

GP Patient survey 2018

Reflection by Dr Masharani

The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England. The survey is sent out to over a million people across the UK. The results show how people feel about their GP practice

The GP survey has been designed to give patients the opportunity to feed back about their experiences of their GP practice, and asks about experiences of the local GP practice and other local NHS services, including questions about your general health. It includes questions about a range of issues, such as how easy or difficult it is to make an appointment at your practice, satisfaction with opening hours, the quality of care received from your GP and practice nurses, amongst other things.

The results of the survey are published on the GP-patient survey website: <https://gp-patient.co.uk/>. It is possible for anyone to compare results with other practices

The detailed results are on the website above but the highlights are listed below in the table and graphs. We note that the practice scored higher than CCG average in every question

98% find it easy to get through to this GP practice by phone
82% are satisfied with the general practice appointment times available
80% usually get to see or speak to their preferred GP when they would like to
100% find the receptionists at this GP practice helpful
93% describe their experience of making an appointment as good
76% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment
97% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment
94% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment
96% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment
98% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment
96% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment
94% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment
97% describe their overall experience of this GP practice as good

We were pleased with the confidence our patients have in the service we provide. We constantly try and improve delivery of care, despite pressures caused by the house building and influx of people to the Lutterworth area and difficulties we have experienced in recruitment of clinical staff.

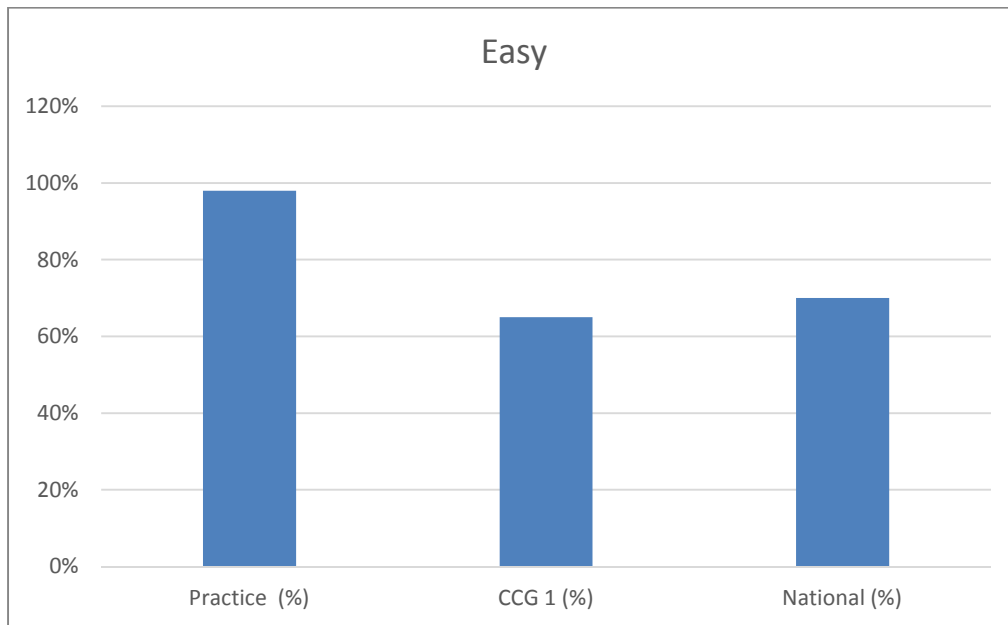
We work closely with our patient participation group (PPG) and encourage patients to give feedback and innovative ideas via the PPG. Look out for their page on the practice website and on the notice board in the waiting room. You can, of course, give feedback direct to us via the website by emailing the practice manager or fill in a suggestion card in the waiting room.

NHS choices also offer you a way to provide feedback on our performance. Just do a search for The Masharani Practice on their website (www.nhs.uk)

