

CAPE HILL MEDICAL CENTRE

PATIENT SURVEY FEEDBACK RESULTS April 2024

The NHS conducts a GP Patient Survey every year around January time. This survey is independent to the Practice and is run by Ipsos MORI on behalf of NHS England. The survey is sent out to over two million people across the UK. The results (usually published in July) show how people feel about their GP practice. Visit their "How do I...?" page to learn more or read their FAQ.

Whilst these survey results are useful, as they are only taken for one month of the year and then reported on almost six months later, it is not always accurate current information. We also know that a very small percentage of our patient do not or cannot complete this survey which is sent directly to them in the post. Therefore, with the support of our PPG members, we conduct our own Practice Patient Survey with the PPG member assisting our patients to complete the forms and prepares the analyse for the Practice Manager to share the results with you.

We continue to support the patients to have a successful Patient Participation Group (PPG). Since the COVID pandemic, our PPG numbers have depleted so part of our Patient Survey is allowing us to talk to our Patients and inform them of our PPG remit and encourage them to engage with us. This has been successful and we are hoping this will allow us to re-start our much needed PPG.

Joining our PPG

There are no age restrictions on joining our PPG and we welcome all ethnic backgrounds as this is representative of our patient population and vitally important to get the views of all backgrounds as everyone has different needs and concerns. We actively encourage new members via word of mouth when the Practice team interacting with patients directly, posters in Practice, and meetings are advertised on the television information channel in surgery.

The members attend meetings bi monthly and we have a virtual group who receive paperwork including any additional information. If they cannot attend meetings they are encouraged to raise issues they would like discussed via email, we actively encourage patients who are unable to attend to join the group in this manner. In these meetings the group discuss issues which affect the Practice and patients. The PPG are always keen to involve outside members of other groups from the local area, to promote the services they can offer and what the surgery have to offer, which show patients and local residents how they can benefit. This includes members of third sector charity organisations who attend to discuss local issues.

We are also working with our neighbouring Practices who are part of our Primary Care Network (PCN). The PPG are at the heart of what our PCN will be doing in the coming year, so we are encouraging our patients to get involved.

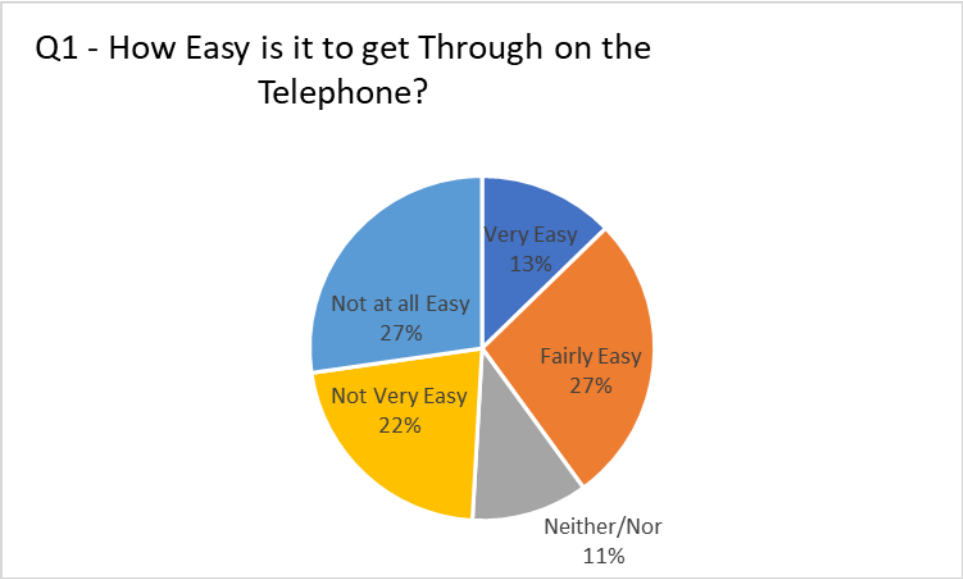
PPG forums and Networks in the community are also a good way for our patients to have their voices heard and to help shape the services we provide in Primary Care.

