



# Rectory Meadow Surgery Patients Survey August 2024

## Why did we carry out a survey?

Since our last survey a year ago, many things have changed as a result particularly of new technologies being used, the number of registered patients and key changes in staff.

## Response

The response this time was 238 patients compared to 706 last year. The reason for the reduction in number of respondents was partly the NHS decision to no longer pay for bulk texts so the surgery was unable to send out the link. The greatest number (78%) of those replying came from members of the Patient Group. Also the number of people over 70 years old went up from 53% to 76% increasing the bias of the findings towards the more elderly patients. Nevertheless the chance to gain the views of many patients is still worthwhile and the sample size is still considerably bigger than that carried out nationally by the NHS.

## Summary of Findings

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

### *Telephoning the surgery*

**Q1 & Q2** 77% of respondents have telephoned the surgery in 2024 and of 33% rated the access fair or poor, a decrease of about 13% on last year. This reflects the improvements to the telephone system and the increased use of online requests.

### *Appointments*

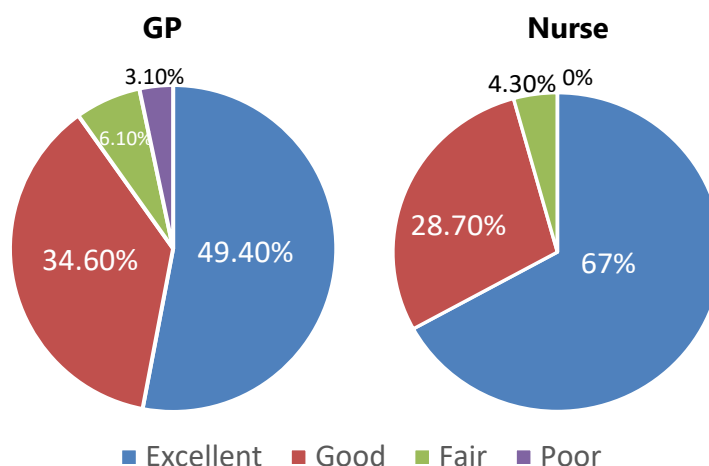
**Q3 & Q4** 80% of participants had some kind of appointment in 2024, a similar figure to the previous year. Only 6.3% contacted the surgery less than once a year.

### *Contact with a GP*

**Q5 - Have you requested an appointment with a GP 2024?** – 84% of those answering said Yes.

**Q6 & Q9** - 84% of people who had booked a GP in 2024 said they were able to get an appointment that suited their needs. The figure was 95% for nurse appointments. The results for GP appointments are 10% lower than 2023

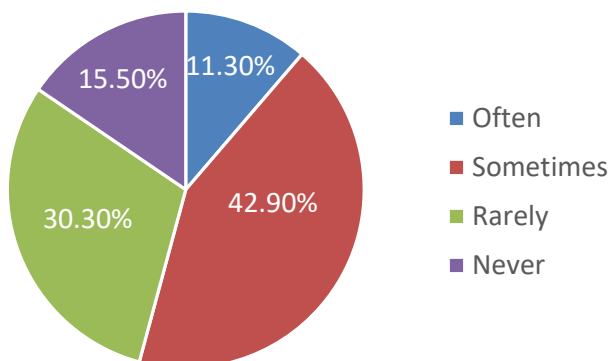
### **Q7 & Q10 - Rating the appointment**



**Q11 & Q12** – Numbers of people booking appointments with “others” were small (15). Of these 67% of ratings were Excellent or Good and 33% Fair – a less good result than 2023.

**Information and online access**

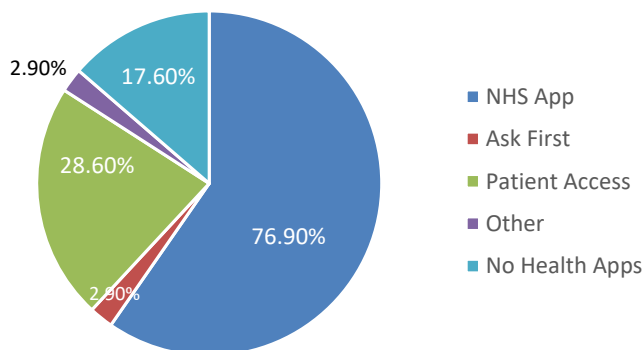
**Q13 – Do you access the Practice website?**



These figures are largely similar to last year with slightly more in the Often category.

