

Patient Participation Group Website Survey

Introduction

This survey was commissioned by the Patient Participation Group for Palfrey Health Centre in consideration of the 2024 National GP Patient Survey.

The patient participation group advised to undertake a 'snap survey' over 6 months from October, 2024 – April, 2025 and based on the national survey questions. Select 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 from 30 October 24 with Patients able to access their link at anytime during the survey period and their response was securely retained by the website. The survey was closed on 7 April 25. 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

Overall, a consistently greater participation to the national GP patient survey was observed.

The findings from this survey indicated that for each of the survey questions the patient response rate matched or exceeded the local & national average as presented in the national survey.

Patients responded more positively (57%) to accessing the service by telephone. A new telephone system was introduced in late 2024.

Patients responded more positively (69%) to overall experience of the GP service, and comparable to the response in the national survey.

Patient Participation Group Website Survey

Results

The survey results have been allocated to category headers, as the national survey, for ease of reference, below.
Each category question & response are presented in graphical format.

Your GP practice services

- * Generally, how easy or difficult is it to contact your GP practice on the phone? Asked of all patients. Patients who selected "I haven't tried" have been excluded.
- * Generally, how easy or difficult is it to contact your GP practice using their website? Asked of all patients. Patients who selected "I haven't tried" have been excluded.
- * Generally, how easy or difficult is it to contact your GP practice using the NHS App? Asked of all patients. Patients who selected "I haven't tried" have been excluded.
- * Overall, how helpful do you find the reception and administrative team at your GP practice? Asked of all patients. Patients who selected "I don't know" have been excluded.
- * How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected "I haven't tried" have been excluded.

Your last contact

- * Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected "I couldn't contact my practice" have been excluded.
- * How soon after you contacted your GP practice did you know what the next step would be? Asked of patients who knew what the next step in dealing with their request would be. Patients who selected "I can't remember" have been excluded.
- * Overall, how would you describe your experience of contacting your GP practice on this occasion? Asked of patients who have tried to contact their GP practice since being registered

Your last appointment

- * Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded.
- * Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded.
- * How do you feel about how long you waited for your appointment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded.
- * During your last appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.
- * During your last appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.
- * During your last appointment, how good was the healthcare professional at considering your mental wellbeing? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.
- * Did you feel that the healthcare professional had all the information they needed about you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.
- * Did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.
- * At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I can't remember or it didn't apply" have been excluded.
- * Thinking about the reason for your last appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded.

Your health

- * In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long-term condition or illness. Patients who selected "I haven't needed support" or "I don't know" have been excluded.

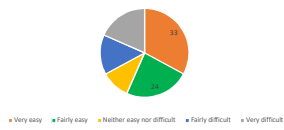
Overall experience

- * Overall, how would you describe your experience of your GP practice? Asked of all patients

'Your GP practice services' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

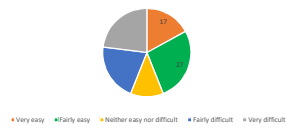
Practice
Question 1

Generally, how easy or difficult is it to contact your GP practice on the phone?



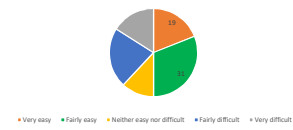
Local area

Generally, how easy or difficult is it to contact your GP practice on the phone? (%)



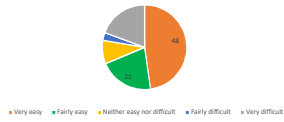
National

Generally, how easy or difficult is it to contact your GP practice on the phone? (%)



Question 2

Generally, how easy or difficult is it to contact your GP practice using their website?



Generally, how easy or difficult is it to contact your GP practice using their website? (%)

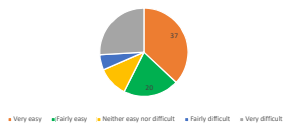


Generally, how easy or difficult is it to contact your GP practice using their website? (%)

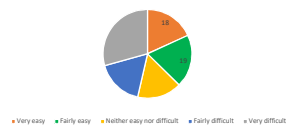


Question 3

Generally, how easy or difficult is it to contact your GP practice using the NHS App?