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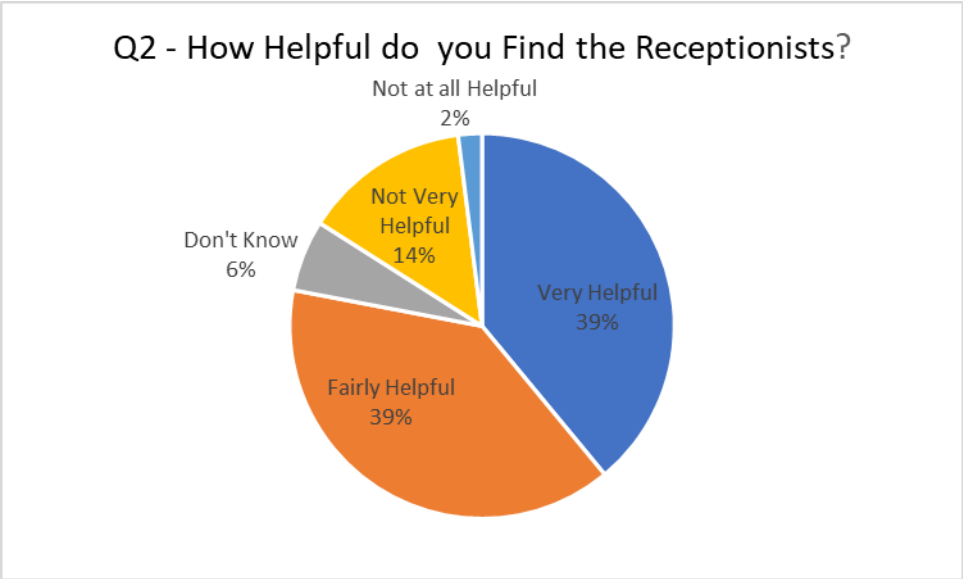
Patient Survey Results April 2024

A total of 502 patient satisfaction survey questionnaires were completed. The selections of patients were entirely random, as they were visiting the practice for a variety of reasons; the results were collated using an Excel Spreadsheet by a member of the PPG to enable this report to be produced.

The graphs below show the results of the questions:



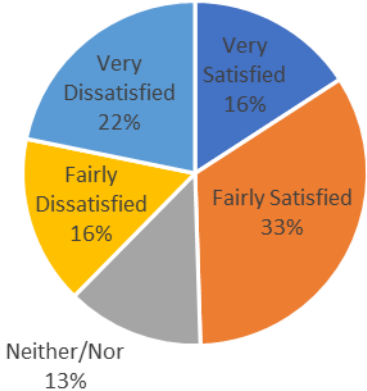
40% of our patients find it easy to get through on the telephone



78% Find our Receptionists Helpful

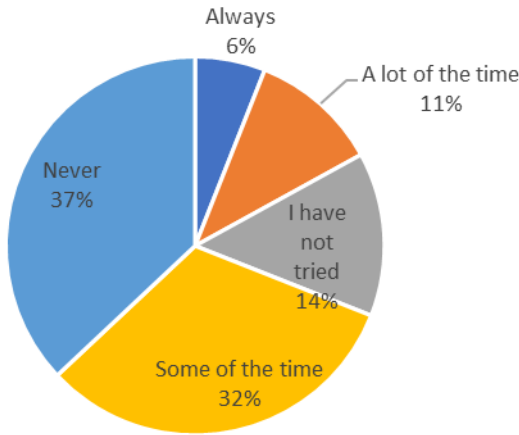
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Q3 - How Satisfied are you with the Appointments Available to you?



49% were happy with the appointments available to them

Q4 - How Often to you See or Speak to your Preferred GP?

