

Dr Richard Waldon and Partners

Rowcroft Medical Centre

Stroud, GL5 3BE

GP Patient Survey

Summary & Action Plan

April 2016

The GP survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice.

Many thanks to the patients who took the time to complete the survey

You were asked:

99% find it easy to get through to this surgery by phone

This is higher than the local (83%) and national (73%) average.

We aim to answer calls within 3 rings but while the survey suggests that we are doing well but we can always do better! Calls are put straight through to a receptionist. There are no automated options and we have a dedicated number for vulnerable/unplanned admissions

94% find the receptionists at this surgery helpful

This is higher than the local (90%) and national (87%) average.

Our receptionists are trained to be as helpful polite and supportive as possible. We consider them a bridge to your GP not a barrier. Receptionists are trained to not block access to the patients GP/Nurse but to find the most appropriate solution

74% usually get to speak to their preferred GP

This is higher than the local (68%) and national (59%) average.

We are pleased with this result as continuity of care is important to us, and we would like to improve further on this result however unfortunately there will be times when your GP is not available. Hopefully another GP will be able to offer you appropriate advice. Continuity of care is our goal. It's better for patients and better for clinicians

97% were able to get an appointment to see or speak to someone the last time they tried

This is higher than the local (89%) and national (85%) average result.

Our appointment system is organised to accommodate patient access. We have pre bookable appointments available usually about a month in advance and a number of appointments available throughout each day and if patients need to see a GP we will accommodate them. This system accommodates all patient groups

96% say the last appointment they got was convenient?

This is higher than the local (93%) and national (93%) average confirm that

93% describe their experience of making an appointment as good

This is higher than the local (80%) and national (73%) average

80% usually wait 15 minutes or less after their appointment time to be seen

This is higher than the local (68%) and national (65%) average

We try to run on time but sometimes the GP must spend a little extra time with a patient. We make every effort to see patients on time and we let patients in the waiting room know if there will be a delay.

72% feel they don't normally have to wait too long to be seen

This is higher than the local (61%) and national (58%) average

94% say the last GP they saw or spoke to was good at giving them enough time

This is higher than the local (89%) and national (87%) average

We provide double appointments for patients with complex needs.

97% say the last GP they saw or spoke to was good at listening to them

This is higher than the local (91%) and national (89%) average

90% say the last GP they saw or spoke to was good at explaining tests and treatments

This is higher than the local (89%) and national (86%) average

88% say the last GP was good at involving them in decisions about their care?

This is higher than the local (85%) and national (82%) average

GPs always involve patients and carers in decisions about your care and make sure that you have the information you need to make informed choices.

99% had confidence and trust in the last GP they saw or spoke to

This is higher than the local (97%) and national (95%) average

A huge 99% had confidence in the GP but we would like to achieve 100%!

Nursing Care

96% say the last nurse they saw or spoke to was good at giving them enough time

This is higher than the local (93%) and national (92%) average

97% say the last nurse they saw or spoke to was good at listening to them

This is higher than the local (93%) and national (92%) average

97% say the last nurse they saw or spoke to was good at explaining tests and treatments

This is higher than the local (91%) and national (90%) average

96% say the last Nurse they saw or spoke to was good at involving them in decisions about their care

This is higher than the local (87%) and national (85%) average

96% say the last nurse they saw or spoke to was good at treating them with care and concern

This is higher than the local (92%) and national (91%) average

100% had confidence and trust in the last nurse they saw or spoke to

This is higher than the local (98%) and national (97%) average

Patient feedback from this survey and from the friends and family test suggests that our Nurses are providing a good service, take time to listen to patients, involve them in decisions about their care and fully explain tests and treatments. We have many positive patient comments about our Nursing team and we are very proud of the service they provide. We always strive to improve....

Overall satisfaction scores

87% are satisfied with the Surgeries opening hours

This is higher than the local (76%) and national (75%) average

97% describe their overall experience of this surgery as good

This is higher than the local (89%) and national (85%) average

98% would recommend this surgery to someone new to the area

This is higher than the local (83%) and national (78%) average

Summary & Action Plan

Overall we are happy with the survey result but we can always do better.

We have experienced GP and Nurse recruitment issues over the last couple of years so we are pleased that despite those issues we have managed to maintain a high level of care. Our new team members continue the Rowcroft ethos of patient centred care and the survey results reflect this.

We are constantly altering and improving the appointments system to make access as easy as possible for service users. We understand that some patients find it difficult to arrange appointments around work and other commitments so we provide early morning slots with Nurses and GP's and extended hours evening appointments after 6.30.

Areas to improve

We will try to improve Nurse availability in the evening.

We will make more appointments bookable online

We will try to answer phones within three rings

We will encourage patients to register for online services

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