



Rectory Meadow Surgery Patients Survey August 2022

Why did we carry out a survey?

It has been a year since we last surveyed RMS Patients and during that time we have seen a gradual move away from all the precautions we had to take during lockdown but with still many cases of new Covid strains and a continuing vaccination programme. During the last year we have also seen many changes at the surgery with new staff and some difficulties coping with shortages due to Covid cases among the staff. The need for remote consultations has been a feature and therefore it was felt to be a good time to see how patients are feeling on a number of topics.

Response

The response this time was 917 patients compared to 185 last year. This was due to the co-operation between the Practice and the Patients Group in making many more patients aware of the survey.

Summary of Findings

Full details of the responses to the questions can be found in the Appendix.

Telephoning the surgery

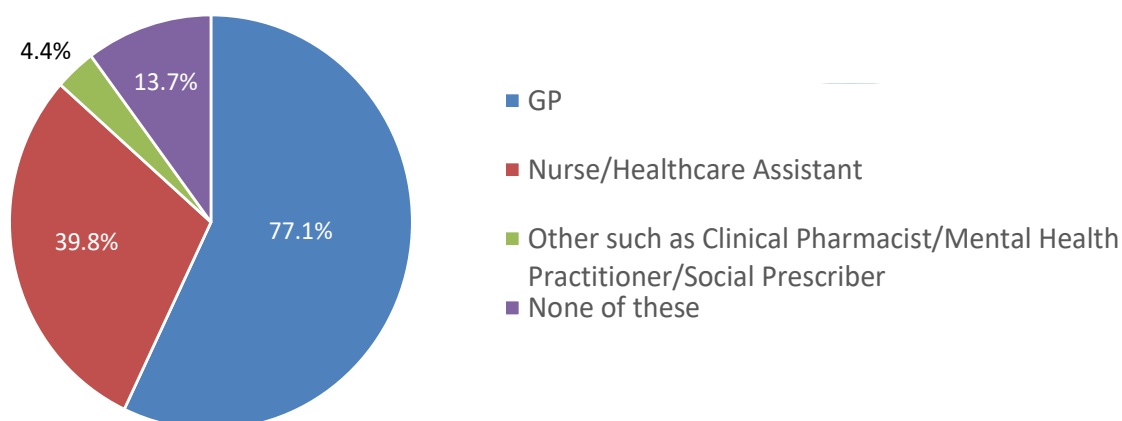
Q1&2 – 81% of respondents have telephoned the surgery in 2022 and of these 21.5% rated the access fair or poor. This is quite a large proportion and this is reflected in the number of written comments regarding the telephone system (see Q24/25).

Appointments

Q3 -78% of respondents had either a face-to-face or telephone consultation in 2022.

Q4 - In response to how often people contacted the surgery for any reason, 70% said between once a month and once a year whilst only 8.5% were at the highest of at least once a month. Nearly a quarter of respondents were in contact less than once a year.

Q5 - Have you requested an appointment with any of the following in 2022?

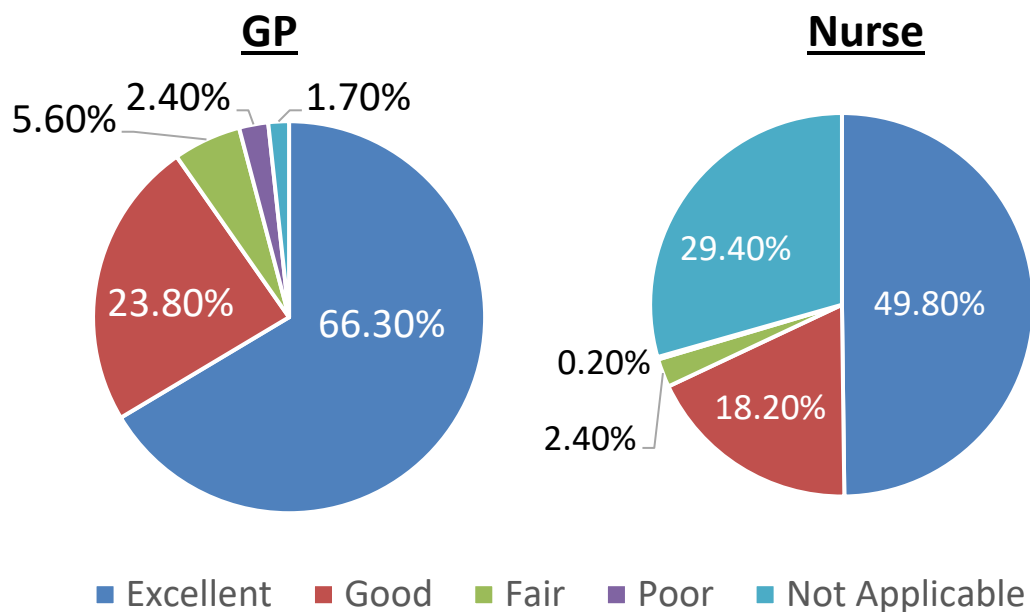


19% of responses had more than one type of appointment – hence % do not add to 100

Contact with a GP

Q6&7 - 96% of people who had booked a GP in 2022 said they were able to get an appointment that suited their needs. The figure was a similar 97% for nurse appointments.