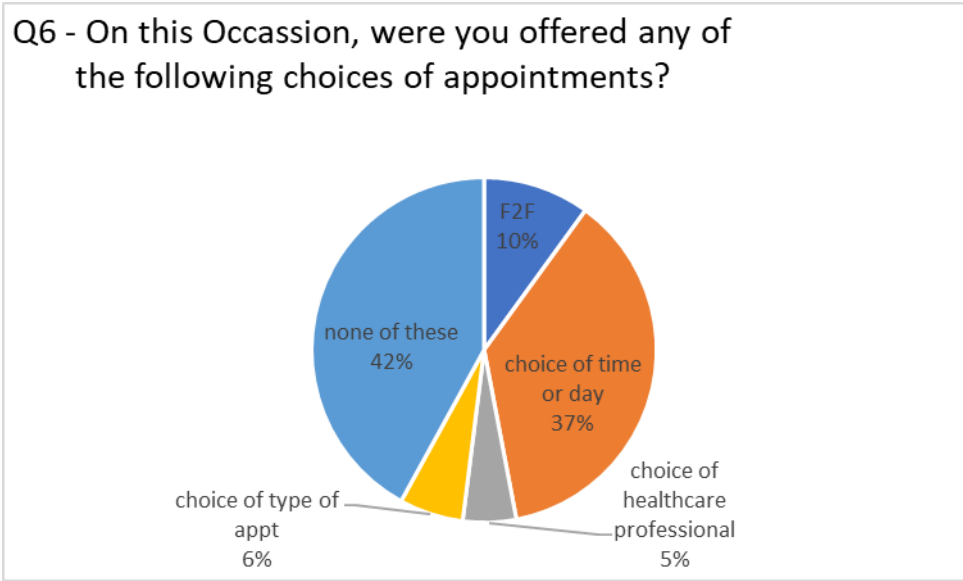


43% see or speak to their preferred GP

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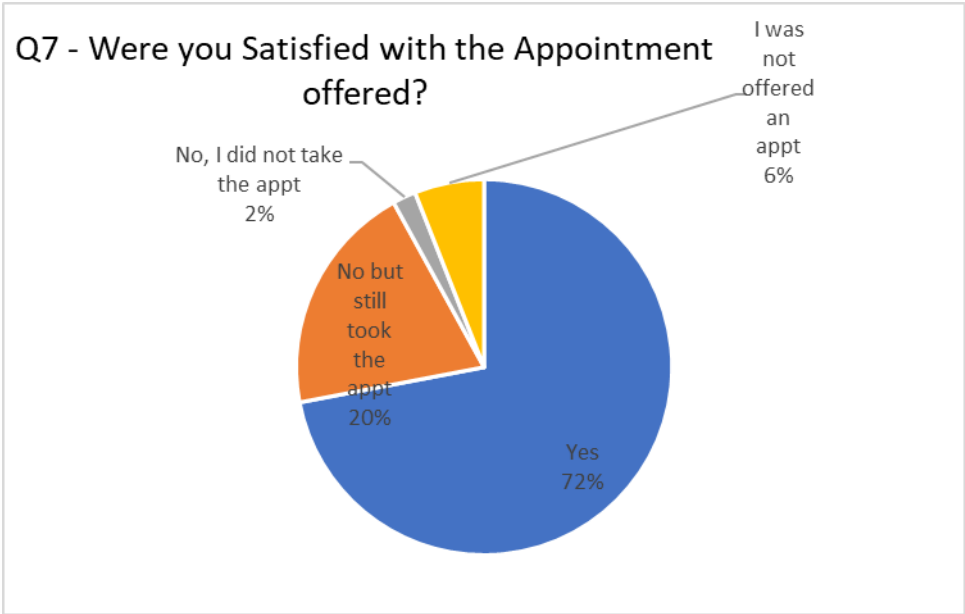