**Q14, Q15 & Q16** – An encouraging 88.5% of respondents were aware of the new online Klinik system and 44% of these had actually used it. Less encouraging were the ratings where 57% of users rated the system Fair or Poor. Not surprisingly many of the comments were also concerning Klinik with problems mainly allied to elderly people.

**Q17 - Do you have any online health Apps?** Compared to 2023 these figures show a further 20% increase in those who have the NHS App but a slight increase also in the numbers with no App. Again this could be a reflection of the age spread of the respondents.

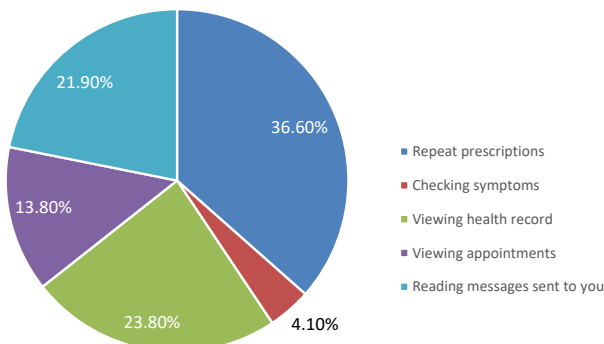


**NB.** Many people have more than one App so % will not total 100.

**Q18 - Which App do you prefer to use?** – 74.5% of those that have an App went for NHS App and 22% chose Patient Access which is very similar to 2023.

**Q19 What are you most likely to use the NHS App for?**

This is a new question for 2024.

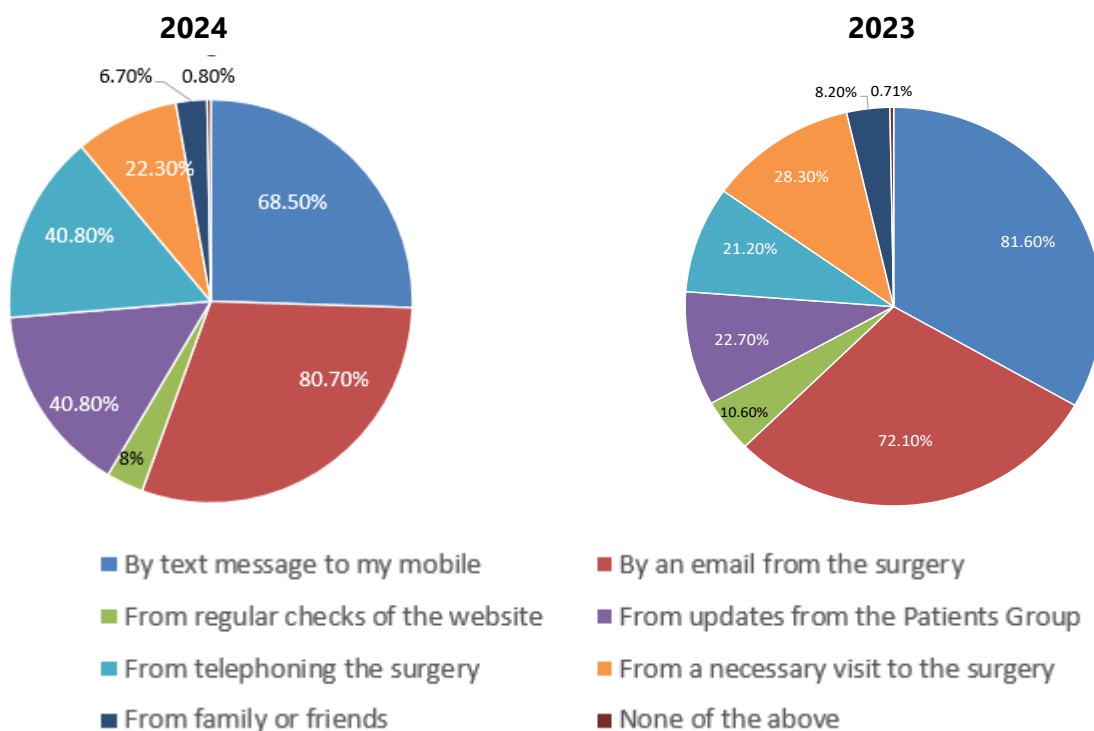


**Q20 – Have you received text messages from the surgery regarding your health as reminders or communication?** – 69% confirmed that they had received text messages but 31% said No which is twice as many as last year.