Q8&9 -Rating the appointment

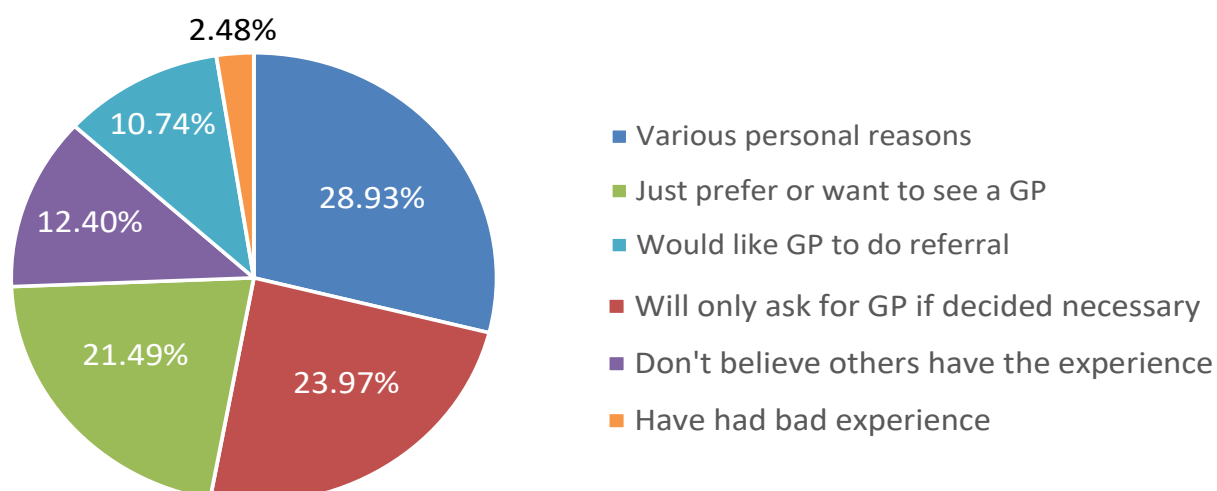


Q10 – Numbers of people booking appointments with “others” in the Q5 figure were small but 85% ratings were Excellent or good and 15% Fair or Poor.

Referrals

Q11 – When asked whether patients would be happy to be directed to associated clinicians such as Pharmacists or Physiotherapists, 84% said Yes.

Q12 – For the 16% who said that they would not be happy, their reasons were as shown below.

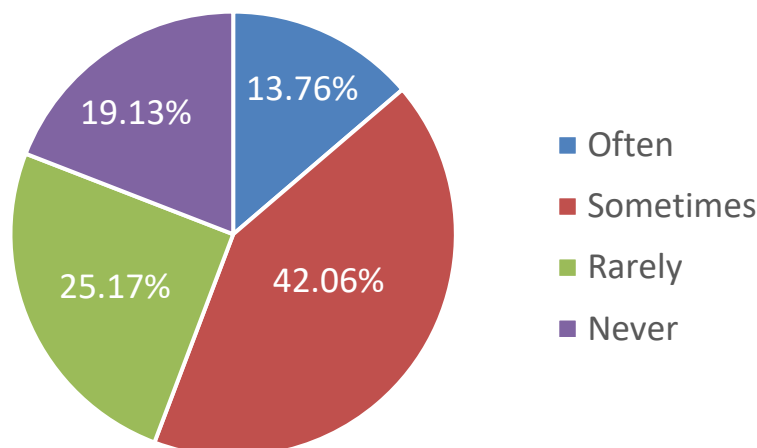


Information and online access

Q13&14 – 85% of respondents have received a text message from the surgery and of these 95% found them very helpful or helpful.

