



Rectory Meadow Surgery Patients Survey August 2023

Why did we carry out a survey?

Since our last survey a year ago, many things have changed as a result both of NHS edicts and Rectory Meadow improvements and staff changes.

Response

The response this time was 706 patients compared to 917 last year. Although slightly lower numbers of responses this year, compared with our adult patient numbers of approximately 8000 this is a statistically significant result.

Summary of Findings

Full details of the responses to individual questions can be found in the **Appendix** on p6.

Telephoning the surgery

Q1 & Q2 – 82% of respondents have telephoned the surgery in 2023 and of these 46.2% rated the access fair or poor, an increase of about 10% on last year. This large proportion is reflected in the number of written comments regarding the telephone system (see Q24/25).

Appointments

Q3 -85% of respondents had either a face-to-face or telephone consultation in 2023 which gives us a good representation of comments about the services provided.

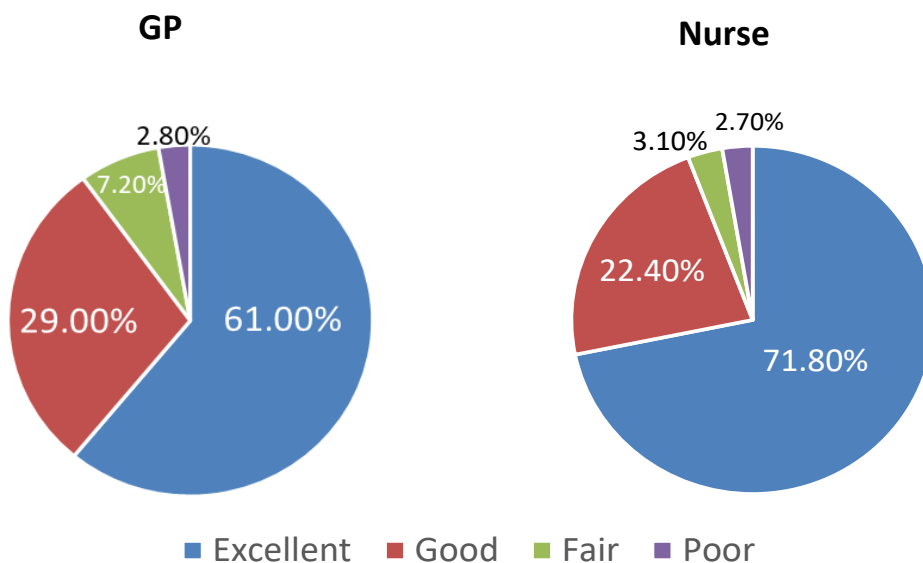
Q4 - In response to how often people contacted the surgery for any reason, the responses reflect the high percentage of appointments above. The % who said their contact was less than yearly was almost half that of the previous year.

Contact with a GP

Q5 - Have you requested an appointment with a GP 2023? – 82.4% of those answering said Yes.

Q6 & Q9 - 92% of people who had booked a GP in 2023 said they were able to get an appointment that suited their needs. The figure was a similar 95% for nurse appointments. These results are very similar to 2022.

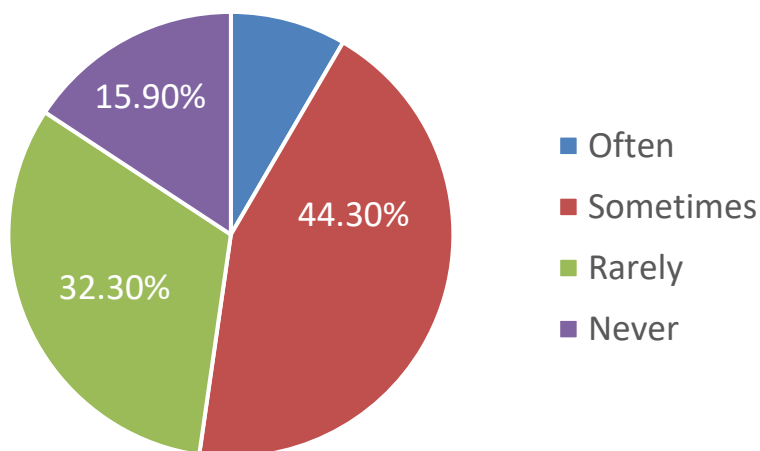
Q7 & Q10 - Rating the appointment



Q11 & Q12 – Numbers of people booking appointments with “others” were small (45) but 80% of ratings were Excellent or Good and 20% Fair or Poor.

