**Patient Survey**

Many thanks to the hundreds of patients who completed our survey either online, or at the various vaccination clinics we held in October 2024

An especial thank you to the 55 patients answering the open-ended questions and for the positive comments about the Practice.

The key difference between this survey and Survey Monkey was the inclusion of some open-ended questions amongst the paper-based respondents.

**Summary of Open-Ended Responses (paper copies only)**

*What do we do well?* All Answering *n=44 (raw data)*

|  |  |  |
| --- | --- | --- |
| **Friendly and Helpful Staff - Net** |  | 13 |
| Reception | 5 |  |
| Nurses | 6 |  |
| GP | 2 |  |
|  |  |  |
| **Provide a good, well organised and efficient service – Net** |  | 13 |
|  |  |  |
| **Everything/Most things - Net** |  | 7 |
| **Responsive - Net** |  | 6 |
| **Patients Well-Informed - Net** |  | 3 |
| **Repeat Prescriptions - Net** |  | 2 |
| **Miscellaneous BP/Asthma monitoring****and checkups** |  | 2 |

*What could we do better?*

All Answering *n=32 (raw data)*

|  |  |
| --- | --- |
| ***POSITIVE*** |  |
| **Nothing/ Very happy with service** | 14 |
| ***IMPROVE*** |  |
| **Appt system/Reception Triage** | 10 |
| **Everything** | 2 |
| **Website** | 1 |
| **Miscellaneous** |  |
| **Repair seating in Waiting Room** | 1 |
| **Listen to patients more** | 1 |
| **More doctors** | 1 |
| **Access to rear car park** | 1 |

The main findings demonstrate that patients are becoming more used to using the wider Primary Care network for example local pharmacies or the NHS website as well as the Apples Medical Centre revamped web site when needing some help.

While face-to-face appointments are preferred, patients are willing to have a telephone consultation and have no reluctance to see an Advanced Nurse Practitioner. Dependent upon what the appointment is about, naturally

Cont’d

**Project ‘Nudge’ (Patient Participation Group)**

The ‘Apples’ Case Study has been included in a CIPD accredited Marketing Course to uncover any ‘small gains’ or ‘nudges’ that might improve perceptions of Apples or alter behaviour of our patients.

A number of initiatives emerged both large and small which are on-going,

These include

* Full biographies of our APNs
* Use of patient testimonials
* Introduction of digital learning sessions
* Improve the Apples website navigation

We are constantly reviewing the way we work to improve what we do for our patients.

The past 6 months has seen an unprecedented amount of work undertaken by the Medical Centre which has led to several new initiatives which will start end of December 2024

**General Practice Improvement Programme** **(GPIP)**

* GPIP helps practices implement modern general practice and better align capacity with demand. By adopting change we anticipate an improved patient experience, a better working environment for staff and the opportunity for sustained improvement.
* As a result of GPIP’s work some improvement areas have been identified which will enable our medical staff to spend more time with you, the patient.
* We will reduce the amount of administration undertaken by GPs and Nurse Practitioners.
* We will only contact patients with abnormal blood test results. Normal results will be posted to individual NHS app/System online within 5 to 7 working days.
* A new telephone system with new options will be adopted along with new triage screening by our receptionists.

**You Said We Did:**

* GPIP programme – reviewed GPs rota/patient access; amended to add in same day urgent appts, 2-week appts and 4 weeks appt. Improved the triage screening to determine urgent, less urgent and non-urgent requirements – this should give a balance for patient access
* Website – this has been audited and updated, compliant as per the NHSE guidance
* Seating in the Waiting Room – hoping to mend the benches in 2025
* Listen to patients more/more Doctors – putting in the GPIP changes our aim is to reduce the administration burden on the GPs and signposting, to give more time to the patient