



Chelsfield Surgery Patient Participant Group Survey 2025

PPG Survey 2025 – What You Told Us

✅ **Most people were satisfied** with their experience — and more said they were *Extremely Satisfied* than in 2024.

✨ **Reception ratings improved significantly.** People described staff as helpful and polite. Some mentioned long waits or phone issues.

🕒 **Appointments are still a challenge**, but most people found their appointment time convenient once booked.

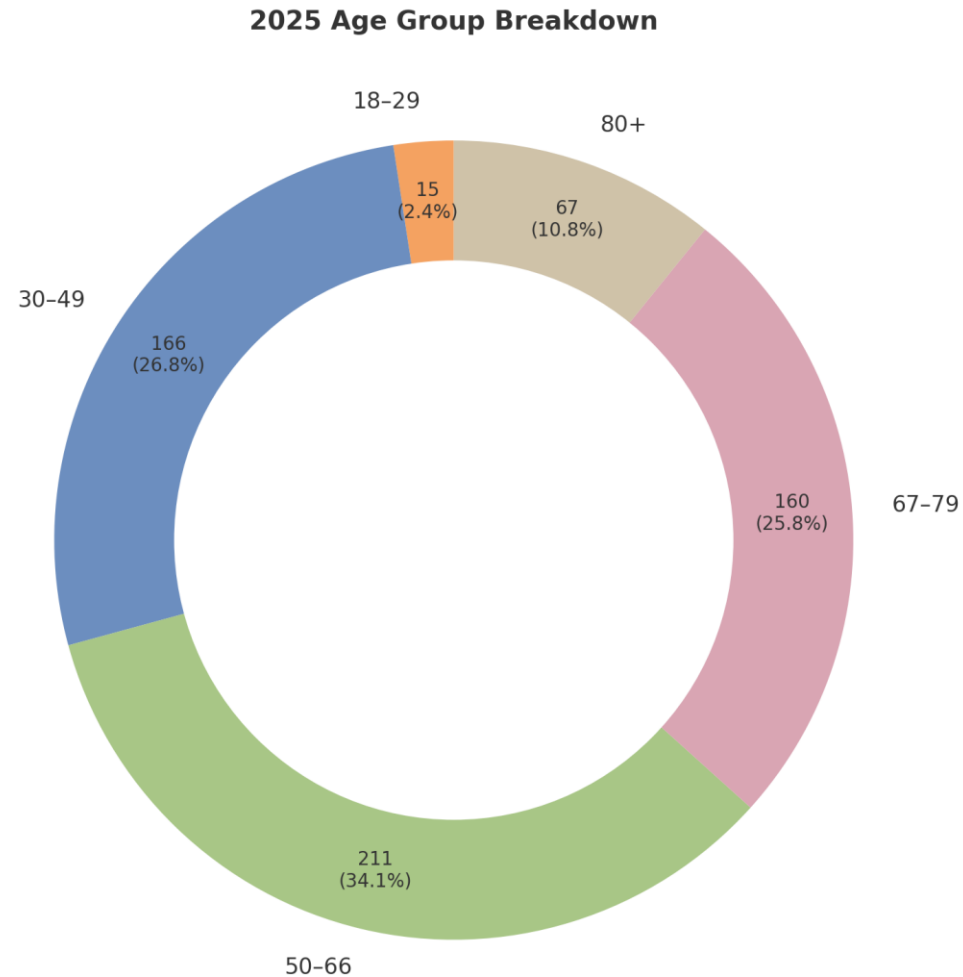
💪 **Support for long-term conditions improved**, with more *Very Satisfied* responses than last year — a statistically significant change.

🗣️ **Consultations were highly rated** — patients felt listened to, confident in their clinician, and involved in decisions.

