

Finger on the Pulse

A survey designed and analysed by your Patient Participation Group

Patient Participation Group (PPG) Patient Survey – Q3 2021

A Survey of the Patients of the Tarporley (Adey/Dancy) GP Practice

Introduction

At the beginning of the Coronavirus Pandemic in April 2020, the NHS nationally suspended the Friends and Family Test to ease GP Practice workload. Your PPG fully supported this. However, in doing so the PPG lost its main source of feedback from Patients.

In order to find out how the Patient body is feeling about the Practice 18 months on, your PPG developed this survey the results of which are shown below.

The Survey was sent by the Practice to every Patient who had consented to the use of their e-mail address for medical communications.

Summary of Survey

The main purpose of the questionnaire was to determine whether Patients felt that the services offered by the Practice had changed during the pandemic. Whilst Patients felt that ease of getting an appointment had deteriorated, the comments demonstrated that people still felt that ease of getting an appointment was a major plus point for the Practice.

Most people expressed a willingness to use electronic communications, although some said they did not know enough about it to comment. So improved education about these systems is required.

On the other hand, many comments demonstrated the desire to return to/have more face-to-face appointments even though these have continued throughout the pandemic, albeit at lower frequency.

Parking, as previously, was the main point of contention at Tarporley. However, there were calls for improved disabled/child parking and for cycle stands to be installed.

The most common mention was the caring, helpful and friendly nature of Patient interaction with all staff, (Doctors, Nursing and Admin staff) There were a few comments about brusqueness, perhaps understandable given the pressures of the last year, however the Practice should remind all staff to be mindful of the need to maintain the Practice's excellent reputation for Patient care.

Overall, the survey confirmed the positive view of the Practice held by the Patients and it should look to address the Improvement comments made in Appendix 1 below.

The survey responses were reasonably balanced in terms of gender but were skewed towards the 50+ age groups and Retirees. The responses represented a 7% return.

The Survey Questions and Responses are listed below: -

Q1. Have you used the Practice over the last 12 months?

- Yes, I regularly use the medical centre 14.3%
- Yes, but I only use the medical centre occasionally 71.4%
- No, I haven't needed to use the medical centre 14.3%

Q2. Please rate your experience of getting an appointment BEFORE the pandemic. (before March 2020)

- score 1-5 where 1 is poor and 5 is excellent 4.6

Q3. Please rate your experience of getting an appointment DURING the pandemic. (after March 2020)

- score 1-5 where 1 is poor and 5 is excellent 4.0

Q4. Have you used a **video consultation** with a medical practitioner at the Practice?

- Yes 10.7%
- No 89.3%

Q5. If you answered YES to using video consultations, how would you rate your overall experience of this computer-based system?

score 1-5 where 1 is poor and 5 is excellent 3.9

Q6. If you answered NO to using video consultations, would you consider this an option in the future?

- Yes 88.1%
- No 11.9%

Q7. Have you used the **text message system** with a medical practitioner at the Practice?

- Yes 33.3%
- No 66.7%

Q8. If you answered YES to using the text message system, how would you rate your overall experience of this system?

score 1-5 where 1 is poor and 5 is excellent 4.3

Q9. If you answered NO to using the text message system, would you consider this an option in the future?

- Yes 75%
- No 25%

Q10. Have you used the **eConsult system** with a medical practitioner at the Practice?

- Yes 11.9%
- No 88.1%

Q11. If you answered YES to using the eConsult system, how would you rate your overall experience of this system?

score 1-5 where 1 is poor and 5 is excellent 3.9

Q12. If you answered NO to using the eConsult system, would you consider this an option in the future?

- Yes 67.9%
- No 32.1%

Q13. Would you be willing to sit in the waiting room at the Practice whilst waiting for your appointment?

- Yes 91.7%
- No 6.1%

Q14. What is your age

- 18-30 1.2%
- 31-40 1.2%
- 41-50 9.5%
- 51-60 25.0%
- 61-70 41.7%
- 71-80 19.0%
- 80+ 1.2%
- Prefer not to say 1.2%

Q15. Which option most accurately describes your working status?

- In work - Monday to Friday 34.5%
- In work - shifts including nights 1.2%
- Not currently working 3.6%
- Retired 59.5%
- Prefer not to say 1.2%

Q16. What is your gender?

- Male 52.4%
- Female 45.2%
- Prefer not to say 0%

Q17. Please comment on one aspect of your Practice that you would like to see improved.

See Improvement Comments Table – Appendix 1

Q18. Please comment on one aspect of your Practice that you appreciate most.

See Positive Comments Table – Appendix 2

Appendix 1

Table of Comments – PPG Survey Q3 2021

Improvement Comments Q17

| Medical Service Comments | Number of Comments | Administrative Service Comments | Number of Comments | Health Centre Environment Comments | Number of Comments |
|---|--------------------|--|--------------------|---|--------------------|
| None or Pleased with service | 32% | More/Start face 2 face appts | 22% | Parking More Child & disabled bays Cycle stands | 12% |
| Improve eConsult interface | 1% | Variable empathy from Reception | 4% | Improve Waiting room décor/size | 5% |
| no results from tests | 2% | Ability to leave Dr messages | 2% | Reopening of Branch surgeries | 0.5% |
| Proactive Regular health checks | 3% | Faster vetting process to gain full medical record on patient access | 0.5% | Accessibility for poor mobility | 0.5% |
| One designated GP | 2.5% | More evening opening | 1% | Compulsory Mask wearing in waiting room | 0.5% |
| More Minor Procedures by GPs | 0.5% | Shorter recorded message | 1% | | |
| Menopause Expertise | 0.5% | Communicate what text/eConsult are | 0.5% | | |
| Specific timeframe for Dr calls | 1% | Flu jab information via Facebook is a Bad Idea | 1% | | |
| More empathy from GP | 0.5% | Privacy at Reception Window | 0.5% | | |
| More realistic appointment times to minimise delays | 1% | Symptom description in Patient Access is difficult | 0.5% | | |
| Co-ordination of Hospital discharge | 0.5% | More Efficient Referral system | 1% | | |
| | | Less complicated waiting room sign-in | 0.5% | | |

Appendix 2

Table of Comments – PPG Survey Q3 2021

Positive Comments Q18

| Medical Service Comments | Number of Comments | Administrative Service Comments | Number of Comments | Health Centre Environment Comments | Number of Comments |
|---------------------------------------|--------------------|--|--------------------|---|--------------------|
| Exceptional, Friendly, Caring Service | 43% | Ease of getting an Appointment | 22% | Accessible Location (In Tarporley) | 6% |
| Access to Phlebotomy | 2% | Caring/Helpful attitude of Admin & Nursing Staff | 19% | Presence of a Kelsall Surgery | 0.5% |
| Access to a Clinical Pharmacist | 0.5% | Use of eConsult | 0.5% | | |
| | | Use of Patient Access for Appts and Repeat Scripts | 6% | | |
| | | Availability of Double F2F appts | 0.5% | | |