

Rookery Patient Survey Analysis: May 2025

This year we have had over 900 responses to our request for patients to complete the questionnaire. This is slightly down on last year (when we got over 1000) but this is still a great response and we really grateful for all your feedback on how you feel the Practice is performing.

I have personally read every comment submitted, and while some responses were certainly expressive, they all contribute valuable insight. Although it can be challenging to bring together such a wide range of perspectives, several clear themes have emerged. I will aim to address these in my response to Question 10

The results of the survey are as follows:

- 1. Please rate the length of time it takes to get through to the Practice on the phone**
69% Good or above (2024: 69%) / 31% average or below (2023: 31%)

While there has been no marked improvement since last year's survey, we are encouraged that our performance has remained stable. As highlighted in Question 2, the Practice has transitioned to a cloud-based telephony system, which brings enhanced functionality. This includes the ability for callers to hear their exact position in the queue and, during peak times, to request an automatic callback if the wait is longer than desired.

We understand that waiting on hold can be frustrating, especially during busy periods. Our new system is designed to ease this experience by allowing you to carry on with your day, knowing that we will call you back when it's your turn.

- 2. The Practice has significantly upgraded and simplified its telephone system in the past year. Please rate it below**

Encouragingly, over 50% of respondents indicated that the new system represents an improvement on our previous telephony setup, while 46% reported noticing no significant difference. As mentioned earlier, the new technology enables us to respond more effectively during periods of high demand, which we hope will continue to enhance your experience.

While it is unlikely that we will ever eliminate queues entirely—particularly during the busy 8am period—we now have much clearer insights into peak call times. This allows us to allocate resources more strategically in order to minimise waiting times as much as possible.

- 3. 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:
91.5% satisfied (2024: 92.4%) / 8.5% dissatisfied (2024: 7.6%)

A slight disappointment that we have not maintained the same level of satisfaction as last year with a small drop in performance. We pride ourselves on our 'on-the-day' access for those patients that need and will work hard to improve in this area

- 4. Please rate the standard of care you receive from the doctors**
89.5% Good or above (2024: 89.5%)

Please to maintain the level achieved last year. We are looking to increase doctor availability over the coming months so are hopeful that we can increase positive response over the next 12 months.

5. Please rate the standard of care you receive from the nurses

95% Good or above (2024: 95%)

Thank you once again for your kind recognition of our nursing team. The positive feedback regarding their professionalism and high standard of care is greatly appreciated and most encouraging.

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

88.6% Good or above (2024: 90%)

It has been another challenging year for our front-of-house team at the surgery. In addition to managing ever-increasing demand, they have also had to adapt to changes in our telephone system. While the slight decline in satisfaction is understandable—though naturally disappointing—we remain proud of the professionalism and dedication consistently shown by our Reception team. We are committed to supporting them as we strive to return to, and surpass, our 2024 performance in the year ahead.

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

89% Good or above (2024: 89%)

It is encouraging to see that the Dispensary has maintained its strong performance from last year. Despite facing increased demand—delivering medication to more patients, handling a higher volume of telephone enquiries, and processing a growing number of prescriptions—the team has continued to provide a high level of service with the same resources.

8. Please rate the Practice website (www.rookerymedicalcentre.co.uk)

92% of those patients that use the website find it useful which, again, a small reduction on our score last year (**94%**). I have recently changed the design, colour scheme and layout to make it easier to navigate. This has only been done in the past few weeks so hopefully this will make it more user-friendly.

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

74% Good or above (2024: 76%)

We are disappointed to note that this is an area where the Practice's performance has declined compared to previous periods.

One contributing factor to the change may be the significant increase in the volume of electronic correspondence we now receive. With more and more patients registering for and using the NHS App, there has been a notable rise in the number of messages, appointment requests, and administrative queries submitted digitally. While we welcome this shift as part of our commitment to improving accessibility and convenience, it has also placed additional pressure on our systems and staff.

That said, we fully acknowledge that this does not excuse any decline in the quality or timeliness of our service. We are actively reviewing our processes and resources to better manage the increased demand. Our aim is to ensure that patients continue to receive prompt, effective communication and support, regardless of how they contact us.

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

As in previous years, we received a broad spectrum of comments, reflecting the diverse experiences and viewpoints of our patient community. The majority of responses were fair, constructive, and thoughtfully presented, and we would like to express our sincere appreciation to all those who took the time to complete the survey and share their feedback in detail.

Below, we have outlined the key themes that emerged from your comments, along with our responses to each. We hope this demonstrates the value we place on your input and our ongoing commitment to making meaningful improvements wherever possible.

Feedback	Practice Response
More appointments should be available online	We are committed to increasing the availability of one appointments as an alternative route to being dealt with by a clinician so that there is an alternative to having to call the Practice at 8am.
Wait time for routine appointments	We are performance managed by NHS England on this and have to be seen to be booking 90% of patients in within 2 weeks of contact. However, we do not agree with this as it does allow enough leeway for forward planning so have made appointments available up to 4 weeks in advance now
	We are adding additional clinical resource which will also allow for increased doctor availability
Making it easier to see a doctor face-to-face	<p>We are still keen to avoid returning to the days of crowded waiting rooms, which can be uncomfortable and potentially increase the spread of illness. Using telephone triage as the first point of contact remains an effective way to manage patient care efficiently and safely.</p> <p>This approach has also improved access for many patients—particularly those who work or have other daytime commitments—by allowing more flexibility through telephone and online consultations.</p> <p>However, we want to reassure all patients that face-to-face appointments are always available when needed. If a patient prefers or requires an in-person consultation, we are more than happy to accommodate this, even if a clinician feels a telephone appointment might be sufficient</p>

Improve continuity of care (i.e. better access to same GP)	We recognise that it's not always possible to see your chosen doctor straight away. Many of our GPs work part-time, which can limit the number of appointments available with a specific doctor on any given day. While we understand how important it is for patients to maintain continuity with a familiar clinician, scheduling constraints can occasionally make this difficult. We truly appreciate your patience and understanding in these situations, and we'll always do our best to offer appointments with your preferred GP whenever we can.
	To help improve continuity of care, we have introduced more follow-up appointment slots that clinicians can book directly for their patients. As mentioned earlier, appointments are now available up to six weeks in advance, providing greater flexibility for both patients and doctors to plan ahead and ensure ongoing care with the same clinician where possible.

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

We would like to extend our sincere thanks to those who provided feedback acknowledging the positive aspects of our service. In the current context of considerable challenges in primary care funding, it is not always possible to deliver everything we aspire to. As such, receiving thoughtful and measured comments is especially appreciated. Your support and understanding mean a great deal to the entire team

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

89% Good or above (2024: 88% / 2023: 83% / 2022: 75%)

Thank you for taking the time to complete the questionnaire. We are pleased to note an improvement in our overall satisfaction score and remain committed to carefully considering all feedback received as we continue to improve our services

Best wishes

**Scott
Practice Manager
21st May 2025**