

Aelfgar Surgery - Patient Satisfaction Survey

December 2023

1. Thinking about the last time you contacted the practice, how easy was it to get through and speak to someone on the telephone system?



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|-----------------------|-----------|
| ● Extremely easy | 390 (41%) |
| ● Somewhat Easy | 348 (37%) |
| ● Neutral | 112 (12%) |
| ● Somewhat difficult | 75 (8%) |
| ● Extremely difficult | 28 (3%) |

2. How satisfied were you with this?



| | |
|--------------------------------------|-----------|
| ● Extremely satisfied | 380 (40%) |
| ● Satisfied | 367 (39%) |
| ● Neither satisfied nor dissatisfied | 114 (12%) |
| ● Dissatisfied | 71 (7%) |
| ● Extremely dissatisfied | 20 (2%) |

3. Thinking about the last time you booked an appointment, how satisfied were you with the arrangements for making your appointment?



| | |
|--------------------------------------|-----------|
| ● Extremely satisfied | 431 (45%) |
| ● Satisfied | 394 (41%) |
| ● Neither satisfied nor dissatisfied | 57 (6%) |
| ● Dissatisfied | 50 (5%) |
| ● Extremely dissatisfied | 20 (2%) |

4. Which method did you use for booking your appointment?



| | |
|----------------|-----------|
| ● Telephone | 737 (77%) |
| ● Face to face | 152 (16%) |
| ● Online | 62 (7%) |

5. Overall, how would you describe your experience of making an appointment?



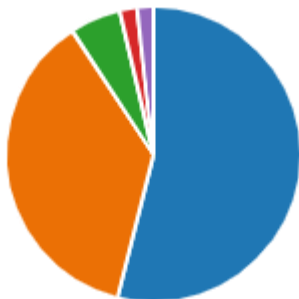
| | |
|-----------------------|-----------|
| Very good | 516 (54%) |
| Fairly good | 292 (31%) |
| Neither good nor poor | 68 (7%) |
| Fairly poor | 55 (6%) |
| Very poor | 23 (2%) |

6. Were you satisfied with the appointment (or appointments) you were offered?



| | |
|---------------------------------------|-----------|
| Yes, and I accepted an appointment | 824 (87%) |
| No, but I still took an appointment | 104 (11%) |
| No, and I did not take an appointment | 16 (2%) |

7. When contacting the practice, how satisfied are you with the assistance you receive from our reception team?



| | |
|------------------------------------|-----------|
| Extremely satisfied | 513 (54%) |
| Satisfied | 350 (37%) |
| Neither satisfied nor dissatisfied | 53 (6%) |
| Dissatisfied | 18 (2%) |
| Extremely dissatisfied | 17 (2%) |

8. Thinking about your last appointment, how satisfied were you with the care and support you were given from the Healthcare Professional that you consulted with?



| | |
|------------------------------------|-----------|
| Extremely satisfied | 630 (66%) |
| Satisfied | 245 (26%) |
| Neither satisfied nor dissatisfied | 45 (5%) |
| Dissatisfied | 20 (2%) |
| Extremely dissatisfied | 12 (1%) |

9. How easy is our website to look at for information about the practice?



| | |
|---------------------|-----------|
| Extremely easy | 249 (28%) |
| Somewhat easy | 253 (29%) |
| Neutral | 324 (37%) |
| Somewhat difficult | 41 (5%) |
| Extremely difficult | 12 (1%) |

10. Have you ever used our online consultation services?



| | |
|-----|-----------|
| Yes | 107 (11%) |
| No | 844 (89%) |

11. If yes, how satisfied were you with the information that was available to you or how the practice dealt with your query?



| | |
|--------------------------------------|-----------|
| ● Extremely satisfied | 77 (29%) |
| ● Satisfied | 73 (27%) |
| ● Neither satisfied nor dissatisfied | 110 (41%) |
| ● Dissatisfied | 6 (2%) |
| ● Extremely dissatisfied | 4 (1%) |

12. Do you feel that you are well informed about the services we offer and any changes we make are communicated effectively?



| | |
|---------|-----------|
| ● Yes | 553 (61%) |
| ● No | 147 (16%) |
| ● Maybe | 209 (23%) |

13. Overall, how would you describe your experience of the practice?



| | |
|-----------------------|-----------|
| Very good | 556 (58%) |
| Good | 298 (31%) |
| Neither good nor poor | 65 (7%) |
| Poor | 21 (2%) |
| Very poor | 11 (1%) |

SUMMARY

A patient satisfaction survey was undertaken between 4th and 22nd December 2023. The questionnaires were sent out to all registered patients aged 18 years and over and results were compiled electronically via Microsoft forms - **965 Responses** received, and the average completion time of the survey was **03:03 minutes**.

The collated data was analysed, and this enabled the practice to get a better understanding of areas for potential improvement in our current access arrangements.

Telephone Access

Conclusion:

Comparing the results from last year's national GP survey, the percentage of patients finding it extremely or somewhat easy to get through and speak to someone on the phone had decreased by 1%.

Action Plan:

We are in the process of installing an advanced telephony system which has special features that will help to improve access and reduce patient wait times. These include.

- Patient Call Back - Callers will be able to save their position in the queue. They receive a call back when they are at the front of the queue saving time waiting on the line.
- Dedicated line for pharmacies and nursing homes so they free up space in the patient call queue

We have also recruited an additional receptionist which will allow the telephones to be answered in a more timely manner.

Appointment Access

Conclusion:

The percentage of patients satisfied with the arrangements for making an appointment has remained the same.

The practice did an appointment audit in April 2023 and as a consequence changed the appointment system. The percentage of pre-bookable appointments has been increased and more appointments are available to book online.

We already have a varied skill mix of Clinicians and PCN additional roles in the practice such as Physician Associate, Paramedics, Mental Health Practitioners, Social Prescriber, Pharmacist and First Contact Physiotherapists. Our website provides patients with a better understanding of their roles and responsibilities as it is not always necessary for an appointment to be made with a GP to meet their health needs. We have however, recently recruited another GP to complement our current workforce.

Action Plan:

- The practice will regularly review the appointment system to ensure capacity and demand is being met.
- The practice will continue to review its staffing levels and increase its workforce accordingly.

Digital Access i.e. practice website

Conclusion:

The practice changed its website provider in 2023 and has recently completed a website benchmarking and improvement tool. This is to ensure that the website is providing the most appropriate support and information to patients to increase accessibility such as online consult, self help support, registering with the practice and patient access services.

Reception staff are offering the online triage service to patients and encouraging use of the NHS App.

Action Plan:

- All staff to continue to promote online services
- To ensure the Practice website is mobile friendly.

Patient Satisfaction

Conclusion:

The overall results had been extremely pleasing with our results being above the national average.

Action Plan:

- This survey will be undertaken again in 12 months' time to assess that improvements made to the practice have been sustained.
- The practice will encourage the completion of the friends and family surveys and will act upon any trends identified.