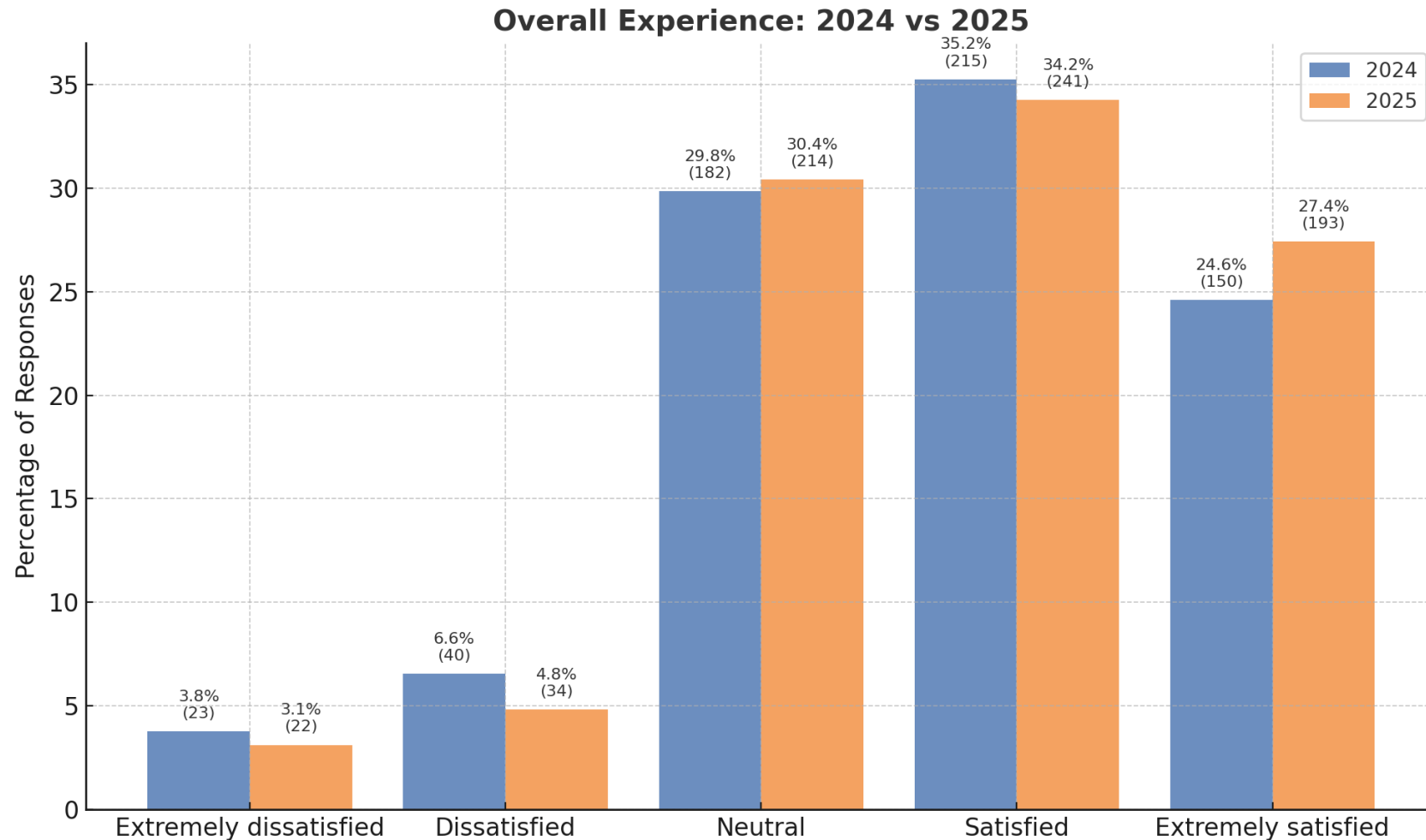
📄 **Comments praised staff** and suggested ways to improve access and support for more complex needs.

🌐 **Experience was consistent across all age groups** — no major differences in how people rated their care.