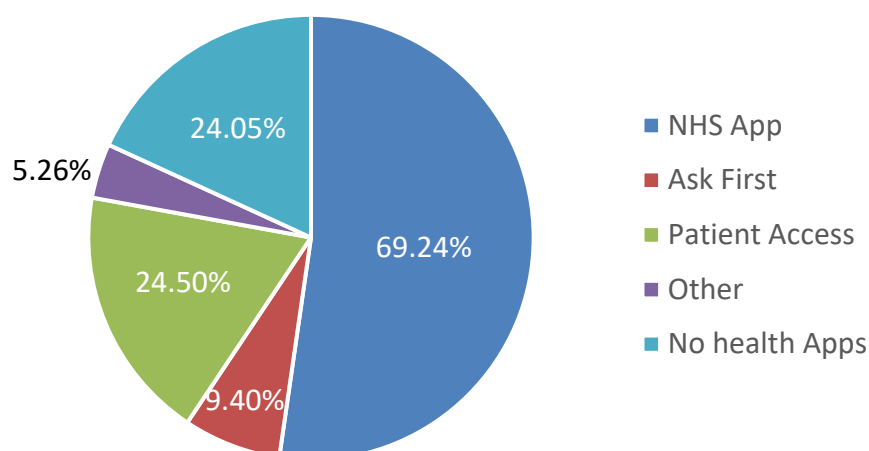
Q15 – 97.5% of patients responding have access to the internet but 44% rarely or never access the website (see Q16).

Q16 – Do you access the Practice website?



Q17 - Do you follow the Practice Facebook page? – 97% said No.

Q18 - Do you have any online health Apps?

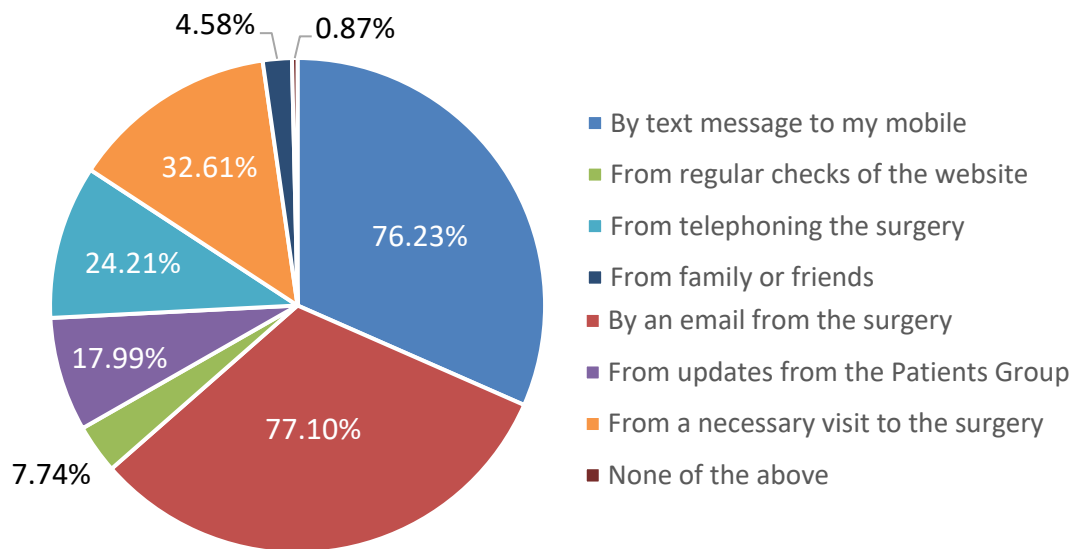


NB. Many people have more than one App so % will not total 100.

Q19 - Which App do you prefer to use? – 68% of those that have an App went for NHS App and 21% chose Patient Access.

Q20 – 65%, almost twice as many people said that they would like to be able to send requests or messages via an online form as opposed to calling the practice as those saying they would not like this option (35%).

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?



Prescriptions

Q22&23 – 84% of respondents have not had any difficulties obtaining their prescriptions. Of the 16% that have had a problem the largest category (37%) said lack of stock was the problem followed by 28% unspecified problem and “insufficient quantity dispensed” and “not there in 48 hours” both at around 15%.

Comments

Q24&25 – These questions yielded a total of 864 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:

- 405 (47%) positive, complimentary or saying nothing needs to change
- 72 (8%) were negative about the current telephone system
- 52 (6%) were problems with getting appointments
- 46 (5%) were problems/issues with prescriptions
- 31 (3%) suggesting more use of email for two-way contact would be beneficial

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
- More use of video appointments
- Improved feedback on test results

Negative comments were generally from individuals who have had bad experiences with some aspect of their care or who do not like remote consultations under any circumstances.

Recommendations

Although this was a fairly short survey it has provided reassurance that generally RMS is still highly regarded in terms of the services provided, and has also indicated a number of opportunities for improvements.

Increasing use of different technologies will bring benefits but will require:

- Focus on targeted and repeated communications to ensure that patients who are less able to deal with new ways of working can continue to access care they need.
- Provide education but also reassurance to allay fears that some will be left behind.
- Identify the benefits that will come from, for example, the new telephone system and most importantly demonstrate how and when those benefits are realised.

