

Patient Participation Group Website Survey

Introduction

This survey was commissioned by the Patient Participation Group for Palfrey Health Centre in consideration of the CQC inspection report following 15 January 2024 inspection and interview conducted with Mr Waheed Saleem, chairperson of the patient participation group.

The patient participation group requested the practice to undertake a 'snap survey' from 26 January – 07 February, 2024, and based on the four national survey questions. Practice staff were deployed to assist the PPG in conducting this survey.

The practice website provider, latro, was commissioned to design the survey using google forms hosted on the Palfrey Health Centre website. Care was taken to ensure survey questions were identical to those referenced in the national GP survey. The AccuRx SMS platform was used to send a secure SMS link for the survey to the entire practice population. The practice patient management system, EMIS, was used to download a CSV file containing the contact details of patients used for generating the SMS link.

The survey was opened and SMS links were sent to patients on Friday 26 January. Patients were able to access the link at anytime during the survey period and their response was securely retained by the website. The survey was closed on Wednesday 7 February. Every response was logged with auditable metadata by the website provider during the survey period.

Practice management were informed of the findings once the data had been reviewed and a report prepared by the patient participation group was ratified.

Conclusion

Over four times the response rate of the national GP patient survey was observed.

The findings from the survey indicated that for each of the national survey questions, the patient response rate matched or exceeded the national average presented in the CQC inspection report.

Action Plan Progress

The practice will continue to monitor FFT and will undertake another practice based GP survey in 2024, reflecting national criteria.

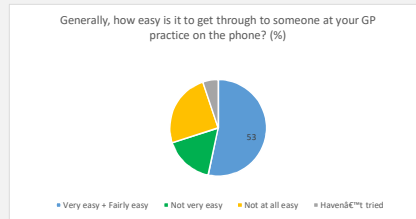
The current survey results demonstrate the practice has achieved published targets for the 2023 national GP survey, and is anticipated to exceed 2024 national GP survey results.

PPG Website Survey Data - (26 Jan - 07 Feb, 2024)

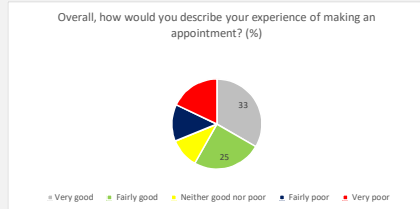
Question 1



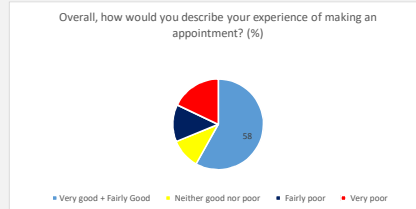
(234 responses)



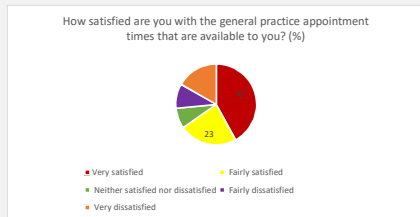
Question 2



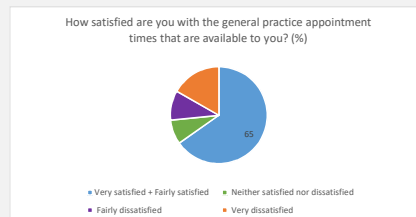
(234 responses)



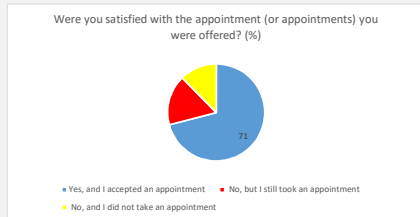
Question 3



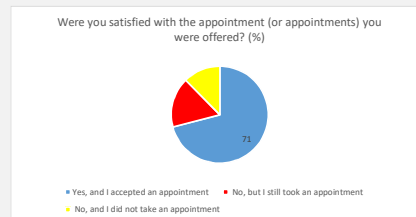
(233 responses)



Question 4



(234 responses)



Notes:

The survey, questions 1 -4, and their respective responses are presented in chart format.

In the first chart series questions and responses categories as per legend.

In the second chart series the same data is presented with the two most 'satisfactory' responses, for questions 1-3, aggregated and displayed as %.

PPG Website Survey Data - (26 Jan - 07 Feb, 2024)

Generally, how easy is it to get through to someone at your GP practice on the phone?

		%			
78 Very easy	78	33			
47 Fairly easy	47	20	53	Very easy + Fairly easy	125 53 53
39 Not very easy	39	17	17	Not very easy	39 17 17
58 Not at all easy	58	25	25	Not at all easy	58 25 25
12 Haven't tried	12	5	5	Haven't tried	12 5 5
6 Blank	6				
	240	100			
234					

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

78 Very good	78	33			
58 Fairly good	58	25	58	Very good + Fairly Good	136 58 58
25 Neither good nor poor	25	11	11	Neither good nor poor	25 11 11
31 Fairly poor	31	13	13	Fairly poor	31 13 13
42 Very poor	42	18	18	Very poor	42 18 18
6 Blank	6				
	240	100			
234					

How satisfied are you with the general practice appointment times that are available to you?