Most respondents were aged 30+

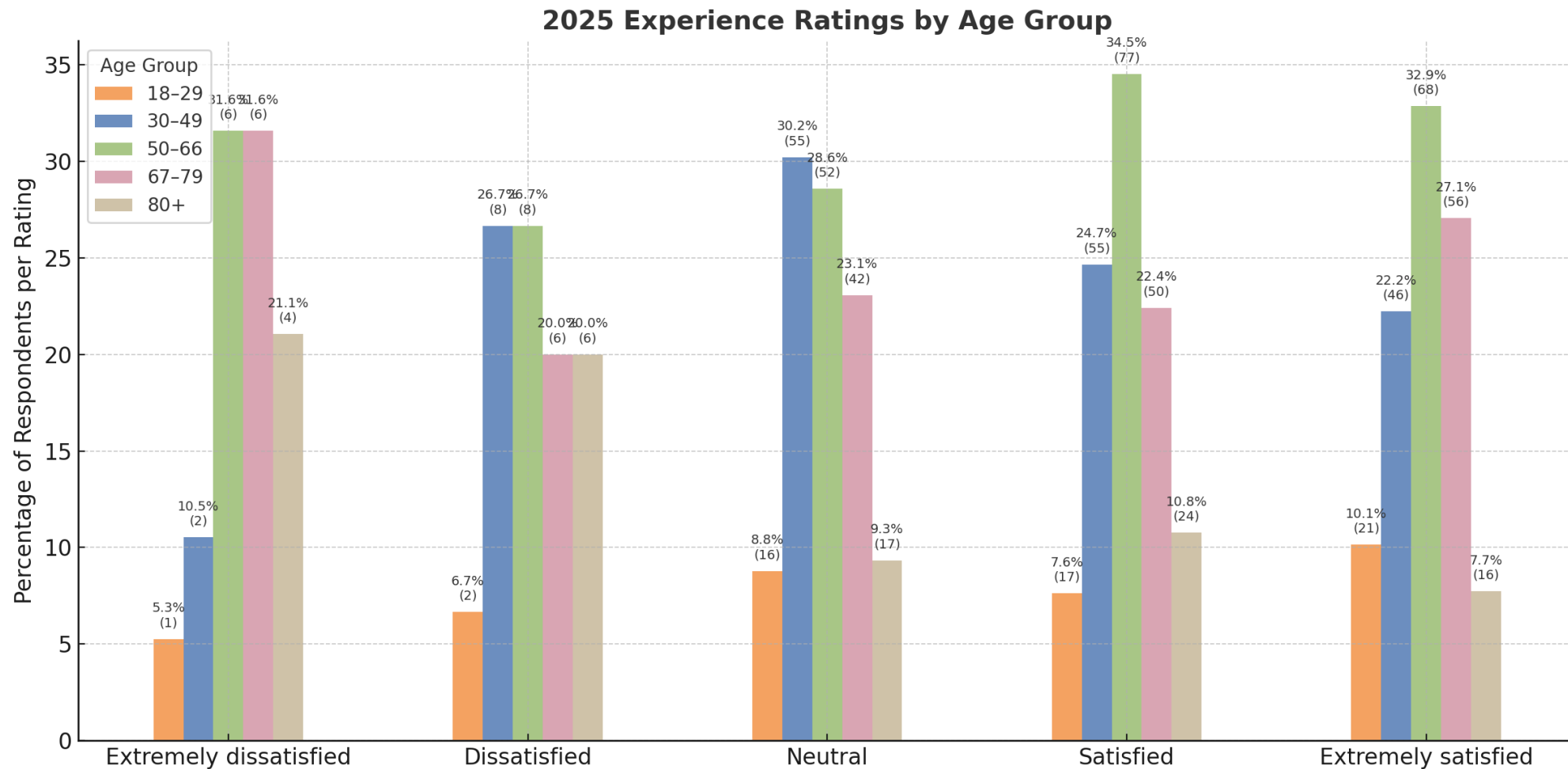


Overall experience was same as 2024*