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



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

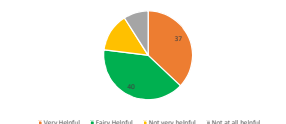


Question 4

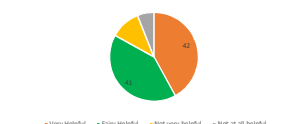
Overall, how helpful do you find the reception and administrative team at your GP practice?



Overall, how helpful do you find the reception and administrative team at your GP practice? (%)

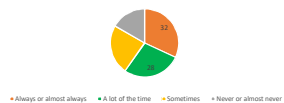


Overall, how helpful do you find the reception and administrative team at your GP practice? (%)

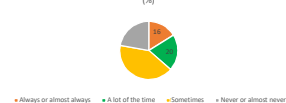


Question 5

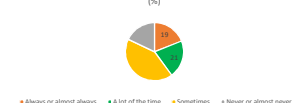
How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected "I haven't tried" have been excluded?



How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected "I haven't tried" have been excluded (%)



How often do you get to see or speak to your preferred healthcare professional when you ask to? Asked of all patients who have a healthcare professional they prefer to see or speak to. Patients who selected "I haven't tried" have been excluded (%)



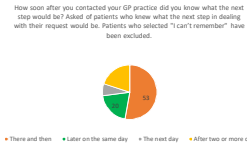
Notes:
The survey questions and their respective responses are presented in chart format.
In the Practice chart series, the chart details each question and response categories legend. For ease of comparison to the national survey, further chart series are presented for local & national with responses denoting 'satisfactory' combined. The aggregate percentage of 'satisfactory' responses is displayed.

'Your last contact' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice
Question 1



Question 2



Question 3



Local area



National



Notes:

The survey questions and their respective responses are presented in chart format.
In the Practice chart series, the chart details each question and response categories legend. For ease of comparison to the national survey, further chart series are presented for local & national with responses denoting 'satisfactory' combined. The aggregate percentage of 'satisfactory' responses is displayed.

'Your last appointment' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice

Question 1

Were you offered the following choice? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded



Question 2

Were you offered the following choice? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded



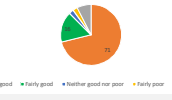
Question 3

How do you feel about how long you waited for your appointment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded



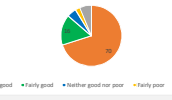
Question 4

During your last appointment, how good was the healthcare professional at listening to you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



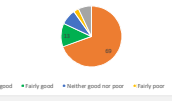
Question 5

During your last appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



Question 6

During your last appointment, how good was the healthcare professional at considering your mental wellbeing? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



Question 7

Did you feel that the healthcare professional had all the information they needed about you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



Question 8

Did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



Question 9

At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I can't remember or it did" have been excluded



Question 10

Thinking about the reason for your last appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded

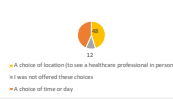


Local area

Were you offered the following choice? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded



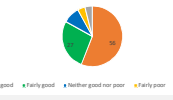
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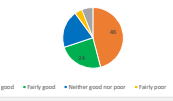
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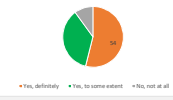
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Did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded



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National

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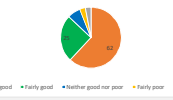
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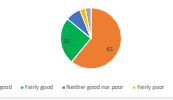
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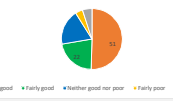
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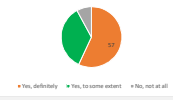
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'Your health' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice
Question 1

In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long-term condition or illness. Patients who selected "I haven't needed support" or "I do



Yes, definitely Yes, to some extent No

Local area

In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long-term condition or illness. Patients who selected "I haven't needed support" or "I do



Yes, definitely Yes, to some extent No

National

In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long-term condition or illness. Patients who selected "I haven't needed support" or "I do



Yes, definitely Yes, to some extent No

Notes:

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'Overall experience' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice
Question 1



Local area



National



Notes:

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'Your GP practice services' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

