**Clarkson Surgery Patient Survey 2018**

## Where patient experience is best

60% of respondents usually get to see or speak to their preferred GP when they would like to

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

76% of respondents describe their experience of making an appointment as good

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

82% of respondents are satisfied with the general practice appointment times available

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

Where patient experience could improve

78% 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%

93% of respondents felt their needs were met during their last general practice appointment

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

## Your local GP services

70% find it easy to get through to this GP practice by phone

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

829% find the receptionists at this GP practice helpful

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

67% are satisfied with the general practice appointment times available

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

60% 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

64% were offered a choice of appointment when they last tried to make a general practice appointment

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

82% were satisfied with the type of appointment they were offered

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

96% took the appointment they were offered

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

76% describe their experience of making an appointment as good

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

## Your last appointment

71% 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%**

91% 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%**

89% 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%**

95% 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%**

95% 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%**

84% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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

93% felt their needs were met during their last general practice appointment

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

## Your health

78% 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

84% 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:

**Managing long-term condition(s)**

– In response to this we are reviewing the way we monitor and support patients with long term conditions.

* We are looking to implement a system, which provide a single holistic long-term condition review for our patients. Inviting them in, in the month of their birth and review all their long term conditions together. Rather than using a disease approach model, whereby patients come in multiple times for different conditions.
* We have also employed another Practice Nurse who is able to perform Long term condition reviews, including virtual reviews to help improve long term condition management.
* We have employed a pharmacist who will provide expertise in medication reviews for this group of patients.

**Respondents feeling their needs were met during their last general practice appointment was below the National Average**

* We have reviewed the number of staff providing appointments with the Clarkson Branch and are increasing the number of nursing & medical appointments to meet patient need.