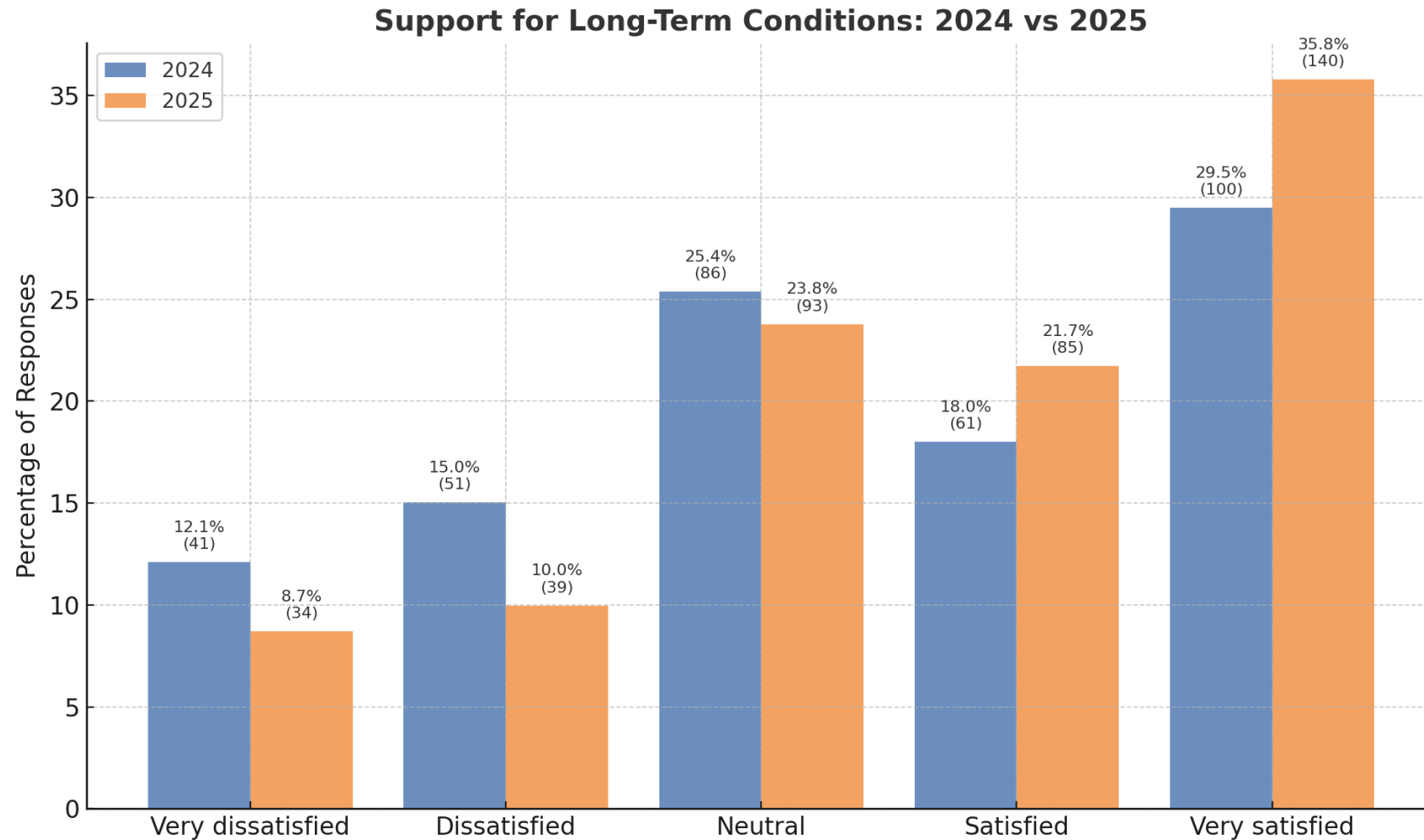


*No statistically significant difference between years

