

Springfield House Medical Centre

GP Satisfaction Survey Results 2022

A total of 402 surveys were sent out and 96 of these were sent back this equates to 24% completion rate, on looking through the survey not all answers on the surveys returned were answered.

We feel this is a very low return figure of surveys and does not show a true reflection of the hard work that is carried out on a daily basis by all the team members, having said that we do agree that we need to improve in certain areas, and this has highlighted those areas for us, and we will work hard to improve our services

Please bear in mind that this survey has been completed during a pandemic and as a practice I feel we have done fantastic and adapted to new working ways with great success.

Where patient experience is best

- 60% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

ICS result: 59% National result: 59%

- 86% of respondents were given a time for their last general practice appointment

ICS result: 88% National result: 90%

- 49% of respondents find it easy to get through to this GP practice by phone

ICS result: 53% National result: 53%

Where patient experience could improve

- 50% of respondents describe their overall experience of this GP practice as good

ICS result: 72% National result: 72%

- 34% of respondents describe their experience of making an appointment as good

ICS result: 55% National result: 56%

- 45% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

ICS result: 63% National result: 65%

Your Local GP Services

49% find it easy to get through to the practice by phone, compared to 53% local average and 53% national average. – we have installed a new telephone system and we have now increased the number of staff members answering the phone during our busy period of 8am – 10am, unfortunately due to illnesses this has not always been the case as we have had to reallocate staff members

Total Respondents 85

66% find the receptionists helpful, compared to 82% locally and 82% nationally. – Our receptionists work extremely hard, they try their best with the resources we have and we have struggled this last year due to old members of the team retiring and new team members joining, hopefully this figure will increase going forward

Total Respondents 88

45% are satisfied with the appointment times available, compared to 55% average locally and 65% nationally. – we offer appointments with clinicians from 8am throughout the day until 6pm, we offer same day appointments, pre-bookable and urgent on call when all appointments have been utilised. We also advise patients of the 7-day access so that they can choose an evening or weekend appointment at various sites across the borough

Total Respondents 66

29% usually get to see or speak to their preferred GP, compared to 38% locally and 38% nationally. We have had a Partner leave the practice and we are trying to recruit a new salaried GP with an option of becoming a Partner at a later date, we have also had one of our regular GPs on maternity leave, but she has now returned so this may help.

Total Respondents 21

Making an Appointment

60% were offered a choice of appointment when they last tried to make a general practice appointment, compared to 59% locally and 59% nationally. This is an improvement from last year

Total Respondents 64

56% were satisfied with the type of appointment they were offered, compared to 71% locally and 72% nationally. We offer appointments at different times during the day with all clinicians, we will look again at the times that are offered.

Total Respondents 56

91% took the appointment they were offered, compared to 96% locally and 96% nationally.

Total Respondents 56

34% described their experience of making an appointment good, compared to 55% locally and 56% nationally. –we have more staff members answering the calls during being busy

periods, our doors are also back open now so patients can come into practice and book appointments

Total Respondents 78

Your Last Appointment

86% of respondents were given a time for their last general practice appointment compared to 88% locally and 90% nationally. We decided as a practice not to give times for calls to patients as GPs ring the patients throughout the day, but we have restarted face to face appointments with GPs and a message is sent to the patient with a reminder.

Total Respondents 72

70% say they the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment, this is compared to 84% locally and 83% nationally. – We have increased the allocated time for patients to see a GP from 10 minutes to 15 minutes so that patients feel listened too. We continue to run an audit annually on how long patients are seen by a GP and these results are compared with all other GPs so that they are all aware of how long they spend with their patients and make sure they see their patients for the designated time for more complex issues.

Total Respondents 68

74% say they the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment, this is compared to 85% locally and 85% nationally. – This is disappointing as the clinicians feel they listen and respond to patients needs, we will look at courses to improve communication with patients

Total Respondents 68

79% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment, this is compared to 84% locally and 83% nationally.

Total Respondents 67

72% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment; this is compared to 90% locally and 90% nationally. – This is extremely important that patients feel they have been involved in decisions regarding their care and this will be part of our ongoing plan to improve on this

Total Respondents 69

76% had confidence and trust in the healthcare professional they saw or spoke to in their last general practice appointment, this is compared to 93% locally and 93% nationally. – Again, this is very disappointing comparing it to local and national averages

Total Respondents 71

68% felt the healthcare professional recognised and understood any mental health needs during their last general practice appointment, compared to 81% locally and 81% nationally.

– We have been working hard to engage with all patients and especially those with mental health issues, we have a new mental health practitioner and a MIND councillor that works in the practice regularly, we are also trying to improve our referrals to social prescribing

Total Respondents 45

76% felt their needs were met during their last general practice appointment, this is compared to 90% locally and 91% nationally. – the pandemic has seen an enormous rise in mental health cases, and we are trying our best to improve our skills in this area. We are now part of a Primary Care Network, and we are engaging and trying to make improvements as a group, we have a new mental health practitioner and we have a MIND councillor that works in the practice regularly, we are also trying to improve our referrals to social prescribing

Total Respondents 73

Your Health

45% say they have had enough support in the last twelve months to help them manage their long-term condition(s); this is compared to 67% locally and 74% nationally. – We have a fantastic recall system in place now and some patients may feel they haven't been seen but we are confident that patients will like and accept our new recall and feel supported by us

Total Respondents 27

Overall Experience

50% describe their overall experience of this GP practice as good this is compared to the local average of 72% and national average of 72%. – we find this very disappointing; we are trying to improve access for our patients and to improve their experiences with us. We send monthly surveys to all patients that have received a telephone call from a clinician, and we also utilise Mjog to send friends and family surveys to patients that have had a face to face, we display these results on our website and discuss the feedback in our monthly meetings. I am confident that this rating will improve next year

Total Respondents 89