

Rookery Patient Survey Analysis: June 2024

This year we have had over 1050 responses to our request for patients to complete the questionnaire. This is a fantastic response (up over 140 on last year) and we are truly grateful for all your feedback on how you feel the Practice is performing.

I have read every single comment made and there are certainly some colourful responses. It is difficult to bring all the disparate strands together but there are certainly some themes which emerge. I will try to address these in Q10.

The results of the survey are as follows:

- 1. Please rate the length of time it takes to get through to the Practice on the phone**
69% Good or above (2023: 61%) / 31% average or below (2023: 39%)

An improvement on last year which is pleasing. We have just had a new telephone system installed which we are hoping will make access easier. We know that, at peak periods, waits can be long but our new system will offer the chance of having an automatic call back if queues are over a certain length so this will, hopefully, enable you to do other tasks while you wait for the system to call you back.

- 2. How satisfied are you with our triage system (i.e. when you feel you need to be seen on the same day)?**

Of those who expressed a preference:
92.4% satisfied (2023: 87.5%) / 7.6% dissatisfied (2023: 12.5%)

An increase of almost 5% in satisfaction levels this year which is very pleasing. We work extremely hard to provide a good 'on-the-day' service for those who need it and are really pleased that it seems to be working well.

- 3. Please rate the standard of care you receive from the doctors**
89.5% Good or above (2023: 85%)

It is encouraging to see that satisfaction with the Practice's GPs has improved this year. As you will all be aware the levels of demand continue to rise so to see a rise in satisfaction is much appreciated.

- 4. Please rate the standard of care you receive from the nurses**
95% Good or above (2023: 94%)

Thanks again for your appreciation of the nursing team. There were some very positive comments left about their professionalism and standard of care and that is most welcome.

- 5. Please rate the standard of care you receive from the reception team**
90% Good or above (2023: 85%)

It has been another demanding year being a front-of-house member of staff in a GP surgery. We are proud of the professional level of service that our Reception team provide and glad this is borne out in the increased satisfaction expressed in the patient survey.

6. Please rate the standard of care you receive from the dispensary team

89% Good or above (2023: 87%)

Another part of the Practice where feedback has improved. The same number of Dispensers are now running a full time delivery service as well as continuing to help those who visit the Surgery in person so to improve their satisfaction score is very gratifying and testament to their hard work.

7. Please rate the Practice website (www.rookerymedicalcentre.co.uk)

94% of those patients that use the website find it useful which, again, is an improvement on last year (88%). I have worked hard to ensure that I try to update it as regularly as possible but we are still contemplating changing the design and layout to make it easier to navigate.

8. Please rate the Practice Facebook page

Of those who are aware of our page 88% found it helpful which is a little higher than last year (87%). The sample size for this question is much lower than for the website so that tells us that www.rookerymedicalcentre.co.uk is primarily the first place you go to for online resources. This is why I have focused a lot more on the website over the past year. As I said last year, Facebook remains as one of the tools of communication at our disposal but will never be the primary source of information.

9. If you have contacted the Practice electronically (e-consult, online form, direct email, via Systm Online etc.) please rate the service you have received?

76% Good or above (2023: 88%)

We are disappointed that this is an area where the Practice's performance has declined. In mitigation we do get a lot more correspondence electronically now, especially as more and more patient start to use the NHS App, so demand has increased substantially. That said, we will take the feedback on board and work to try to increase satisfaction over the coming year

10. What areas do you think the Practice can improve?

As ever there are a wide-ranging variety of comments submitted. Most of these are fair and reasoned and we thank you for taking the time to actually answer the question.

These are the main themes and our response to them:

Feedback	Practice Response
Better access to face-to-face appointments / able to see a GP more easily	We have increased the number of appointments and expanded the criteria so that the Receptionists have more face-to-face appointments available to book. We will look at extending this further.
Needs to be easier to get through on the phone	We have installed a new phone system which we hope you will find easier to navigate
	We are considering extending the hours that certain departments are open. Once we have a sense of how many calls we get we can make an informed decision on when to do this

	There are now more phones enabled to take inbound calls at peak times so we are confident that wait times will continue to come down.
	We plan to release more details of when our quieter times are on the phones so that patients can make better informed decisions about when the best time to call the Practice is
Use of call back system (i.e. the perception that it is less easy to book an appointment / harder to see a GP)	We do not want to go back to the days when we have full waiting rooms full of people potentially spreading disease (the pandemic may be over but Covid is still prevalent in the population) and using telephone triage in the first instance is the best way of managing this. Also, for so many people who work or aren't available to come down to the Practice at a preset time moving to a telephone / online system has really opened up access to the Practice. There is also the simple fact that if the patient wants to see a doctor face-to-face we will always accommodate this even if we think that a telephone call might suffice.
Continuity of care (i.e. not always easy to see the same doctor)	We do concede that sometimes patients will have to wait a little longer to see their doctor of choice. Many of our GPs are part time so it can difficult to see the same GP at the time of your choosing due to availability issues
	If a particular GP wants to follow up with a patient they tend to book the appointment themselves. They will always do this with the most complex cases.

11. What things do you think the Practice does well?

Many thanks for all the responses that were able to see some positivity. Primary care healthcare funding is very tough at the moment and sometimes it is difficult to provide all the things we would like to so it is very much appreciated when we receive kind and measured feedback. It means a lot.

12. Thinking about the Practice as a whole (including clinical and non-clinical staff) how do you rate the overall quality of service?

88% Good or above (2023: 83% / 2022: 75%)

We are pleased to have improved by 5% on last year's survey and 13% from two years ago. Practice. Thanks again for your positive feedback and I hope we can improve even further over the coming year

My thanks to the record number of you who completed this year's survey. The feedback is really appreciated.

Best wishes

**Scott
Practice Manager
13th June 2024**