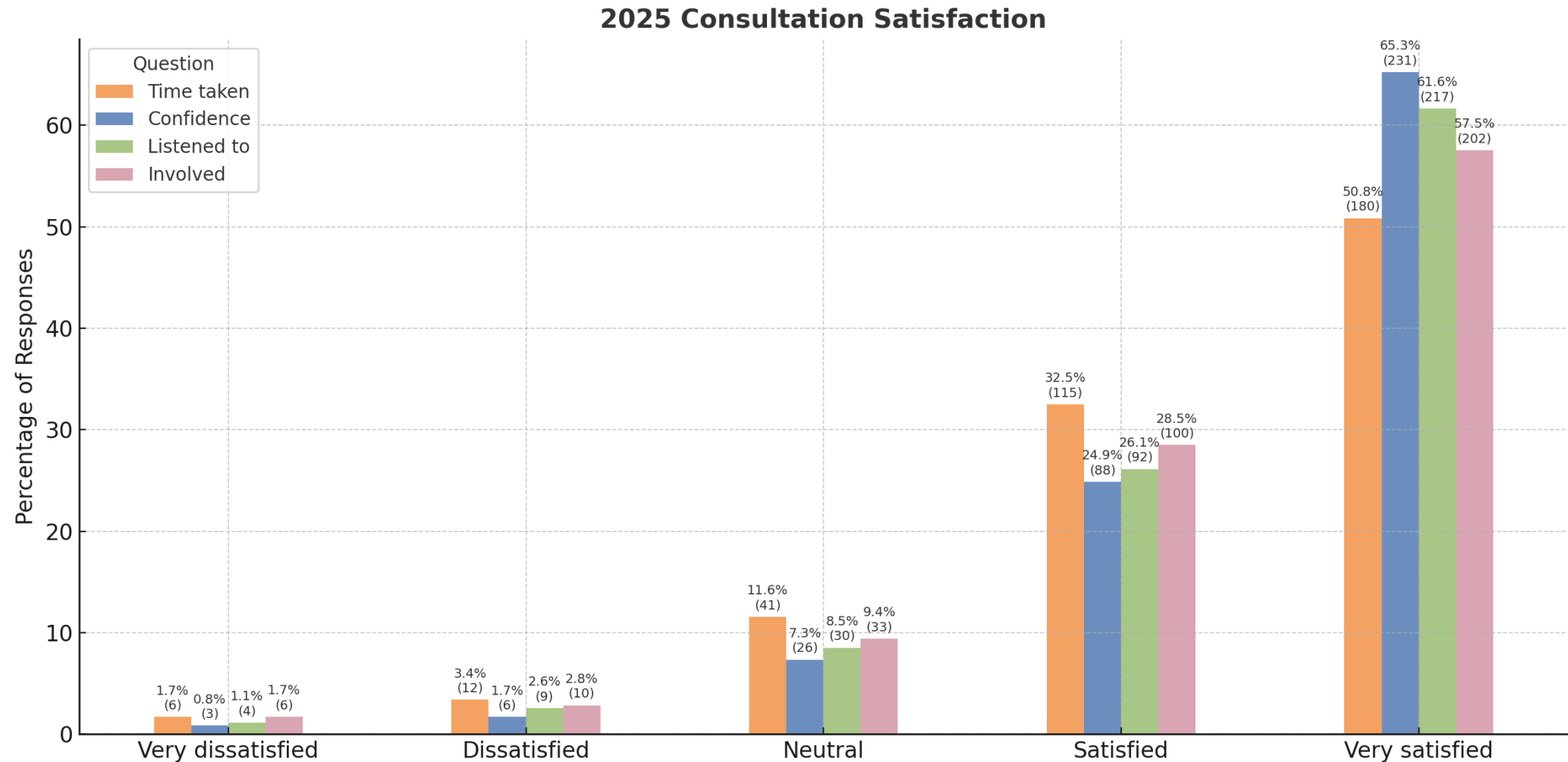
Experience by age not significantly different