Information and online access

Q13 – Do you access the Practice website?

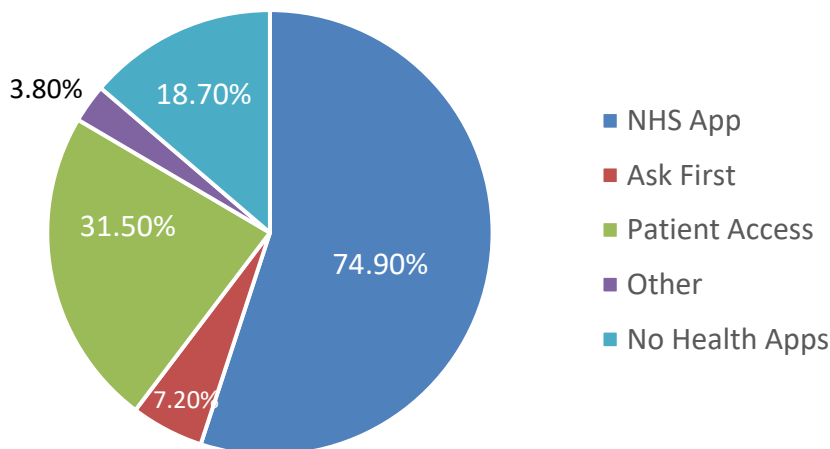


These figures are slightly down on last year in the Often and Sometimes categories.

Q14, Q15 & Q16 – Only about a quarter of respondents were aware of the new AccuRx online service for non-urgent triaging and messaging. Of those that were aware, 35% (50 people) had used it and 82% of these rated the system Excellent or Good

Q17 - Do you have any online health Apps?

Compared to 2022 these figures show about a 5% increase in those who have the NHS App and a similar decrease in the number of respondents with no Health App



NB. Many people have more than one App so % will not total 100.

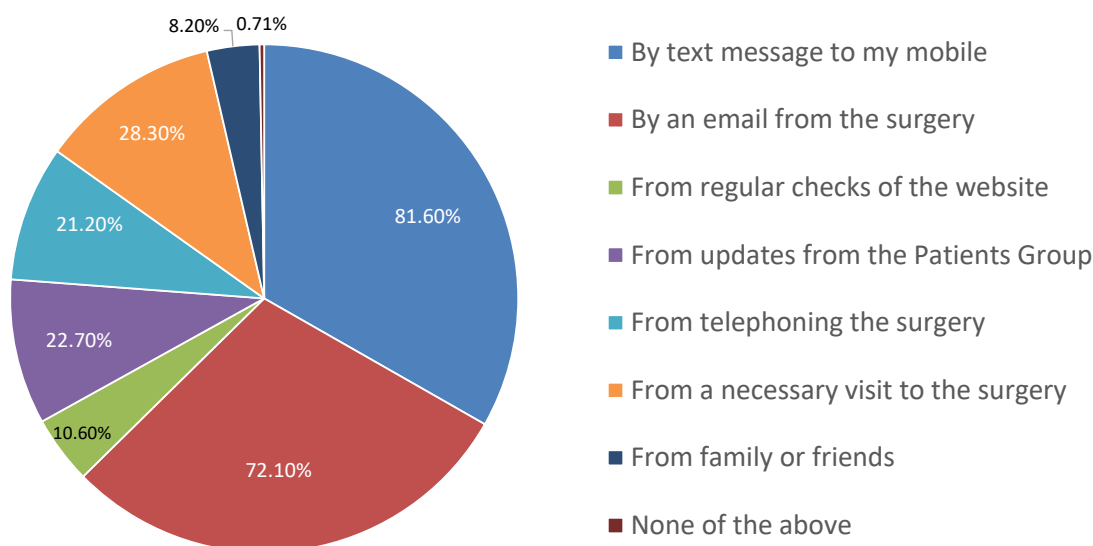
Q18 - Which App do you prefer to use? – 71% of those that have an App went for NHS App and 23% chose Patient Access.

Q19 – Have you received text messages from the surgery regarding your health as reminders or communication? – 82.7% confirmed that they had received text messages.

Q20 - How helpful do you think this is as a communication tool ?