48% Find it easy to use our Website

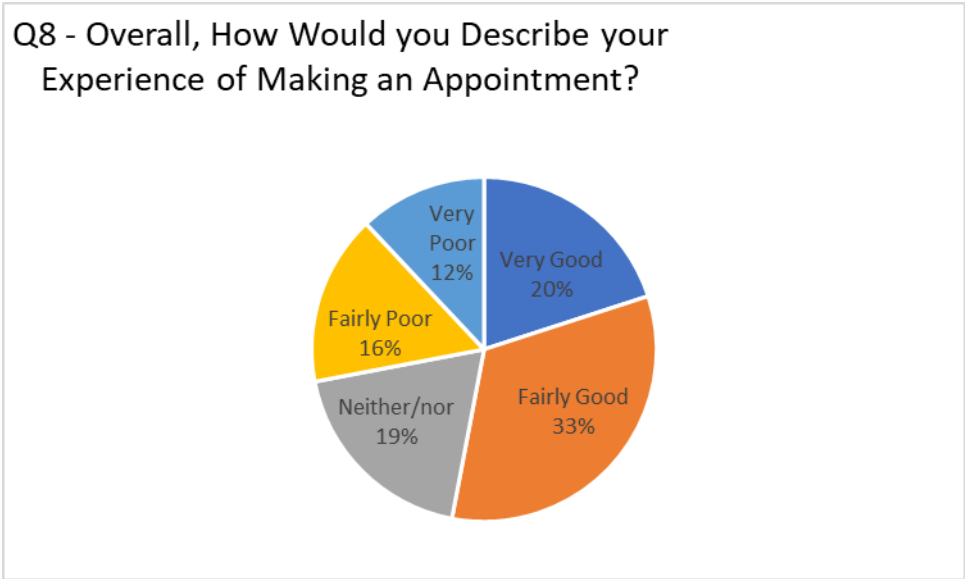


58% were offered a choice of f2f, time/day, type of appt or choice of healthcare professional

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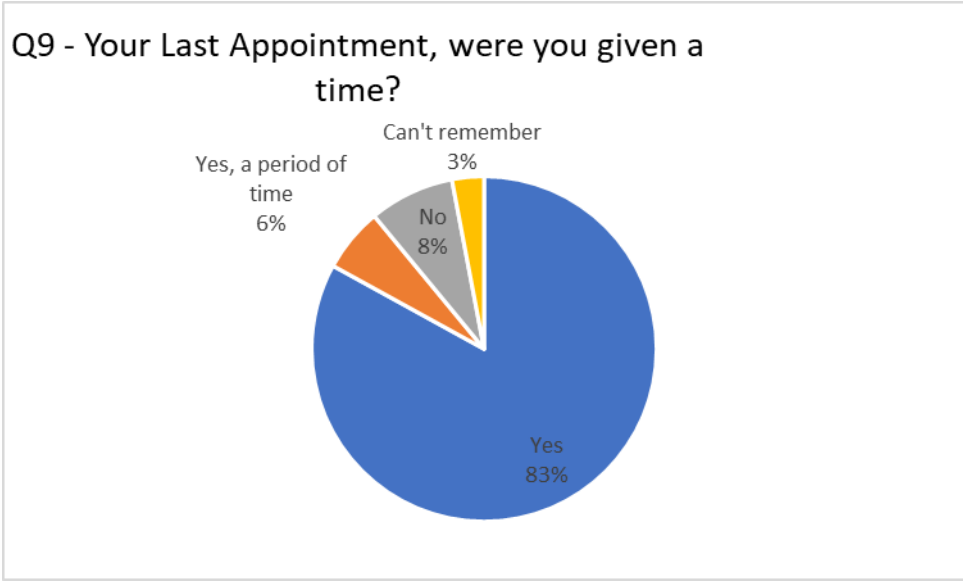