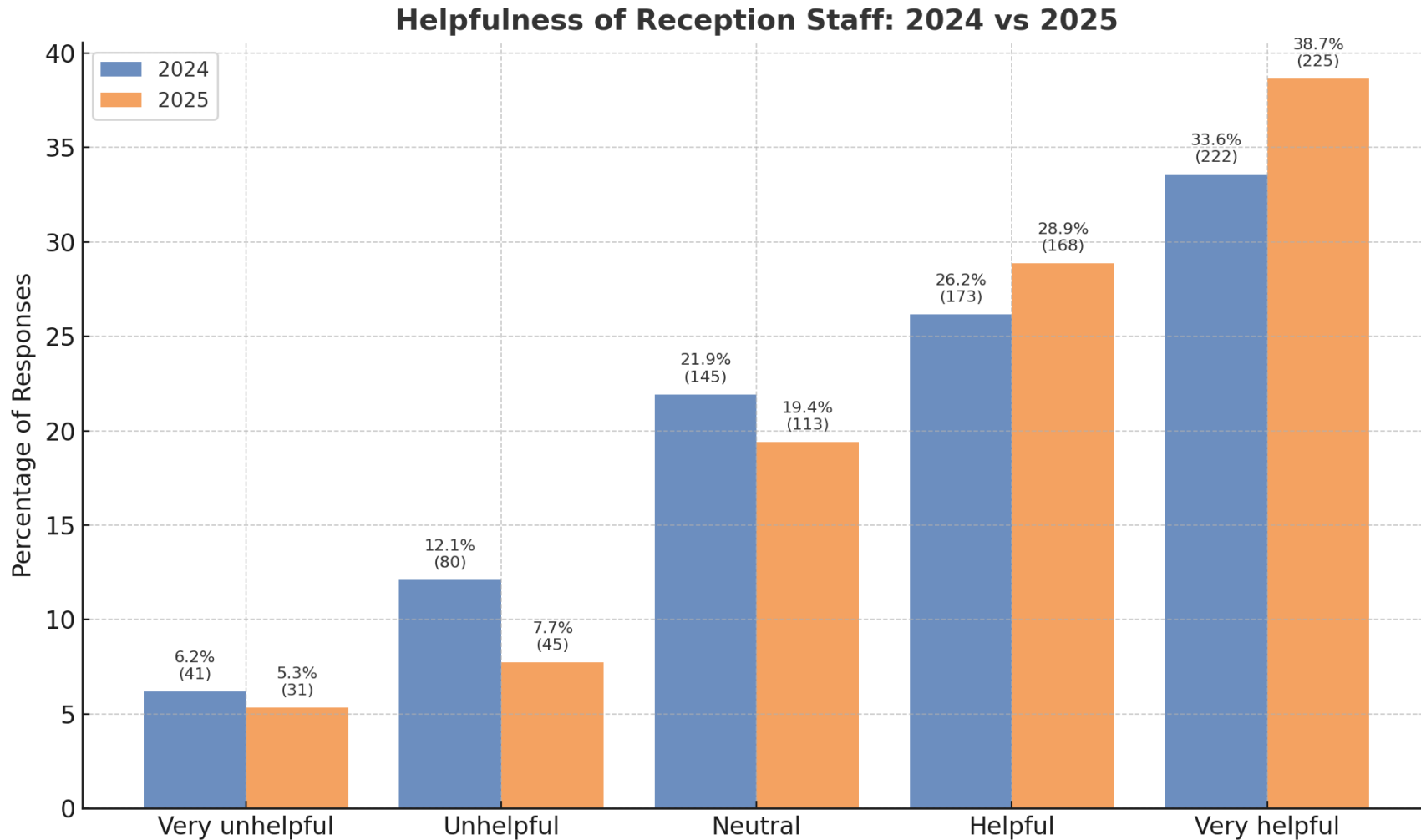
Significant improvement in support for long-term conditions



