

GP Patient Survey Summary 2015-16

Nailsea Family Practice

The GP Patient 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.

For Nailsea Family Practice 177 patients out of a population of 11, 200 = 1.58% responded and the results are shown below.

Phone Calls and Appointments

Overall, patients are satisfied with the phone system with 95% of patients finding it fairly easy or very easy to get through to the surgery. This is more than 20% greater than the Local and National average.

Patients are also satisfied with appointments. The practice surpasses the Local and National average for the ability to see or speak to someone the last time they tried, convenience of the appointment and the overall experience of making an appointment. Overall, 93% of patients feel that the overall experience of making appointment is fairly good or very good. This is 20% greater than the National average.

Improvement: One area of potential improvement is the ability of patients to see or speak to their preferred GP. Only 60% of patients believe that they are able to do this on a regular basis. 36% feel that they are only able to see or speak to their preferred GP some of the time and 4% never can. However, this figure is greater than the National and Local CCG average.

Waiting Times

Waiting times have the lowest percentage of patient satisfaction. 64% of patients wait for 15 minutes or less after their appointment time to be seen. This is greater than the Local average but lower than the National average of 65%. Only 2% of patients regularly wait less than 5 minutes with 62% waiting between 5 and 15 minutes and 28% waiting more than 15 minutes.

Overall, 24% of patients believe that they have to wait a bit too long after their appointment time to be seen and 7% wait far too long to be seen.

GP Satisfaction

GP satisfaction is consistently above the National average and generally above the Local average. 90% of patients believe that the last GP they saw or spoke to was giving them enough time. 92% say that the last GP they saw was good at explaining the relevant tests and treatments. Overall, 96% of patients had confidence and trust in the last GP they dealt with. This is greater than both the Local and the National average.

There are three areas in which patient satisfaction was lower than the Local average. These are how good the GP was at listening to them, how involved patients were in decisions about their own care and if they were treated with care and concern. 11% of patients felt that the GP was neither good nor poor at listening to them and 1% felt

that they were poor. Moreover, 15% of patients felt that they were not adequately involved in decisions about their care and also that the GP was neither good nor poor at treating them with care and concern.

Nurse Satisfaction

Patient satisfaction with nursing care is higher than or equal to the National average in all areas. 96% of patients felt they were given enough time, 91% believe that the nurse they last saw or spoke to was good at listening to them and good at explaining the relevant tests and treatments.

The overall level of satisfaction with nursing care is highlighted in the 100% of patients who say that they had confidence and trust in the last nurse they saw or spoke to.

Conclusion

General satisfaction with the surgery is high. 86% of patients are satisfied with the opening hours of the surgery. This is 10% above the Local and National average. 92% of patients find the receptionists helpful.

Crucially, 95% of patients describe their overall experience as fairly good or very good and 91% would recommend the surgery to someone new in the area. The statistics demonstrate that patient satisfaction is higher than both the Local and National averages in the majority of the areas.

The main areas of dissatisfaction are concentrated in waiting times to see the GP or nurse and the ability to see a specific GP. These are the only cases where patient satisfaction is noticeably lower at 60-64%.