

## Downland Practice - Patient 2022 GP Poll Results

Top % is 2022 - 267 surveys sent out / 115 surveys sent back / 43% Completion rate

DP top **13 of the 18** areas against the ICS and the national Average

Middle % is 2021 - 297 Surveys sent out / 152 Surveys sent back / 51% Completion rate

DP top 10 out of 18 areas against the CCG and National Average

Bottom % is 2020 - 250 Surveys sent out / 100 Surveys sent back / 40% Completion rate

DP top 11 out of 17 areas against the CCG and National Average

### Survey Table Results

| Ser | Question  | DP   | CCG<br>ICS | Nat<br>Ave | Year |
|-----|---|------|------------|------------|------|
| 1   | Do you find it easy to get through to this GP practice by telephone?  | 59%  | 58%        | 53%        | 2022 |
|     |   | 71%  | 70%        | 68%        | 2021 |
|     |   | 78%  | 66%        | 65%        | 2020 |
| 2   | Do you find the receptionists at this GP practice helpful?  | 73%  | 82%        | 82%        | 2022 |
|     |   | 86%  | 89%        | 89%        | 2021 |
|     |   | 91%  | 89%        | 89%        | 2020 |
| 3   | Are you satisfied with the general practice appointment times available?  | 46%  | 56%        | 55%        | 2022 |
|     |   | 59%  | 66%        | 67%        | 2021 |
|     |   | 57%  | 62%        | 63%        | 2020 |
| 4   | Do you usually get to see or speak to their preferred GP when they would like to  | 46%  | 45%        | 38%        | 2022 |
|     |   | 67%  | 66%        | 45%        | 2021 |
|     |   | 48%  | 50%        | 45%        | 2020 |
| 5   | Were you offered a choice of appointment when they last tried to make a general practice appointment  | 57%  | 59%        | 59%        | 2022 |
|     |   | 65%  | 68%        | 69%        | 2021 |
|     |   | 59%  | 61%        | 60%        | 2020 |
| 6   | Were you satisfied with the type of appointment they were offered?  | 60%  | 74%        | 72%        | 2022 |
|     |   | 79%  | 82%        | 82%        | 2021 |
|     |   | 69%  | 72%        | 73%        | 2020 |
| 7   | Did you take the appointment you were offered?  | 99%  | 90%        | 90%        | 2022 |
|     |   | 100% | 97%        | 98%        | 2021 |
|     |   | 90%  | 94%        | 93%        | 2020 |
| 8   | Would you describe their experience of making an appointment as good?   | 47%  | 59%        | 56%        | 2022 |
|     |   | 59%  | 71%        | 71%        | 2021 |
|     |   | 60%  | 66%        | 65%        | 2020 |
| 9   | Were you given a time for your last General Practice appointment (New Question in 2021)   | 99%  | 90%        | 90%        | 2022 |
|     |   | 96%  | 91%        | 91%        | 2021 |
| 10  | Would you say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment | 89%  | 85%        | 83%        | 2022 |
|     |   | 93%  | 89%        | 89%        | 2021 |
|     |   | 91%  | 86%        | 86%        | 2020 |
| 11  | Would you say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment       | 93%  | 87%        | 85%        | 2022 |
|     |   | 91%  | 90%        | 89%        | 2021 |
|     |   | 95%  | 89%        | 88%        | 2020 |

|    |   |                   |                   |                   |                      |
|----|---|-------------------|-------------------|-------------------|----------------------|
| 12 | Would you say the HCP you saw or spoke to was good at treating you with care and concern during their last general practice appointment         | 91%<br>94%<br>94% | 86%<br>88%<br>88% | 83%<br>88%<br>87% | 2022<br>2021<br>2020 |
| 13 | Were you involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment       | 97%<br>95%<br>98% | 92%<br>94%<br>94% | 90%<br>93%<br>93% | 2022<br>2021<br>2020 |
| 14 | Did you have confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment            | 97%<br>98%<br>98% | 95%<br>96%<br>96% | 93%<br>96%<br>95% | 2022<br>2021<br>2020 |
| 15 | Did you feel the healthcare professional recognised or understood any mental health needs during their last general practice appointment        | 93%<br>87%<br>97% | 83%<br>87%<br>87% | 81%<br>86%<br>85% | 2022<br>2021<br>2020 |
| 16 | Did you feel your needs were met during their last general practice appointment   | 92%<br>97%<br>97% | 93%<br>95%<br>95% | 91%<br>94%<br>94% | 2022<br>2021<br>2020 |
| 17 | Do you think you have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s) | 88%<br>76%<br>92% | 69%<br>77%<br>83% | 65%<br>74%<br>77% | 2022<br>2021<br>2020 |
| 18 | Would you describe your overall experience of this GP practice as good?   | 78%<br>82%<br>82% | 75%<br>84%<br>83% | 72%<br>83%<br>82% | 2022<br>2021<br>2020 |

The 2022 GP Survey took place during **10 January and the 14 April 2022**. During this period, we were facing winter pressures and doing some covid-19 injections, but this is the same as the rest of the GP world. We did have new GP's either on the way or just started and the reception team were still in a period of new staff and undergoing some rebuilding. In general, the 2022 GP survey is down **10%** across all areas and is reported as the worst GP feedback since this survey began.

Over all 2022 has **5** areas in amber and red (2021 **8** and 2020 **6**) however questions 2, 3, 6 and 8 need addressing. It may be that these issues have been already addressed but we need a check. Options are as follows (or both).

- a. PPG lead a questionnaire session for patients at the practice over a period of time.
- b. The Practice runs its own survey over a week.

Publish results on the website and face book – This would be an October tasking as next PPG meeting to be held in Sep 2022.

| Colour Code – |  | 2020      | 2021      | 2022      |
|---------------|--|-----------|-----------|-----------|
| Green         | Above ICS and the national Average     | 11        | 10        | 13        |
| Amber         | Within 3% ICS and the national Average | 4         | 6         | 1         |
| Red           | Under 3% ICS and the national Average  | 2         | 2         | 4         |
| <b>Total</b>  |  | <b>17</b> | <b>18</b> | <b>18</b> |