96.6% of people receiving text messages viewed them as helpful or very helpful

Q21 - As the way in which the surgery operates continues to change in the future, how might you expect to find out about things that might affect you as a patient?



On the whole these results are similar to 2022.

Patients Group

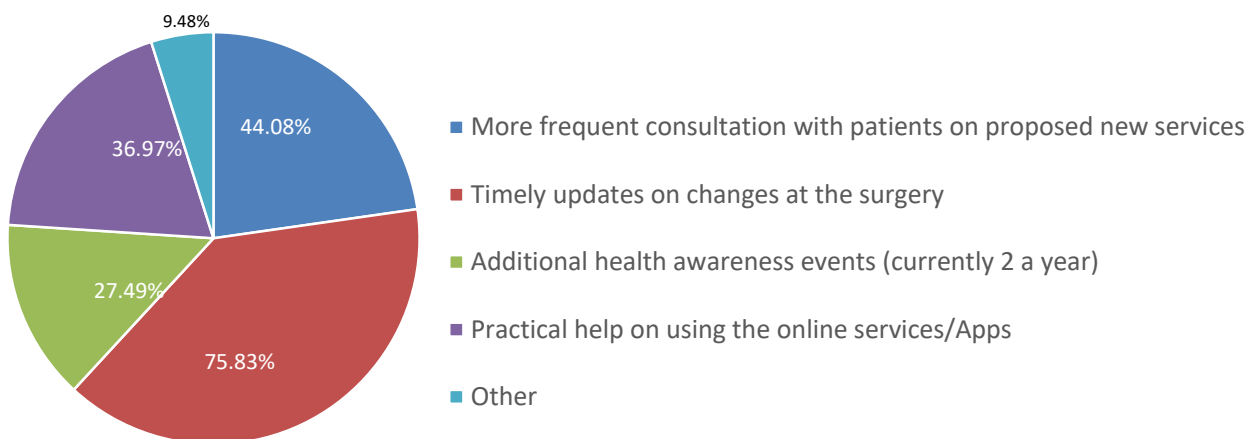
Q22, Q23 & Q24

About a third of respondents were members of the Patients Group but only 25% said they attended meetings. Of these there was a fairly even split between wanting Face-to-face or Zoom with the remaining third saying they had no preference.

Q25 - How often should Patients Group Meetings be held?

The majority, 82%, thought that as at present, quarterly for general meetings was the best option.

Q26 - What might the Patient Group, in collaboration with the Practice do more of/do better to help patients?



Comments

Q27 & Q28 – These questions yielded a total of 1021 comments, the details of which have been shared with the Practice as some of them are very personal or relate to patient conditions. The larger categories of comments can be summarised as follows:

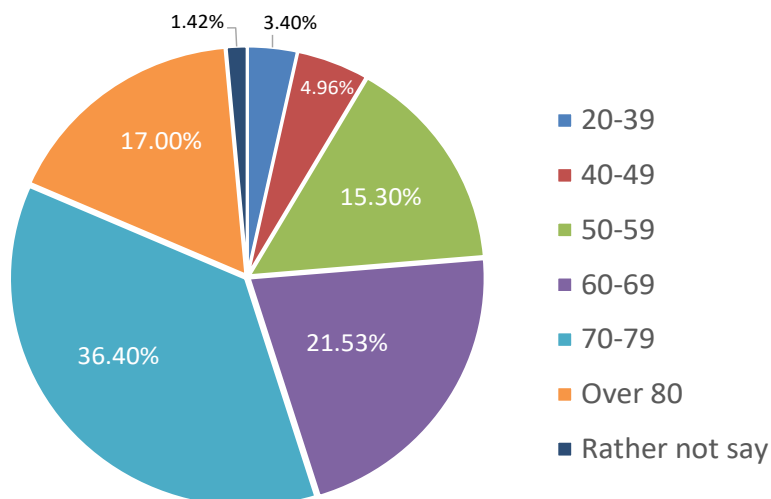
- 340 (33%) positive, complimentary or saying nothing needs to change
- 85 (8.3%) were negative about the current telephone system
- 60 (5.8%) were concerned with getting appointments
- 18 (1.7%) lack of understanding of prescription process
- A few concerns about use of online Apps
- Several suggestions for improvements
- The remaining 31% included some helpful suggestions and requests for improvement.

