

Fairlands Practice Patient Survey 2017

Summary Report and Recommendations by the Fairlands Practice Patient Participation Group

Introduction

The Fairlands Practice Annual Patient Survey 2017 was carried out in the second half of last year. 582 patients completed the survey. This response compares favourably with the 2017 NHS England Survey, which was completed by 109 Fairlands patients. Given the greater number of respondents, the Fairlands Practice Survey is more reflective of the Practice population.

The Fairlands Practice Patient Participation Group (FPPPG) is grateful to all those who completed the survey. The survey gives a good picture of what the practice does well and what it does less well. The results are broadly similar to the findings of the national survey. A number of areas for improvement have been identified.

General Conclusions

Overall, patients are highly satisfied with the quality of medical care received at Fairlands. Some survey respondents named individual doctors and expressed appreciation of the care received from them. The services of the nurses and nurse practitioner(s) are highly valued. The receptionists are seen as helpful by the great majority of respondents. Positive comments were made about Fairlands by patients who have come from other practices.

The Patient Participation Group wishes to thank all the staff at Fairlands for their efforts on behalf of patients and to congratulate them on the survey results.

Recommendations

The FPPPG recommends that improvements be made in the following areas:

- the Practice's telephone system
- telephone response times
- ability to book appointments ahead of time
- how quickly patients are seen for routine GP appointments (same day or next day, 2-4 days, 5 days or more, etc.)
- greater encouragement to patients to use the Practice's website (e.g. for booking appointments, ordering prescriptions)
- management of patients who fail to turn up for appointments
- knowledge of the Patient Participation Group and what it does.

The FPPPG will be working with the Practice in the coming months to bring about improvements in these areas.

Summary of Key Results

A summary of key results is given below. Responses in different categories (e.g. satisfied, fairly satisfied, highly satisfied) have been aggregated as necessary to enable general conclusions to be drawn.

- 93% of respondents found the receptionists helpful
- 32% didn't find it easy to get through to someone at the Practice on the phone
- 33% reported that it had taken more than 6 minutes for their call to be answered, when they last phoned the Practice
- 90% found the automated telephone system clear
- 52% hadn't tried to order prescriptions via the practice website; all of those who had tried found it easy
- 27% didn't find it easy to book appointments ahead of time

- 79% were satisfied at how quickly they were seen
- 95% said that, at their last consultation, the GP was polite and considerate
- 94% were satisfied that the GP had listened to them
- 93% thought that they were given enough time by the GP
- 93% were satisfied with the GP's assessment of their symptoms and medical condition
- 92% were satisfied with the GP's explanation of their condition and treatment
- 89% would be completely happy to see this GP again
- 90% were satisfied that the practice nurse had listened to them
- 86% were satisfied with the treatment provided or arranged by the nurse
- 88% say that the Practice is open at convenient times
- 86% describe their experience of the surgery as good, very good or excellent
- 83% would be likely to recommend the surgery to friends and family needing similar care or treatment
- 84% thought that patients who fail to turn up for booked appointments without good reasons should be formally warned
- 54% are unaware of the Fairlands Practice Patient Participation Group (FPPPG)
- 66% are unaware of what the FPPPG does.