	Practice			Local	National
1 Generally, how easy or difficult is it to contact your GP practice on the phone?					
		%			
25 Very easy	25	33	Very easy	17	19
18 Fairly easy	18	24	Fairly easy	27	31
8 Neither easy nor difficult	8	11	Neither easy nor difficult	12	12
11 Fairly difficult	11	14	Fairly difficult	21	22
14 Very difficult	14	18	Very difficult	23	16
3 I haven't tried			I haven't tried		
1 Blank					
80	76			100	100
2 Generally, how easy or difficult is it to contact your GP practice using their website?					
22 Very easy	22	48	Very easy	18	21
14 Fairly easy	14	21	Fairly easy	21	27
6 Neither easy nor difficult	6	9	Neither easy nor difficult	15	15
2 Fairly difficult	2	3	Fairly difficult	18	19
13 Very difficult	13	19	Very difficult	27	18
12 I haven't tried			I haven't tried		
1 Blank					
80	67			99	100
3 Generally, how easy or difficult is it to contact your GP practice using the NHS App?					
20 Very easy	20	37	Very easy	18	21
11 Fairly easy	11	20	Fairly easy	19	24
6 Neither easy nor difficult	6	11	Neither easy nor difficult	16	16
3 Fairly difficult	3	6	Fairly difficult	17	17
14 Very difficult	14	26	Very difficult	29	22
24 I haven't tried			I haven't tried		
2 Blank					
80	54			99	100
4 Overall, how helpful do you find the reception and administrative team at your GP practice?					
40 Very Helpful	40	52	Very Helpful	37	42
13 Fairly Helpful	13	17	Fairly Helpful	40	41
13 Not very helpful	13	17	Not very helpful	14	11
11 Not at all helpful	11	14	Not at all helpful	9	6
3 I don't know			I don't know		
80	77			100	100
5 How often do you get to see or speak to your preferred healthcare professional when you ask to?					
23 Always or almost always	23	32	Always or almost always	16	19
20 A lot of the time	20	28	A lot of the time	20	21
17 Sometimes	17	24	Sometimes	41	42
12 Never or almost never	12	17	Never or almost never	22	18
7 I haven't tried			I haven't tried		
1 Blank					
80	72			99	100

Your last contact PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice				Local	National
1 Once you had contacted your GP practice, did you know what the next step in dealing with your request would be? Asked of patients who have tried to contact their GP practice since being registered, except those whose call was not answered. Patients who selected "I couldn't contact my practice" have been excluded					
%					
40 Yes	49	64			
10 No	10	13	Yes	76	83
17 I was told to contact my practice again another day, as they couldn't help that day	17	22	No	9	8
3 I couldn't contact my practice			I was told to contact my practice again another day, as they couldn't help that day	16	9
1 Blank					
80	76			101	100
2 How soon after you contacted your GP practice did you know what the next step would be? Asked of patients who knew what the next step in dealing with their request would be. Patients who selected "I can't remember" have been excluded					
37 There and then	37	53	There and then	69	66
14 Later on the same day	14	20	Later on the same day	19	22
5 The next day	5	7	The next day	5	5
14 After two or more days	14	20	After two or more days	7	7
1 Blank					
71	70			100	100
3 Overall, how would you describe your experience of contacting your GP practice on this occasion? Asked of patients who have tried to contact their GP practice since being registered					
37 Very good	37	46	Very good	31	37
21 Fairly good	21	26	Fairly good	28	30
4 Neither easy nor difficult	4	5	Neither easy nor difficult	15	14
5 Fairly poor	5	6	Fairly poor	11	9
13 Very poor	13	16	Very poor	15	9
80	80			100	99