Examples of these are:

- More health checks available for those who rarely contact the surgery
- Improved feedback on test results

Apart from the telephone system and getting appointments negative comments were generally from individuals who have had bad experiences with some aspect of their care, have concerns about having a named GP or do not want to give symptom details to a receptionist.

Q29 – How old are you?



As expected the largest group of responses came from the over 70's as these are most likely to need the surgery.

Recommendations

As seen in the 2022 survey RMS is still highly regarded in terms of the services provided. The main changes occurring are concerned with the increasing use of digital technology and this provides opportunities for improvements.

Increasing use of different technologies will bring benefits but the survey shows that there are still a number of people who have difficulty understanding how to use online tools.

It is clear from the responses that more effort is required to remind people of how to use the online services and to understand and follow the required procedures to minimise problems for both patients and the practice.

The following should be the focus of improvements.

- Reassure those who cannot go online that they will continue to receive all services.
- Repeat communications on key procedures such as prescriptions
- Highlight use of online (AccuRx) system for non-urgent admin and medical requests
- Provide detailed information on how to use online services including NHS App
- Continue to recruit to the PPG to enable regular updates
- Monitor patient responses to key changes e.g. website/telephone system

All the recommendations are connected in some way to communications so all methods should be considered and note taken of the most effective.

Conclusion

As in 2022, with help from the Practice a statistically significant number of patients have responded. Whilst it is always pleasing that there are very many positive reviews of RMS there are also pointers to ways in which the PPG in conjunction with the Practice can improve the services for patients and reduce patient-generated unnecessary work for the Practice.

APPENDIX

Totals indicate number of people answering that question

| Q1 Have you telephoned the surgery in the last six months for any reason? | | | |
|--|------------|--------------|------------|
| Q2 When calling the surgery how would you rate the telephone access? | | | |
| Yes | 82.6% | Excellent | 13.8% |
| No | 17.4% | Good | 40% |
| | | Fair | 29.8% |
| | | Poor | 16.4% |
| Total | 706 | Total | 583 |

| Q3 How often in general do you call or access the surgery? | |
|---|------------|
| Once a week on average | 0.8% |
| Once a month on average | 13.9% |
| About 4 times a year | 52.3% |
| Once a year on average | 24.5% |
| Less than once a year | 8.5% |
| Total | 706 |

| Q4 Have you had an appointment with the surgery in 2023? | |
|---|------------|
| In person at the surgery | 57.7% |
| A telephone consultation | 27.1% |
| I have not had any appointments in 2023 | 15.2% |
| Total | 706 |

| Q5 Have you requested an appointment with a GP in 2023? | | | | | |
|--|------------|--------------|------------|--------------|------------|
| Q6 When requesting your most recent appointment were you able to book one that suited your needs? | | | | | |
| Q7 Thinking back to your last appointment with a GP either Face to Face or on the Telephone – how would you rate your experience? | | | | | |
| Q5 | | Q6 | | Q7 | |
| Yes | 82.4% | Yes | 91.9% | Excellent | 61% |
| No | 17.6% | No | 8.1% | Good | 29% |
| | | | | Fair | 7.2% |
| | | | | Poor | 2.8% |
| Total | 706 | Total | 469 | Total | 469 |

| | | | | | |
|---|------------|--------------|------------|--------------|------------|
| Q8 Have you requested an appointment with a Nurse/Healthcare Assistant in 2023? | | | | | |
| Q9 When requesting your most recent appointment were you able to book one that suited your needs? | | | | | |
| Q10 Thinking back to your last appointment with a Nurse/Healthcare Assistant either Face to Face or on the Telephone – how would you rate your experience? | | | | | |
| Q8 | | Q9 | | Q10 | |
| Yes | 45.5% | Yes | 95.4% | Excellent | 71.8% |
| No | 54.5% | No | 4.6% | Good | 22.4% |
| | | | | Fair | 3.1% |
| | | | | Poor | 2.7% |
| Total | 569 | Total | 259 | Total | 259 |

| | | | |
|---|------------|--------------|-----------|
| Q11 Have you requested an appointment with any of the other services such as Clinical Pharmacist/ Mental Health Practitioner/Social Prescriber in 2023? | | | |
| Q12 Thinking back to your last appointment with a member of the wider team e.g. Clinical Pharmacist or Mental Health clinician either Face to Face or on the Telephone – how would you rate your experience? | | | |
| Q11 | | Q12 | |
| Yes | 7.9% | Excellent | 46.7% |
| No | 492.1% | Good | 33.3% |
| | | Fair | 15.6% |
| | | Poor | 4.4% |
| Total | 569 | Total | 45 |