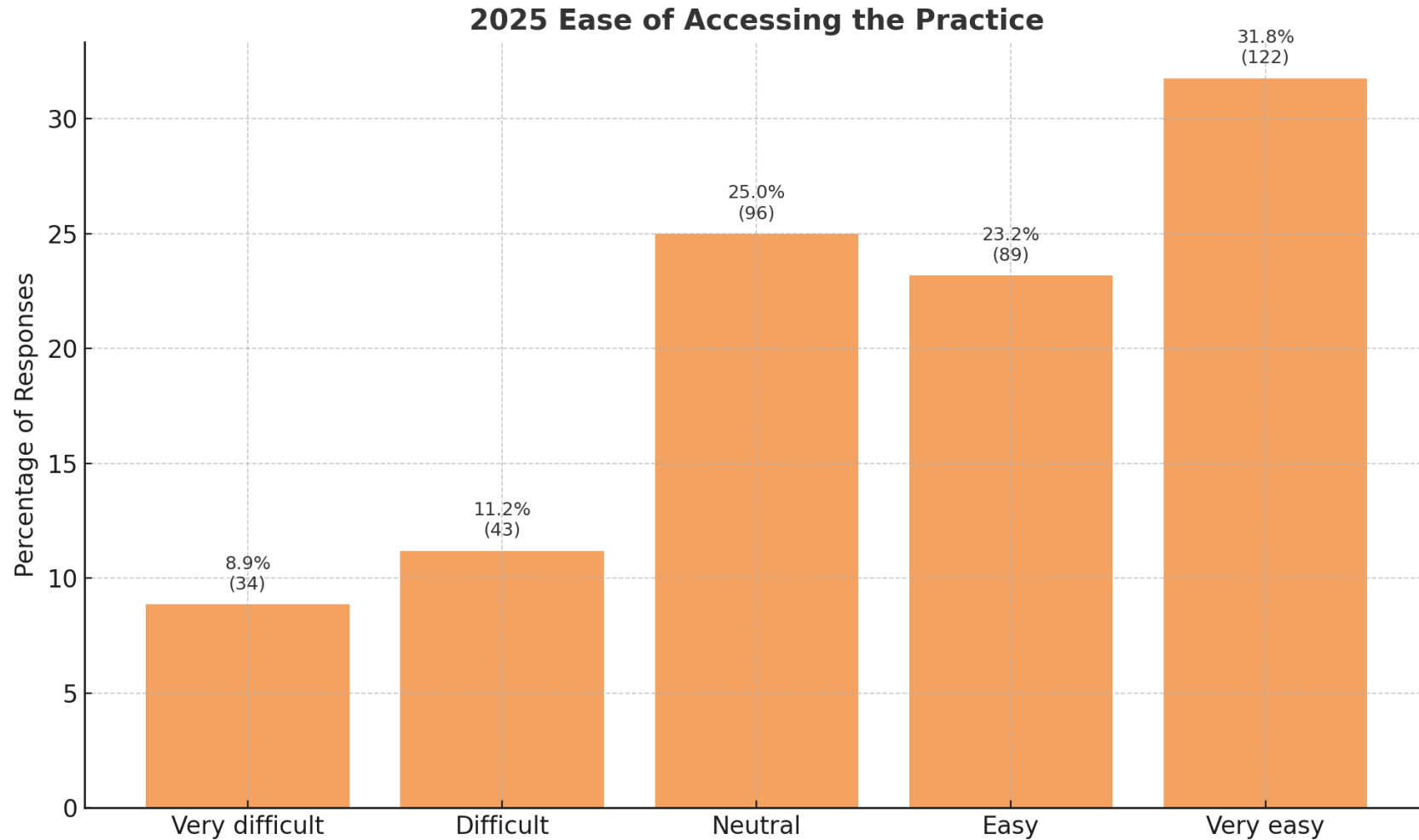
Consultation satisfaction remains high



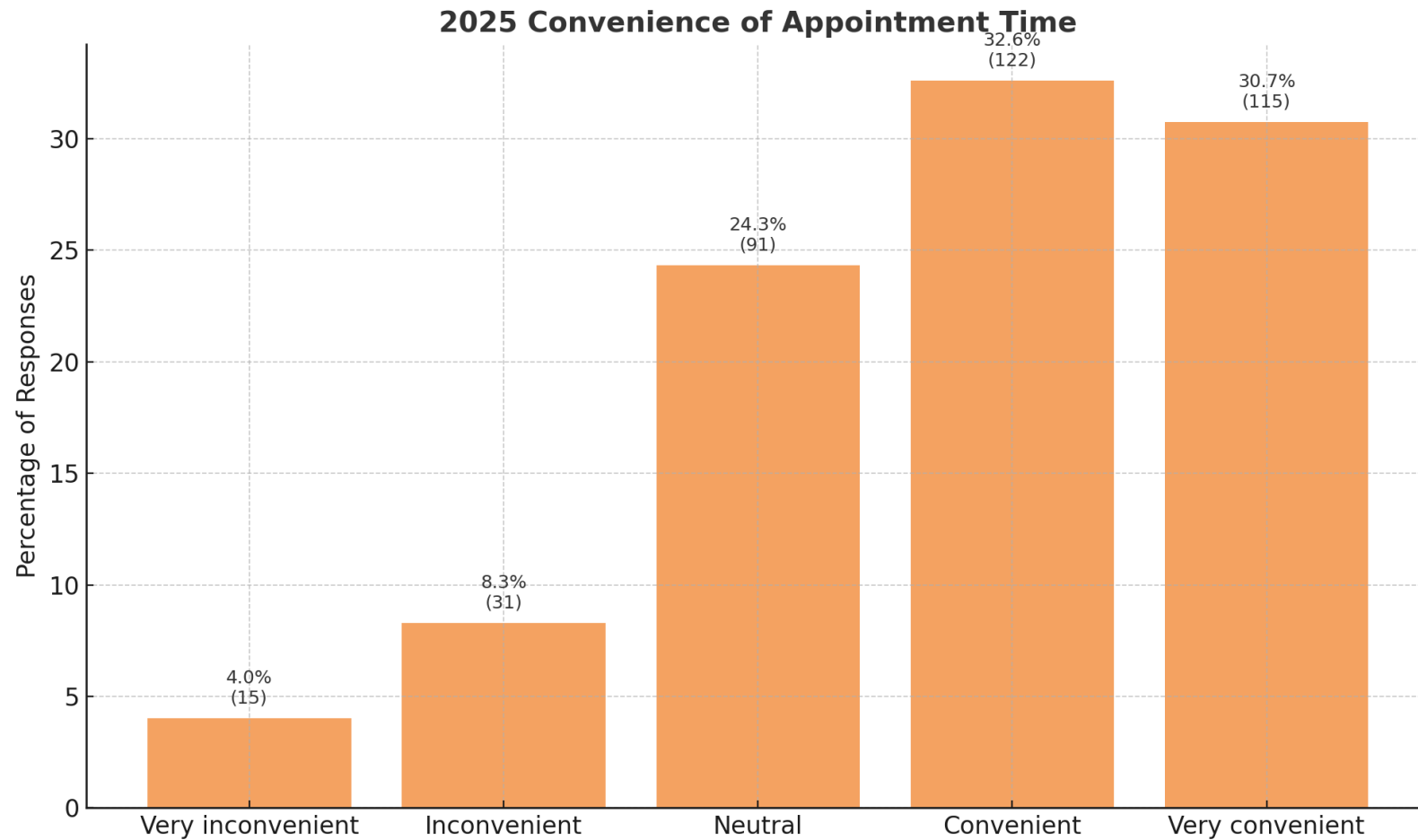
Significant improvement in reception experience



20% dissatisfied with ease of access



Most found convenient appointment times



Access by NHS app is as popular as phone

