The Alexandra Practice M16 8NG

**Patient Survey Feedback**

**62% Find it easy to get through to this General Practice (GP) by phone.**

**ICS result:51% National result:50%**

We are pleased to be above the ICS (local) national average. Based on audit feedback we have shortened and improved our telephone message

**81% Find the receptionists at this GP practice helpful.**

**ICS result:81% National result:82%**

We are pleased to be in line with the ICS (local) results. We have provided further training for our reception team including but not limited to: Developing Resilience and Handling difficult situations with compassion.

**61% are satisfied with the GP appointment times available.**

** ICS result: 54% National result:53%**

We are pleased to be above the ICS (local) national average. We work extremely hard to ensure effective and safe access to appointment via our triage first model.

**45% usually get to see or speak to their preferred GP when they would like to.**

**ICS result:35% National result:35%**

We are pleased to be above the ICS (local) national average. We pride ourselves on being accessible and our triage first model has enabled us to free up GP time so they can speak to patients as preferred.

**Making an appointment**

**59% were offered a choice of appointment when they last tried to make a GP appointment.**

**ICS result:62% National result:59%**

We recognise that our results are below the ICS (local) average but that we are aligned with the national average. Our triage first model ensures we prioritise urgent and soon cases. This in turn means we may make the decision to see you sooner rather than at your preferred time or date. We believe receiving care as soon as possible is very important in urgent or soon cases.

**71% were satisfied with the appointment they were offered.**

**ICS result:72% National result:72%**

We recognise that our results are below the ICS (local) and national average. Our triage first model was relatively new when this survey was completed, and we feel patients may now understand the system better and how the appointments may be signposted to the correct Healthcare professional to ensure timely and best care. It is worth noting that the Practice is contractually bound to refer minor illness to the Pharmacy first, we know from feedback that not all patients like this or find it beneficial, but we unfortunately have no control over this service.

**99% took the appointment they were offered.**

**ICS result:96% National result:96%**

We are pleased to be above the ICS (local) and national average. What can we say except thank you to you our patient population for accepting the appointments as offered.

**58% describe their experience of making an appointment as good.**

**ICS result:55% National result:54%**

We are pleased to be above the ICS (local) and national average.

**Your last appointment**

**90% were given a time for their last GP appointment.**

**ICS result:91% National result:91%**

We are pleased to be only 1% below the ICS (local) and national average. We recognise that we are not always able to offer a time for telephone consultations, this is due to access pressures and emergencies that occur on the day.

**77% say the Healthcare professional they saw or spoke to was good at giving them enough time** **during their last GP appointment.**

**ICS result:84% National result:84%**

We recognise that our results are below the ICS (local) and national average. We are holding a clinical staff training afternoon on 26.10.2023 to review consultation conversations and the restraints of timed appointments.

**87% say the Healthcare professional they saw or spoke to was good at listening to them during** **their last GP appointment.**

**ICS result:85% National result:85%**

We are pleased to be above the ICS (local) and national average.

**78% say the Healthcare professional they saw or spoke to was good at treating them with care** **and concern during their last appointment.**

**ICS result:84% National result:84%**

We recognise that our results are below the ICS (local) and national average. We are holding a clinical staff training afternoon on 26.10.2023 to review the care and concern shown during consultations.

**90% felt the Healthcare professional recognised or understood any mental health needs during** **their last GP appointment**

**ICS result:81% National result:81%**

We are pleased to be above the ICS (local) and national average.

**92% were involved as much as they wanted to be in decisions about their care and treatment** **during their last l GP appointment.**

**ICS result:90% National result:90%**

We are pleased to be above the ICS (local) and national average.

**88% had confidence and trust in the Healthcare professional they saw or spoke to during their last** **GP appointment.**

**ICS result:93% National result:93%**

We recognise that our results are below the ICS (local) and national average. We are holding a clinical staff training afternoon on 26.10.2023 to review how clinical staff can build trust and confidence within consultations.

**88% felt their needs were met during their last GP appointment.**

**ICS result:90% National result:91%**

We recognise that our results are below the ICS (local) and national average. We are holding a clinical staff training afternoon on 26.10.2023 to review setting expectations and meeting needs during consultations.

**Your health**

**57% say they have had enough support from local services or organisations in the last 12 months** **to help manage their long-term condition(s)**

**ICS result:63% National result:65%**

We recognise that our results are below the ICS (local) and national average. We have increased the amount of information we hold within the Practice of local services. We now have a dedicated ‘local services’ area within or waiting room. Our website also holds information of self help and local services for all patients.

**Overall experience**

**70% describe their overall experience of this GP practice as good**

**ICS result:71% National result:71%**

We are pleased to be only 1% below the ICS (local) and national average. Our Friends and Family Test (FFT) data indicates that this result above is not a true representation of patient satisfaction. The results from our FFT for ‘very good’ and ‘good’ when describing our service are consistently high. Feedback and input from patients will always help to shape our service and develop systems. An active Patient Participation Group (PPG) would also really help the Practice so as such if you feel you could help develop and run a PPG or just be a member please do complete a form or let reception know.

The Alexandra Practice Team

24.10.2023