92% took the appointment they were offered

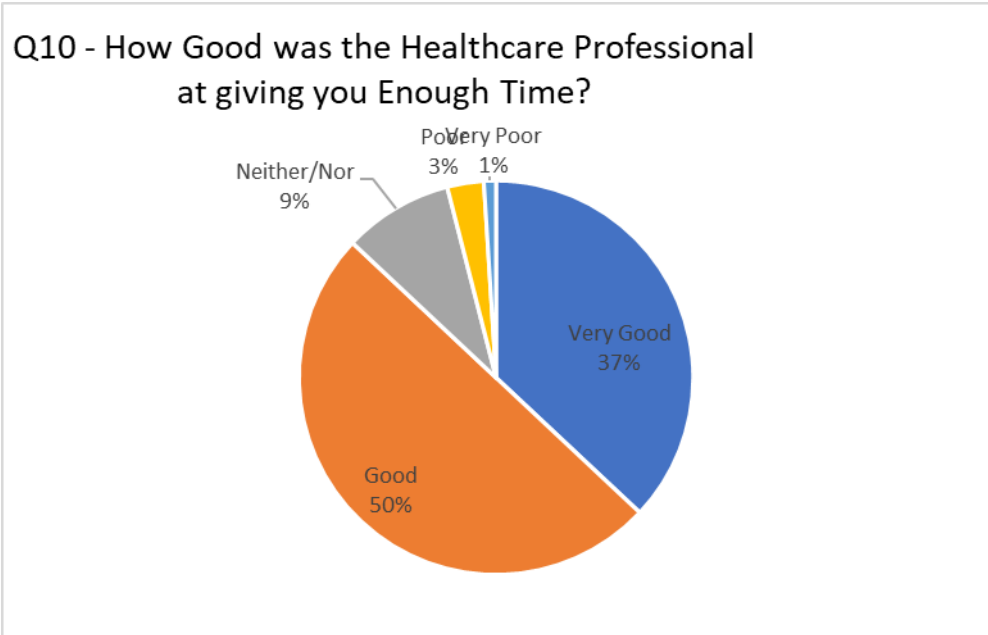


53% of patients were happy with their experience of making an appointment

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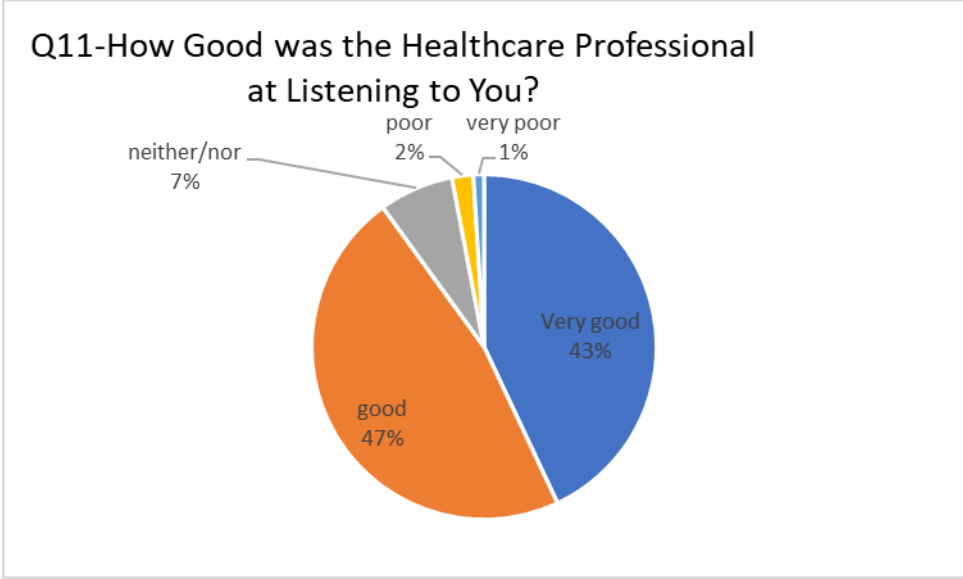