**Q21 - How helpful do you think this is as a communication tool ?**

92% of people receiving text messages viewed them as helpful or very helpful

**Q22 - 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?**



A higher percentage of respondents show Patient Group and telephoning surgery as their sources of information.

**Patients Group**

**Q23, Q24 & Q25**

78% of respondents were members of the Patients Group but only 32% said they attended meetings. This reflects that the survey this time was only sent directly to members of the Patients Group. Of these members the number preferring Face-to-face to Zoom is double that in 2023.

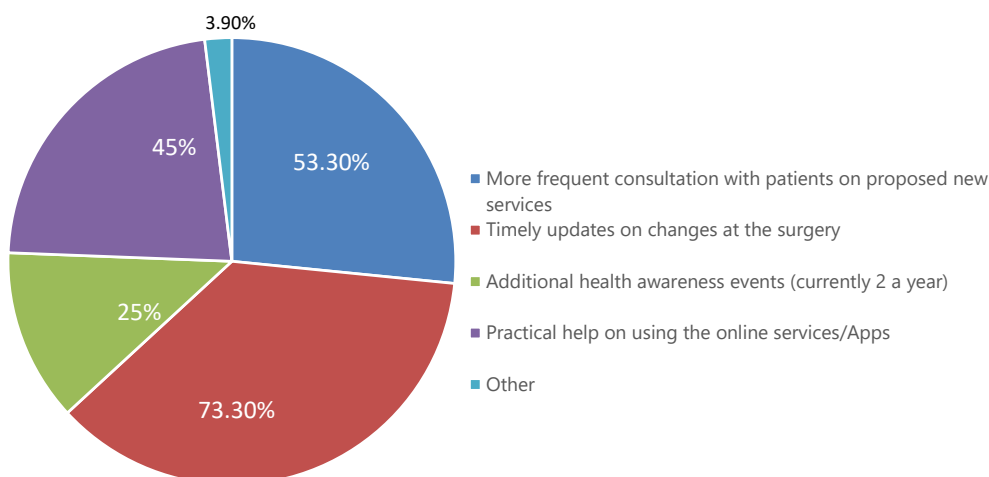
**Q26- How often should Patients Group Meetings be held?**

The majority, 80%, thought that as at present, quarterly for general meetings was the best option.

**Q27 When you receive communications from the Patient Group, how often do you look at the attached documents?**

It was heartening to note that 79% of patients Group members said they always or often read the documents attached to Patients Group emails