'Your last appointment' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice				Local	National
1 Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded					
	%				
28 A choice of time or day	28	42	A choice of time or day	48	53
31 I was not offered these choices	31	47	I was not offered these choices	12	13
7 A choice of location (to see a healthcare professional in person)	7	11	A choice of location (to see a healthcare professional in person)	46	41
9 I didn't need a choice					
5 I can't remember					
80	66			106	107
2 Were you offered the following choices? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I didn't need a choice" or "I can't remember" have been excluded					
7 A choice of location (to see a healthcare professional in person)	7	11	A choice of location (to see a healthcare professional in person)	48	53
31 I was not offered these choices	31	47	I was not offered these choices	12	13
28 A choice of time or day	28	42	A choice of time or day	46	41
9 I didn't need a choice					
5 I can't remember					
80	66			106	107
3 How do you feel about how long you waited for your appointment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded					
37 It was about right	37	63	It was about right	59	66
22 It took too long	22	37	It took too long	41	34
7 I don't know					
2 Blank					
68	59			100	100
4 During your last appointment, how good was the healthcare professional at listening to you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded					
57 Very good	57	71	Very good	56	62
13 Fairly good	13	16	Fairly good	27	25
2 Neither good nor poor	2	3	Neither good nor poor	9	7
2 Fairly poor	2	3	Fairly poor	4	3
6 Very poor	6	8	Very poor	4	3
80	80			100	100
5 During your last appointment, how good was the healthcare professional at treating you with care and concern? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded					
56 Very good	56	70	Very good	55	61
13 Fairly good	13	16	Fairly good	27	25
4 Neither good nor poor	4	5	Neither good nor poor	10	8
2 Fairly poor	2	3	Fairly poor	4	3
5 Very poor	5	6	Very poor	4	3
80	80			100	100
6 During your last appointment, how good was the healthcare professional at considering your mental wellbeing? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded					
50 Very good	50	69	Very good	46	51
9 Fairly good	9	13	Fairly good	24	22
6 Neither good nor poor	6	8	Neither good nor poor	20	19
2 Fairly poor	2	3	Fairly poor	4	4
5 Very poor	5	7	Very poor	6	5
7 I don't know or it didn't apply					
1 Blank					
80	72			100	101
7 Did you feel that the healthcare professional had all the information they needed about you? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.					
58 Yes, definitely	58	78	Yes, definitely	54	57
9 Yes, to some extent	9	12	Yes, to some extent	36	35
7 No, not at all	7	9	No, not at all	10	8
5 I don't know or it didn't apply					
1 Blank					
80	74				100
8 Did you have confidence and trust in the healthcare professional you saw or spoke to? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know or it didn't apply" have been excluded.					
50 Yes, definitely	50	68	Yes, definitely	58	63
17 Yes, to some extent	17	23	Yes, to some extent	32	29
7 No, not at all	7	9	No, not at all	10	8
5 I don't know or it didn't apply					
1 Blank					
80	74			100	100
9 At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I can't remember or it didn't apply" have been excluded.					
47 Yes, definitely	47	63	Yes, definitely	55	61
18 Yes, to some extent	18	24	Yes, to some extent	34	30
10 No, not at all	10	13	No, not at all	11	9
3 I can't remember or it didn't apply					
2 Blank					
80	75			100	100
10 Thinking about the reason for your last appointment, were your needs met? Asked of patients who had an appointment since being registered with current GP practice. Patients who selected "I don't know" have been excluded					
50 Yes, definitely	50	68	Yes, definitely	52	57
15 Yes, to some extent	15	20	Yes, to some extent	36	33
9 No, not at all	9	12	No, not at all	12	10
4 I don't know					
2 Blank					
80	74			100	100

Practice				Local	National
1 In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses? Asked of all patients with a long term condition or illness. Patients who selected "I haven't needed support" or "I don't know" have been excluded.					
	%				
32 Yes, definitely	32	52	Yes, definitely	26	31
17 Yes, to some extent	17	28	Yes, to some extent	38	37
12 No	12	20	No	36	32
12 I haven't needed support					
5 I don't know					
2 Skipped					
80	61			100	100

'Overall experience' PPG Website Survey Data - (30 Oct - 07 Apr, 2025)

Practice				Local	National
1 Overall, how would you describe your experience of your GP practice? Asked of all patients					
	%				
43 Very good	43	54	Very good	37	42
12 Fairly good	12	15	Fairly good	30	32
15 Neither good nor poor	15	19	Neither good nor poor	15	13
4 Fairly poor	4	5	Fairly poor	9	7
5 Very poor	5	6	Very poor	8	5
1 Skews					
80	79			99	99