89% were given an appointment time at their last visit

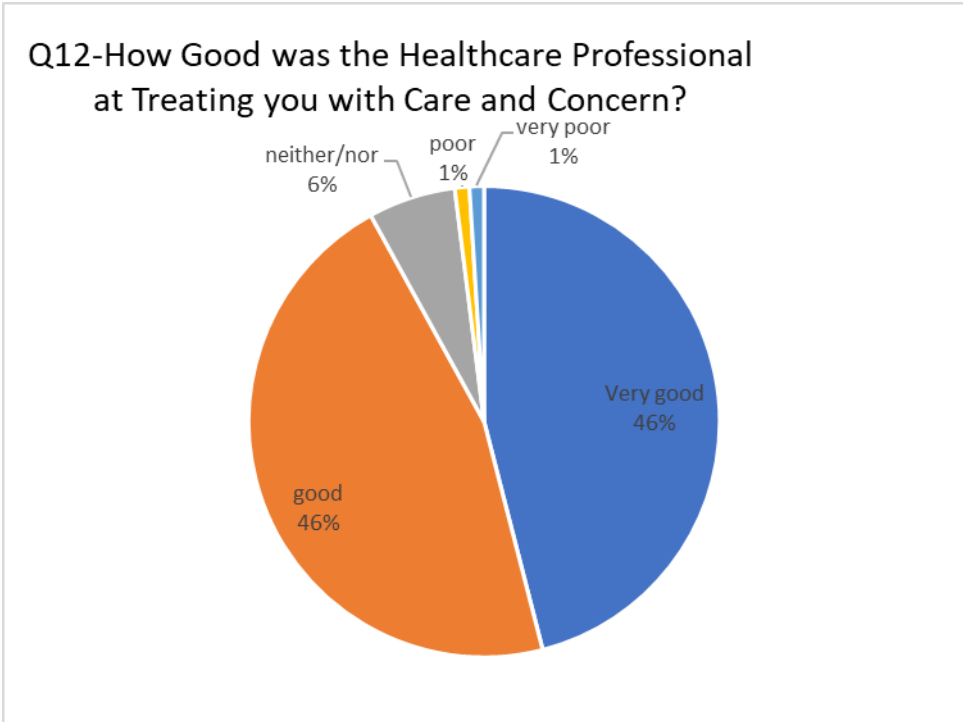


87% told us the healthcare professional gave them enough time in their appointment

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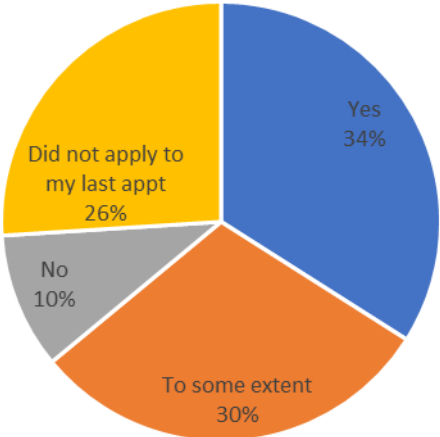
90% told us the healthcare professional was good at listening to them



92% told us the healthcare professional was good at treating them with care and concern

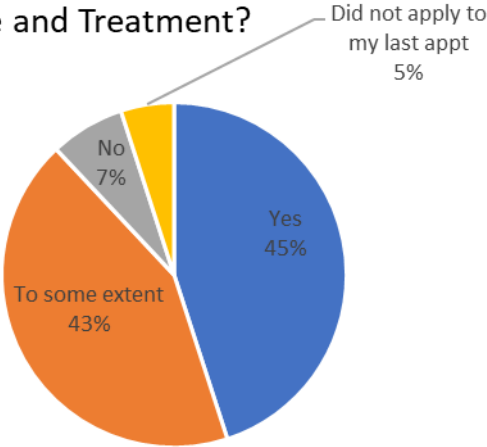
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Q13-Did you feel the Healthcare Professional recognised any Mental Health Needs you may have had?



64% told us the healthcare professional was good at recognising their mental health needs

Q14-Were you Involved in the Decisions about your Care and Treatment?

