**Octagon@Clarkson Patient Survey 2019**

## Where patient experience is best

50% of respondents usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 52%National average: 50%

59% of respondents describe their experience of making an appointment as good

Local (CCG) average: 74%National average: 69%

59% of respondents are satisfied with the general practice appointment times available

Local (CCG) average: 80%National average: 74%

Where patient experience could improve

82% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 83%National average: 79%

94% of respondents felt their needs were met during their last general practice appointment

Local (CCG) average: 96%National average: 95%

## Your local GP services

46% find it easy to get through to this GP practice by phone

Local (CCG) average: **75%**National average: **70%**

89% find the receptionists at this GP practice helpful

Local (CCG) average: **92%**National average: **90%**

59% are satisfied with the general practice appointment times available

Local (CCG) average: **69%**National average: **66%**

50% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: **52%**National average: **50%**

## Making an appointment

48% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **66%**National average: **62%**

74% were satisfied with the type of appointment they were offered

Local (CCG) average: **80%**National average: **74%**

89% took the appointment they were offered

Local (CCG) average: **96%**National average: **94%**

59% describe their experience of making an appointment as good

Local (CCG) average: **74%**National average: **69%**

## Your last appointment

68% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: **70%**National average: **69%**

84% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: **88%**National average: **87%**

93% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: **91%**National average: **89%**

90% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: **89%**National average: **87%**

98% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: **95%**National average: **93%**

97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: **96%**National average: **96%**

86% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: **88%**National average: **87%**

94% felt their needs were met during their last general practice appointment

Local (CCG) average: **96%**National average: **95%**

## Your health

82% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: **83%**National average: **79%**

## Overall experience

83% describe their overall experience of this GP practice as good

Local (CCG) average: **85%**National average: **84%**

## Action plan in response to where patient experience could improve:

46% of respondents find it easy to get through to this GP practice by phone

Local (CCG) average: **74%**National average: **68%**

**Action – Admin Support staff will be answering the telephones to back up reception at busy times.**

**We are currently working on a plan to change our way of working in reception to address this area.**

48% of respondents were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: **65%**National average: **62%**

**Action - Staff to offer more choice to patients with regards to appointment times and different clinicians to meet patient needs, where possible.**

59% of respondents describe their experience of making an appointment as good

Local (CCG) average: **73%**National average: **67%**

**Action – We have trained all receptionists to bronze care navigator level and one receptionist to gold level, to improve the patient experience. We will also be providing training on customer service.**

**23rd August 2019 – We will provide updated on our progress against plan, as we continue to make improvements to our service.**