

## Rookery Patient Survey Analysis: May 2023

We have had 862 responses this year which is only 31 less than last year. Thank you so much for taking the time to complete the survey and providing bespoke feedback.

We have been through all the comments and have teased out the main themes. I'm sure you will understand that I cannot respond to every single issue brought up due to confidentiality and the fact that the survey answers are anonymous. I am pleased to say that we received some really positive comments which is very much appreciated. However, there were definitely some responses that made it clear that we always have areas to work on to provide the level of service deemed to be acceptable.

The results of the survey are as follows:

1. **\*\*\*NEW QUESTION\*\*\* Please rate the length of time it takes to get through to the Practice on the phone**  
**61% Good or above / 39% average or below**

*We know this is an area where we, and many GP Practices, struggle to get it right. Rest assured we do have more resource in place for the 8 am rush, have screens behind Reception telling us when there is a call queue, have monitoring software in place so we can see where the peaks and troughs are, and have enabled other staff around the Practice to answer calls from their desks when it is particularly busy. I will also address this matter later in the comments section.*

2. **How satisfied are you with our triage system (i.e. when you feel you need to be seen on the same day)?**  
**Of those who expressed a preference:**  
**87.5% satisfied (2022: 84%) / 12.5% dissatisfied (2022: 16%)**

*An increase of 3.5% in satisfaction levels this year which is very pleasing. We would like to get the dissatisfaction level as low as possible in the coming years.*

3. **Please rate the standard of care you receive from the doctors**  
**85% Good or above (2022: 75%)**

*Another increase on last year's results with 10% increase in patients rating the care from the doctors as Good or above. We are really pleased with this result and hope to push on again over the next 12 months.*

4. **Please rate the standard of care you receive from the nurses**  
**94% Good or above (2022: 90%)**

*Thank you for this endorsement of our nursing team again this year. 94% is an excellent result and testament to all the hard work that they do. Special mentions were made for all their efforts with the combined flu and Covid booster campaign in the autumn and follow-up booster this spring.*

5. **Please rate the standard of care you receive from the reception team**  
**85% Good or above (2022: 81%)**

*It has been a really demanding year for our front-of-house team as they have dealt with a number of frustrations caused by mixed messaging in the media. For them to also improve*

their rating by 4% shows all the hard work they put in trying to deal with demand whilst finding the best possible outcome for each patient.

**6. Please rate the standard of care you receive from the dispensary team**

**87% Good or above (2022: 84%)**

*It is also really good to see the Dispensary improve their rating. That they have managed to achieve this when the delivery service has got even busier and they are dispensing many more items is particularly satisfying.*

**7. Please rate the Practice website ([www.rookerymedicalcentre.co.uk](http://www.rookerymedicalcentre.co.uk))**

**88%** of those patients that use the website find it useful which, again, is practically the same as last year (87%). We hope to add more functionality to the website over the coming months and I am trying to ensure it is updated more regularly.

**8. Please rate the Practice Facebook page**

Of those who are aware of our page **87%** found it helpful which is a little higher than last year (82%). Facebook remains as one of the tools of communication at our disposal but will never be the primary source of information.

**9. \*\*\*NEW QUESTION\*\*\* If you have contacted the Practice electronically (e-consult, online form, direct email, via System Online etc.) please rate the service you have received?**

**88% Good or above**

*A new question added this year to try and gauge how well the Practice deals with electronic and web based enquiries.*

*This way of contacting the Practice grows in popularity every year so it is good to know that the vast majority of patients feel that we are doing this well. Our admin team is dedicated to keeping on top of this correspondence so we hope that we score even higher next year.*

**10. What areas do you think the Practice can improve?**

*As ever there are a wide-ranging variety of comments submitted. Most of these are fair and reasoned and we thank you for taking the time to actually answer the question.*

*These are the main themes and how we plan to deal with them*

Feedback	Practice Response
Better access to face-to-face appointments / able to see a GP more easily	We are trying to widen the scope of what Receptionists can book into F2F appointments (without having to go via a clinician first) over the coming months.
	More Face-to-face appointments are being added into the system
Needs to be easier to get through on the phone	The message that you hear when you call the Practice will be reduced in length as soon as possible
	As mentioned before analysis of where resource needs to be put to clear call queues and reduce wait time is ongoing.
	We have enabled more people around the Practice to answer calls at peak times to help the phones get answered in a timely manner

Specific call back times	Agreed that we need to do more to take into account those patients that work and do not have constant access to their phone for a call back. We will try harder to accommodate requests for calls at certain times.
More Online appointments	This is an area that we continue to look at. We hope to add 'on-the-day' triage call backs and other options soon

**11. What things do you think the Practice does well?**

*Thank you for all your positive replies to this question – it was good to get a lot of really feedback about the professionalism of the team and their caring and friendly attitude.*

**12. Thinking about the Practice as a whole (including clinical and non-clinical staff) how do you rate the overall quality of service?**

**83% Good or above (2022: 75%)**

*We are pleased to have improved by 8% on last year's survey and are determined to keep working hard to ensure that this percentage increases year-on-year.*

**Thanks again for completing the survey and my very best wishes to you.**

**Scott**

**Practice Manager**

**24<sup>th</sup> May 2023**