.

A recent analysis from the ICB digital team, scored the Practice in the top two for website usability in the region. The Practice are pleased with the mid-year survey results rising to 90% and are hopeful that the response to this question going forwards will remain consistent.

**Q16. Were you satisfied with the appointment (or appointments) you were offered? (% Satisfied)**



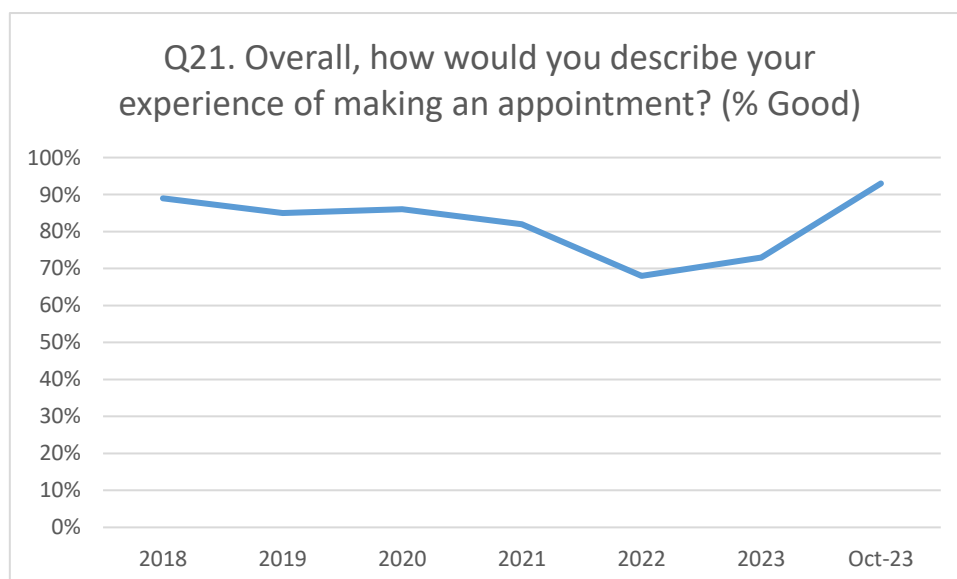
2018	2019	2020	2021	2022	2023	Oct-23
88%	90%	87%	87%	83%	83%	96%

The data over time demonstrated a steady decline from 2020 up until the October mid-year survey, where there was a significant uptick in satisfaction. From a more representative patient sample standpoint, the Practice are pleased with this response.

This uptick may also be attributed to the additional members of the team that were recruited. During this time an additional GP, Advanced Nurse Practitioner, Clinical Pharmacist, Pharmacy Technician, phlebotomist and additional administrative support staff were recruited. The Practice are optimistic that the increase in staff above the pre-pandemic baseline, will have made a significant improvement to the choice and number of appointments being offered.

The Practice plans to replicate the questions in the 2024 patient survey to ensure they have data received from a representative sample going forwards.

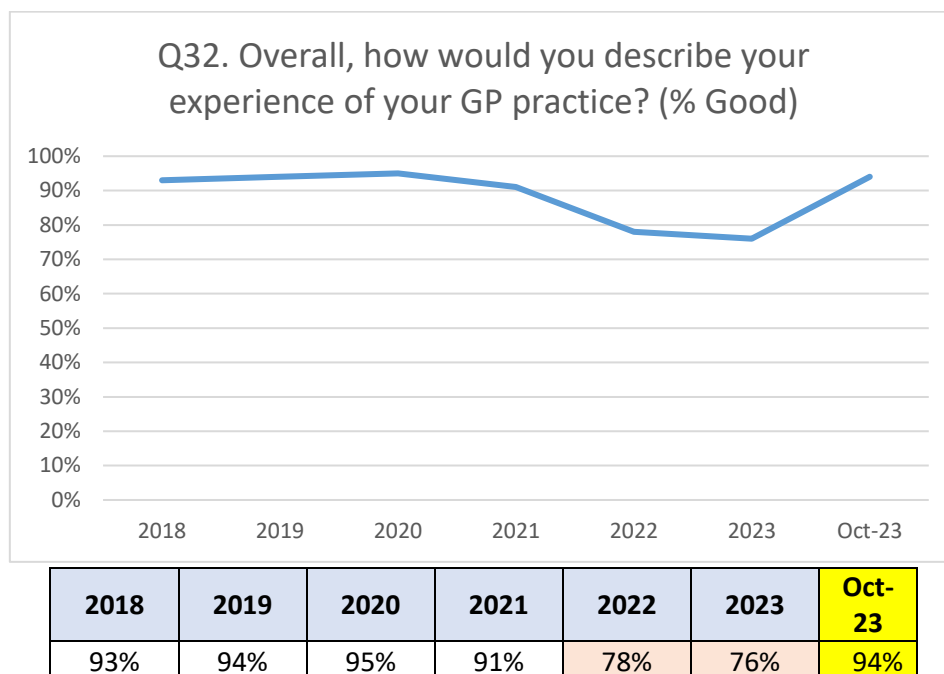
**Q21. Overall, how would you describe your experience of making an appointment? (% Good)**



2018	2019	2020	2021	2022	2023	Oct-23
89%	85%	86%	82%	68%	73%	93%

The declining trend between 2020 and 2022 are likely to be attributed to the Pandemic and lockdowns. The level of satisfaction recorded had already started to go back up, and it was reassuring to see that the October mid-year survey responses rose significantly with a pleasing 93% in satisfaction. This suggests that both surveying a more representative sample, combined with efforts to address the post pandemic challenges, have had a positive impact on patient satisfaction.

### Q32. Overall, how would you describe your experience of your GP practice? (% Good



The overall satisfaction of patient experience dipped slightly between 2021 and 2023. Again, this may be attributable to the pandemic and recruitment requirements during this time.

The Practice have been actively working on improving patient feedback mechanisms. Creating a dedicated area on the website and implementing new processes for responding to feedback. The feedback collection processes now places more emphasis on looking at key themes, balanced with ensuring compliments are passed onto the team. The Practice will take feedback to the quarterly PPG meeting for further review and suggestions.

The Practice were delighted with 94% of the responses in the mid-year survey rating the Practice as good in this area.

### Conclusion of Patient Survey

Surveying patients who have used the service more recently is a good approach to ensure that the feedback is timely, relevant and provides more accurate insights.

While the GPPS provides valuable benchmarking against local and national averages, the mid-year survey compliments this data by honing in on more recent interactions. The combination of both approaches provides a comprehensive view of patient satisfaction trends and a review will be carried out in the same manner in 2024.

Looking at the time period of some of the downward trends, it appears that the impact of the pandemic affected patient satisfaction negatively on a national level. This reflects the challenges faced by both healthcare providers and patients during that time. It is therefore likely to be a temporary decline.

The on-the-day booking system with telephone triage was not a new implementation during the pandemic for the Practice, this was implemented in 2013. This suggests that the practice booking systems was not the cause of the downward trend in the specified areas of patient satisfaction.

The decision to increase staffing levels for both clinical and non-clinical positions is a positive step to improve access, improving staff wellbeing and positively influencing overall patient satisfaction. The Practice feel this was reflected in this interim survey and will continue to be reflected in the 2024 GPPS.

The last 5 years of survey data pinpointed the website and call answering times as specific areas for improvement. The practice have already implemented changes in these areas and will review the responses in the 2024 survey.