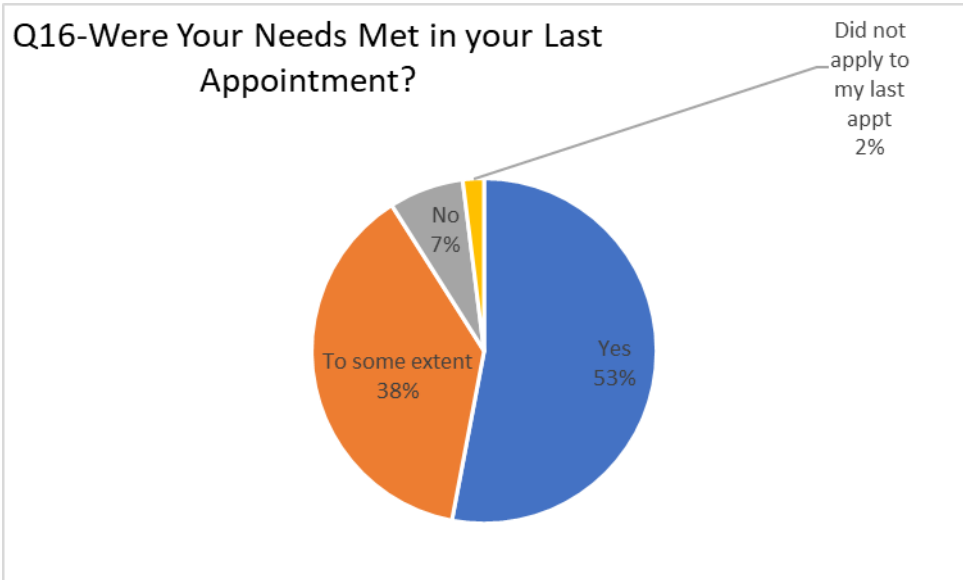


88% told us they were involved in the decision being made about their care and treatment

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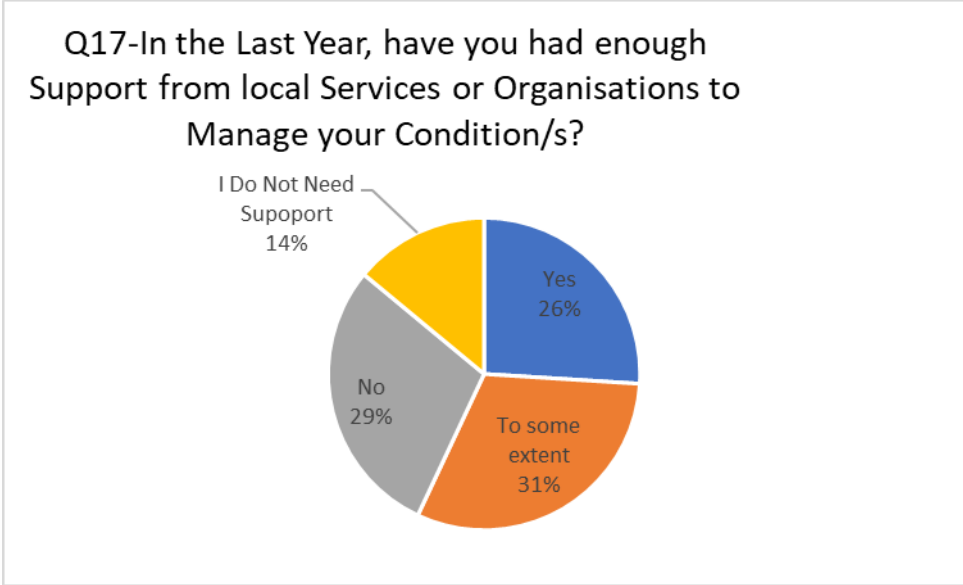


93% told us they have the confidence and trust in the healthcare professional they saw/spoke to