98 Very satisfied	98	42			
54 Fairly satisfied	54	23	65	Very satisfied + Fairly Satisfied	152 65 65
19 Neither satisfied nor dissatisfied	19	8	8	Neither satisfied nor dissatisfied	19 8 8
23 Fairly dissatisfied	23	10	10	Fairly dissatisfied	23 10 10
39 Very dissatisfied	39	17	17	Very dissatisfied	39 17 17
7 Blank	7				
	240	100			
233					

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

166 Yes, and I accepted an appointment	166	71	71	Yes, and I accepted an appointment	166 71 71
39 No, but I still took an appointment	39	17	17	No, but I still took an appointment	39 17 17
29 No, and I did not take an appointment	29	12	12	No, and I did not take an appointment	29 12 12
6 Blank	6				
	240	100			
234					

National GP Patient Survey results

Note: From July 2022, CCGs have been replaced with Sub Integrated Care Board Locations (SICBL) and CCG ODS codes have been retained as part of

Indicator	Practice	SICBL average	England	England comparison
The percentage of respondents to the GP patient survey who responded positively to how easy it was to get through to someone at their GP practice on the phone	32.5%	N/A	49.6%	No statistical variation
The percentage of respondents to the GP patient survey who responded positively to the overall experience of making an appointment (01/01/2023 to 30/04/2023)	42.4%	44.3%	54.4%	No statistical variation
The percentage of respondents to the GP patient survey who were very satisfied or fairly satisfied with their GP practice appointment times (01/01/2023 to 30/04/2023)	42.7%	46.5%	52.8%	No statistical variation
The percentage of respondents to the GP patient survey who were satisfied with the appointment (or appointments) they were offered (01/01/2023 to 30/04/2023)	60.6%	65.8%	72.0%	No statistical variation

Any additional evidence or comments

The above data showed the practice had performed below local and national averages in the national GP patient survey for the indicators related to access. For example, the data showed only 42.7% of patients said they were satisfied with appointment times in comparison to the England average of 52.8%. The practice had carried out their own in-house survey between Jan and November 2023 showing 56% were satisfied.

The practice explained they were taking several actions to improve access for patients, which included:

- The Patient Participation Group (PPG) chairperson explaining the improvements which had been made to patient access by the practice. For example: more face-to-face clinician appointments and a texting facility were just two improvements.
- The practice also improved their appointment types. For example: online services and video calling was now available so patients had more choices to access their GP.
- These range of services enable patients to see a GP in a way that was more comfortable and provided easier access for them to support their care needs.
- We found the improvements reduced the level of complaints made.
- The provider had an action plan in place for the Integrated Care Board (ICB) as way to show how they were improving patient access as part of their funding arrangements. This action plan identified that the provider was planning to improve their telephone system so they will be able to monitor more closely patient access/appointments.

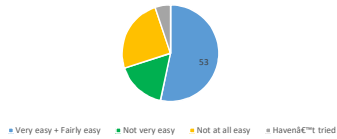
PPG Website Survey Data - (26 Jan - 07 Feb, 2024) versus GP National survey results (01/01/2023 to 30/04/2023)

Practice Survey

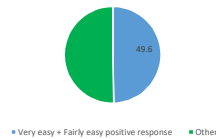
GP National Survey

Question 1

Generally, how easy is it to get through to someone at your GP practice on the phone? (%)

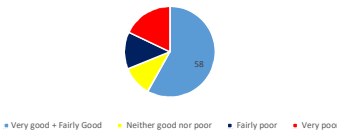


Generally, how easy is it to get through to someone at your GP practice on the phone? (%)



Question 2

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

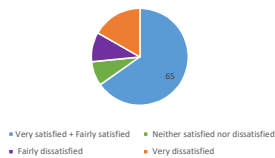


Overall, how would you describe your experience of making an appointment? (%)

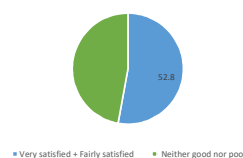


Question 3

How satisfied are you with the general practice appointment times that are available to you? (%)

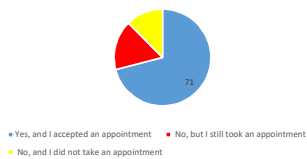


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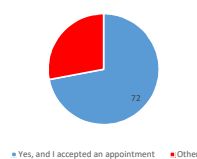


Question 4

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



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



Notes:

Action Plan noted significant progress for practice fielded national GP survey questions, compared to the national figures presented from January 2023 to CQC