**Q28 - What might the Patient Group, in collaboration with the Practice do more of/do better to help patients?**



These results are broadly similar to 2023

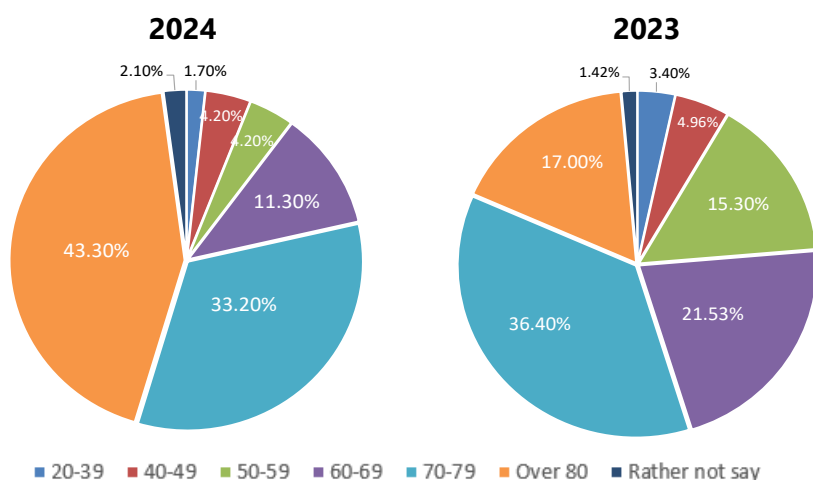
**Comments**

**Q29** – This question yielded a total of 136 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:

- 46 (33.8%) positive, complimentary or saying nothing needs to change (33% in 2023)
- 43 (31.6%) were concerned with the new Klinik system and were mostly from elderly people who found the system difficult to use
- 10 (7.3%) had a problem with their GP mostly due to the changes with the recent retirements
- The remaining 27% had a few people still unhappy with the telephone, some still wanting and not getting an appointment and a few direct complaints (passed to surgery) including some about the car park. Some people are concerned that there is now too much that has to be done online when they find this difficult to do.

Apart from the expected Klinik comments there were no real surprises and it was good to have the same proportion of compliments about the surgery.

**Q29 – How old are you?**



This year there was an even bigger response from the over 70, again likely to be due to the sample contacted directly and these being the most likely to use the surgery.

## **Recommendations**

As seen in the 2023 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 the request that more patients use online services. The increased use of online has benefits for both the surgery and patients and therefore needs to be encouraged with more help given to those who find this difficult.

Other changes are more difficult to address as staff changes and new edicts from the NHS are inevitable but the Patients Group should provide as much help as possible in improving communication on a variety of topics.

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, how to book appointments and the best way of communicating with the surgery
- Continue to help people to use the Klinik system and highlight the benefits
- Continue to recruit to the PPG to enable regular updates
- Monitor patient responses to key changes e.g. online services

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

## **Conclusion**

Unlike 2023, our sample was limited to those we could reach by email plus others who managed to get hold of the survey link. The response, while less than desirable still provides some pointers as 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

<b>Q1 Have you telephoned the surgery in the last six months for any reason?</b>			
<b>Q2 When calling the surgery how would you rate the telephone access?</b>			
Yes	76.9%	Excellent	21.3%
No	23.1%	Good	45.3%
		Fair	24.6%
		Poor	8.7%
<b>Total</b>	<b>238</b>	<b>Total</b>	<b>183</b>

<b>Q3 How often in general do you call or access the surgery?</b>	
Once a week on average	2.1%
Once a month on average	21.4%
About 4 times a year	45.4%
Once a year on average	24.7%
Less than once a year	6.3%
<b>Total</b>	<b>238</b>

<b>Q4 Have you had an appointment with the surgery in 2024?</b>	
In person at the surgery	74.8%
A telephone consultation	5.3%
I have not had any appointments in 2023	18.5%
<b>Total</b>	<b>238</b>

<b>Q5 Have you requested an appointment with a GP in 2024?</b>					
<b>Q6 When requesting your most recent appointment were you able to book one that suited your needs?</b>					
<b>Q7 Thinking back to your last appointment with a GP either Face to Face or on the Telephone – how would you rate your experience?</b>					
<b>Q5</b>		<b>Q6</b>		<b>Q7</b>	
Yes	84%	Yes	86.5%	Excellent	49.4%
No	16%	No	13.5%	Good	34.6%
				Fair	6.1%
				Poor	3.1%
<b>Total</b>	<b>238</b>	<b>Total</b>	<b>162</b>	<b>Total</b>	<b>162</b>

<b>Q8 Have you requested an appointment with a Nurse/Healthcare Assistant in 2024?</b>					
<b>Q9 When requesting your most recent appointment were you able to book one that suited your needs?</b>					
<b>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?</b>					
<b>Q8</b>		<b>Q9</b>		<b>Q10</b>	
Yes	48.5%	Yes	94.6%	Excellent	67%
No	51.5%	No	5.4%	Good	28.7%
				Fair	4.3%
				Poor	0%
<b>Total</b>	<b>194</b>	<b>Total</b>	<b>94</b>	<b>Total</b>	<b>94</b>

<b>Q11 Have you requested an appointment with any of the other services such as Clinical Pharmacist/ Mental Health Practitioner/Social Prescriber in 2024?</b>					
<b>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?</b>					
<b>Q11</b>			<b>Q12</b>		
Yes	7.7%	Excellent	20%		
No	92.3%	Good	46.7%		
		Fair	133.3%		
		Poor	0%		
<b>Total</b>	<b>194</b>	<b>Total</b>	<b>15</b>		