As so few people look at the Facebook page, it may be useful to indicate on the RMS website how people can access this.

Continue to use all possible forms of communication to inform patients of changes to services, staff or ways of working and monitor patient feedback to inform continuous improvement efforts from both patients and Practice.

Conclusion

Thanks to help from the Practice, this survey has reached a statistically significant number of patients in terms of respondents. Feedback from patients in the form of future surveys and through the Patients Group should be used as ongoing vehicles to ensure a healthy Patient/Practice partnership.

Once the Practice has had a chance to examine the findings, the Patients Group will be pleased to help in any way with communication or discussions on possible solutions to some of the issues raised.

APPENDIX

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	81%	Excellent	34%
No	19%	Good	44.6%
		Fair	13.5%
		Poor	8%
Total	917	Total	742

Q3 Have you had an appointment with the surgery in 2022?			
Q4 How often in general do you call or access the surgery?			
In person at the surgery	60%	Once a week on average	0.02%
A telephone consultation	17.5%	Between once a week and once a month	8.5%
I have not had any appointments in 2022	22.5%	Between once a month and once a year	70%
		Less often than once a year	21.5%
Total	917	Total	917

Q5 Have you requested an appointment with any of the following in 2022?	
GP	57.1%
Nurse/Healthcare Assistant	29.5%
Other e.g. Clinical Pharmacist/ Mental Health Practitioner/Social Prescriber	3.3%
None of these	10.2%
Total	917

Q6&7 When requesting your most recent appointment were you able to book one that suited your needs?			
<i>With a GP</i>		<i>With a Nurse/HA</i>	
Yes	90.7%	Yes	60.9%
No	4.2%	No	3.5%
Not Applicable	5.2%	Not Applicable	35.6%
Total	621	Total	621

Q8,9&10 Thinking back to your last appointment either Face to Face or on the Telephone – how would you rate your experience?					
<i>With a GP</i>		<i>With a Nurse/Healthcare Asst.</i>		<i>With Other</i>	
Excellent	66.3%	Excellent	49.8%	Excellent	10%
Good	23.8%	Good	18.2%	Good	5.1%
Fair	5.6%	Fair	2.4%	Fair	1.6%
Poor	2.4%	Poor	0.2%	Poor	1.1%
Not Applicable	1.7%	Not Applicable	29.4%	Not Applicable	83.6%
Total	621	Total	621	Total	621

Q11 Are you happy to be directed to associated clinicians for your needs? i.e. Pharmacist, physio, social prescriber, health and wellbeing professionals?	
Yes	84.2%
No	15.8%
Total	917

Q12 If No then can you say why not? 123 comments were received which have been shared with the Practice and summarised on page 2.

Q13 Have you received text messages from the surgery regarding your health or as reminders or other communication?			
Q14 How helpful do you think this is as a communication tool ?			
Yes	85.3%	Very helpful	56.5%
No	14.7%	Helpful	38.7%
		Not helpful	4.7%
Total	917	Total	781

Q15 Do you have access to the internet?			
Q16 Do you access the Practice website?			
Yes	97.5%	Often	13.8%
No	2.5%	Sometimes	42%
		Rarely	25.2%
		Never	19%
Total	917	Total	894

Q17 Do you follow the Practice Facebook page?	
Yes	3.1%
No	96.9%
Total	917

Q18 Do you have any online health Apps?			
Q19 Which App do you prefer to use?			
NHS App	51%	NHS App	67.9%
Ask First	6.9%	Ask First	1.8%
Patient Access	20.5%	Patient Access	20.9%
Other	3.9%	Other	9.4%
I do not have any Apps	17.7%		
Total	894	Total	679

Q20 Would you like to be able to send requests or messages via an online form as opposed to calling the practice?	
Yes	64.7%
No	35.3%
Total	680

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	76.2%
By an email from the surgery	77%
From regular checks of the website	7.7%
From updates from the Patients Group	18%
From telephoning the surgery	24%
From a necessary visit to the surgery	32.6%
From family or friends	4.5%
None of the above	0.09%
Total	917

Q22 Have you had any difficulties recently with obtaining your prescription medicines?			
Q23 What was the specific problem(s)?			
Yes	84%	No stock	37.4%
No	16%	Wrong medicine supplied	4.1%
		Insufficient amount dispensed e.g. one month instead of two	13.6%
		Not realised that there was a need to reorder	0.07%
		Prescription not received by Pharmacy within 48 hours	16.3%
		Other	27.8%
Total	917	Total	147

Q24 & 25 084 comments have been received and details shared with the Practice. A summary is given on Page 4.