| | |
|--|------------|
| Q13 Do you access the Practice website? | |
| Often | 8.5% |
| Sometimes | 44.3% |
| Rarely | 31.3% |
| Never | 15.9% |
| Total | 706 |

| | | | | | |
|--|------------|--------------|------------|--------------|-----------|
| Q14 Are you aware of the new AccuRx online patient triaging system on the RMS website for non urgent queries? | | | | | |
| Q15 Have you used the AccuRx online system on the RMS website for non-urgent queries? | | | | | |
| Q16 How would you rate the new online query system? | | | | | |
| Q14 | | Q15 | | Q16 | |
| Yes | 23.9% | Yes | 35.2% | Excellent | 58% |
| No | 76.1% | No | 64.8% | Good | 24% |
| | | | | Fair | 8% |
| | | | | Poor | 10% |
| Total | 594 | Total | 142 | Total | 50 |

| Q17 Do you have any online health Apps? | | | |
|--|------------|----------------|------------|
| Q18 Which App do you prefer to use? | | | |
| Q17 | | Q18 | |
| NHS App | 55% | NHS App | 70.9% |
| Ask First | 5.3% | Patient Access | 22.8% |
| Patient Access | 23.2% | Other | 6.3% |
| Other | 2.8% | | |
| I do not have any Apps | 13.7% | | |
| Total | 706 | Total | 574 |

| Q19 Have you received text messages from the surgery regarding your health or as reminders or other communication? | | | |
|---|------------|--------------|------------|
| Q20 How helpful do you think this is as a communication tool ? | | | |
| Yes | 82.7% | Very helpful | 62.2% |
| No | 17.3% | Helpful | 34.4% |
| | | Not helpful | 3.4% |
| Total | 706 | Total | 584 |

| Q21 As the way in which the surgery operates continues to change in the future, how might you expect to find out about things that might affect you as a patient? | |
|--|------------|
| By text message to my mobile | 81.6% |
| By an email from the surgery | 72.1% |
| From regular checks of the website | 10.6% |
| From updates from the Patients Group | 22.7% |
| From telephoning the surgery | 21.2% |
| From a necessary visit to the surgery | 28.3% |
| From family or friends | 8.2% |
| None of the above | 0.7% |
| Total | 706 |

| Q22 Are you a member of the Patients Group? | | | | | | | |
|--|------------|--------------|------------|---------------|-----------|---------------------------|-----------|
| Q23 Do you attend Patients Group meetings? | | | | | | | |
| Q24 Going forward, would you prefer Patients Group Meetings and Health Awareness events to be Zoom or Face-to-Face? | | | | | | | |
| Q25 How often should Patients Group Meetings be held? | | | | | | | |
| Q22 | | Q23 | | Q24 | | Q25 | |
| Yes | 31.4% | Yes | 24.8% | Zoom | 30.9% | Every 2 months | 9.1% |
| No | 68.6% | No | 75.2% | Face-to-face | 32.7% | Quarterly (as at present) | 85.5% |
| | | | | No preference | 36.4% | Every 4months | 3.6% |
| | | | | | | Every 6 months | 1.8% |
| Total | 706 | Total | 222 | Total | 55 | Total | 55 |

| Q26 What might the Patient Group, in collaboration with the Practice do more of/do better to help patients? | |
|--|------------|
| More frequent consultation with patients on proposed new services | 44.1% |
| Timely updates on changes at the surgery | 75.8% |
| Additional health awareness events (currently 2 a year) | 27.5% |
| Practical help on using the online services/Apps | 37% |
| Other | 9.5% |
| Total | 211 |

Q7 & 28 1021 comments have been received and details shared with the Practice. A summary is given on Page 5.

| Q29 What is your age group? | |
|------------------------------------|------------|
| 20-39 | 3.4% |
| 40-49 | 5% |
| 50-59 | 15.3% |
| 60-69 | 21.5% |
| 70-79 | 36.4% |
| Over80 | 17% |
| Rather not say | 1.4% |
| Total | 706 |