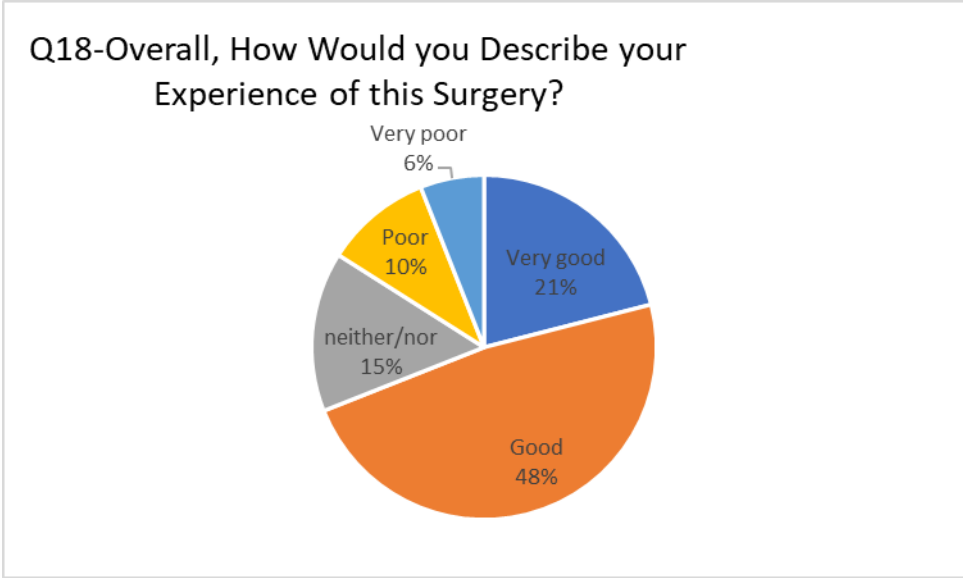


91% told us they had their needs met in their last appointment

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57% had enough support from local services or organisations to manage their conditions



69% of our patients have a good experience of our Surgery

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We are interested in any other comments you may have made through this survey. Below is a selection of patient comments about the Practice, its service and its team:

1. Is there anything particularly good about your health care?
 - The GP are very good and helpful. The staff are also very helpful, good and professional
 - I am satisfied with the health service
 - Healthcare itself is very good, the choice of hospitals but most of all the umbrella of different sections of healthcare
 - staff are very good at understanding me, staff are amazing here
 - Midwife has been very good
 - The NHS app is useful
 - I've been given good support to meet my needs

2. In your opinion is there anything which could be improved?
 - Provide more appointments
 - Yes, you see so many different doctors and hear so many conflicting views. You could do with a regular doctor for complex needs.
 - A)appointment availability both adults and children B) appointment with choice of doctor c) quicker prescription turnaround d)medication available for on-going (ad-hoc) problems easily accessible
 - waiting times, being referred to the hospital for scans with an emergency too slow.
 - Improve in the cleanliness of the practice. Invest in modernising the medical practice
 - telephone appointment system is terrible and has been like this for some time. Better bookings system is needed to assist wider public's needs.
 - Some staff need better customer service in how they speak to patients

3. Any other comments?
 - If you can't cope with the demand of patients, take fewer patients on so the quality of care is not affected.
 - Surgery used to be good but now it has lost the service I used to get
 - just don't like to tell receptionists what symptoms or conditions to get appointment

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Conclusion and outcomes:-

We always welcome feedback of which, as a Practice we listen to and reflect on. We get feedback throughout the year through various ways i.e. our friends and family test in the Practice on via text message but also through this patient survey. We understand there are always areas for improvement of which we ensure we take into account our patient views when making adjustments/improvements as required or as appropriate.

The following action plan shows the areas we have reflected on from the comments made on this survey and aspire to make improvements on over the next 12 months. This is a continued program of improvement, working with our in house Patient Participation Group and the patients we provide a service to.

Cape Hill Medical Centre - Action Plan resulting from Patient Survey April 2024

Action required	Plan recently put in place
Improve access	<ul style="list-style-type: none"> We have more staff answering the telephones at peak times Every 3 months we review the number of appointments we give to ensure we are a) meeting out contractual requirements and b) to try to meet patient demand. As of April 2024 we offer 24% more appointments per week than we are contracted to offer. We work with our PCN to offer exgtended hours everyday including Saturdays to enable working people better access to appointments We are reviewing our team to ensure we have the right healthcare professionals and specialities to ensure our patients needs are met by the right professional
Staff behaviour	<ul style="list-style-type: none"> We are sourcing face to face customer service training for all of our staff to ensure we are communicating effectively

The practice is keen to engage patients to help deliver and design services around the needs of its patients and with the help of the PPG we will look at the priority needs of our patient population. The main points of action are detailed above and we will continue to monitor new systems which have recently been put in place to ensure we are meeting our high service delivery for our patients

This report will be published on our Practice Website and a copy will be posted in our waiting area, and if any patient should wish to receive a hard copy, they can do this via reception.

Andrea Brydon
Practice Manager