<b>Q13 Do you access the Practice website?</b>	
Often	11.3%
Sometimes	42.9%
Rarely	30.3%
Never	15.5%
<b>Total</b>	<b>238</b>

<b>Q14 Are you aware of the new online access for requesting appointments, medication and other queries via Klinik Access on our website – This has been live since 11th June '24?</b>					
<b>Q15 Have you used the new appointment request online system?</b>					
<b>Q16 How would you rate the new online system?</b>					
<b>Q14</b>		<b>Q15</b>		<b>Q16</b>	
Yes	88.5%	Yes	44%	Excellent	17.7%
No	11.5%	No	56%	Good	24%
				Fair	25.3%
				Poor	31.6%
<b>Total</b>	<b>201</b>	<b>Total</b>	<b>177</b>	<b>Total</b>	<b>79</b>

<b>Q17 Do you have any online health Apps?</b>			
<b>Q18 Which App do you prefer to use?</b>			
<b>Q17</b>		<b>Q18</b>	
NHS App	76.9%	NHS App	74.5%
Ask First	2.9%	Patient Access	21.9%
Patient Access	28.6%	Other	3.6%
Other	2.9%		
I do not have any Apps	17.6%		
<b>Total</b>	<b>238</b>	<b>Total</b>	<b>196</b>

<b>Q19 What are you most likely to use the NHS App for?</b>	
Repeat prescriptions	36.6%
Checking symptoms	4.1%
Viewing health record	23.8%
Viewing appointments	13.8%
Reading messages sent to you	21.9%
<b>Total</b>	<b>146</b>

<b>Q20 Have you received text messages from the surgery regarding your health or as reminders or other communication?</b>			
<b>Q21 How helpful do you think this is as a communication tool ?</b>			
Yes	68.9%	Very helpful	43%
No	31.1%	Helpful	49%
		Not helpful	7.9%
<b>Total</b>	<b>238</b>	<b>Total</b>	<b>165</b>

<b>Q22 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?</b>	
By text message to my mobile	68.5%
By an email from the surgery	80.7%
From regular checks of the website	8%
From updates from the Patients Group	40.8%
From telephoning the surgery	40.8%
From a necessary visit to the surgery	22.3%
From family or friends	6.7%
None of the above	0.8%
<b>Total</b>	<b>238</b>

<b>Q23 Are you a member of the Patients Group?</b>
<b>Q24 Do you attend Patients Group meetings?</b>
<b>Q25 Going forward, would you prefer Patients Group Meetings and Health Awareness events to be Zoom or Face-to-Face?</b>
<b>Q26 How often should Patients Group Meetings be held?</b>



Q23		Q24		Q25		Q26	
Yes	78.1%	Yes	31.7%	Zoom	11.9%	Every 2 months	13.6%
No	21.9%	No	68.3%	Face-to-face	67.8%	Quarterly (as at present)	79.7%
				No preference	20.3%	Every 4months	3.4%
						Every 6 months	3.4%
<b>Total</b>	<b>238</b>	<b>Total</b>	<b>186</b>	<b>Total</b>	<b>59</b>	<b>Total</b>	<b>59</b>

<b>Q27 When you receive communications from the Patient Group, how often do you look at the attached documents?</b>	
Always	50%
Often	28.5%
Sometimes	17.7%
Rarely	4.3%
Never	0%
<b>Total</b>	<b>186</b>

<b>Q28 What might the Patient Group, in collaboration with the Practice do more of/do better to help patients?</b>	
More frequent consultation with patients on proposed new services	53.3%
Timely updates on changes at the surgery	73.3%
Additional health awareness events (currently 2 a year)	25%
Practical help on using the online services/Apps	45%
Other	3.9%
<b>Total</b>	<b>180</b>

**Q29** 136 comments have been received and details shared with the Practice. A summary is given on Page 5.

<b>Q30 What is your age group?</b>	
20-39	1.7%
40-49	4.2%
50-59	4.2%
60-69	11.3%
70-79	33.2%
Over 80	43.3%
Rather not say	2.1%
<b>Total</b>	<b>238</b>