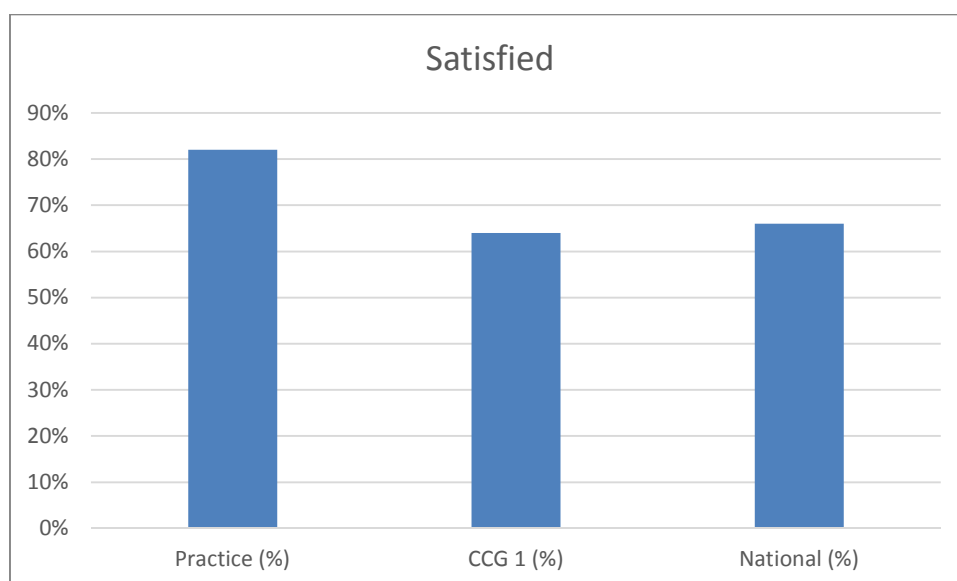
Dr Vipul Masharani

Appendix 1 results

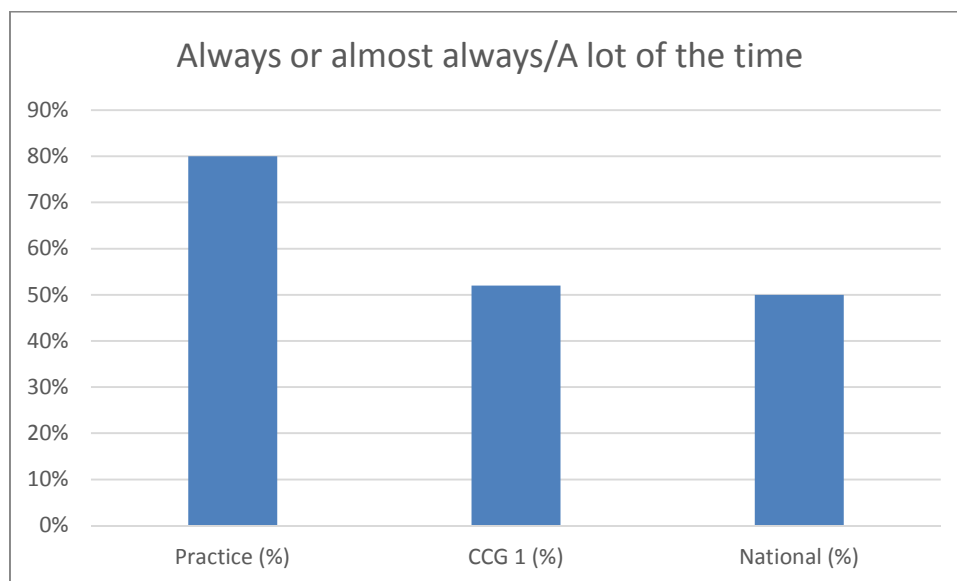
Generally, how easy is it to get through to someone at your GP practice on the phone?



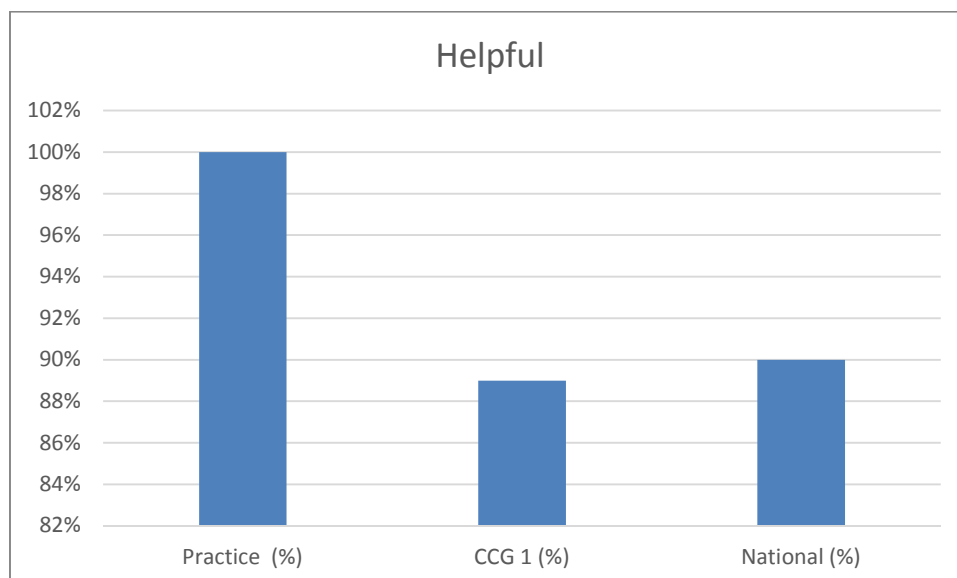
How satisfied are you with the general practice appointment times that are available to you?



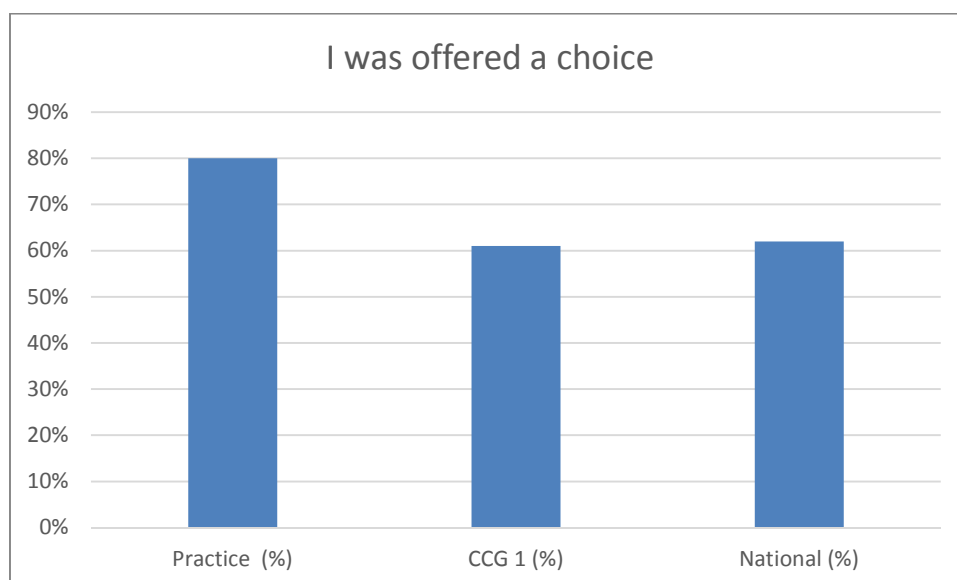
How often do you see or speak to your preferred GP when you would like to?



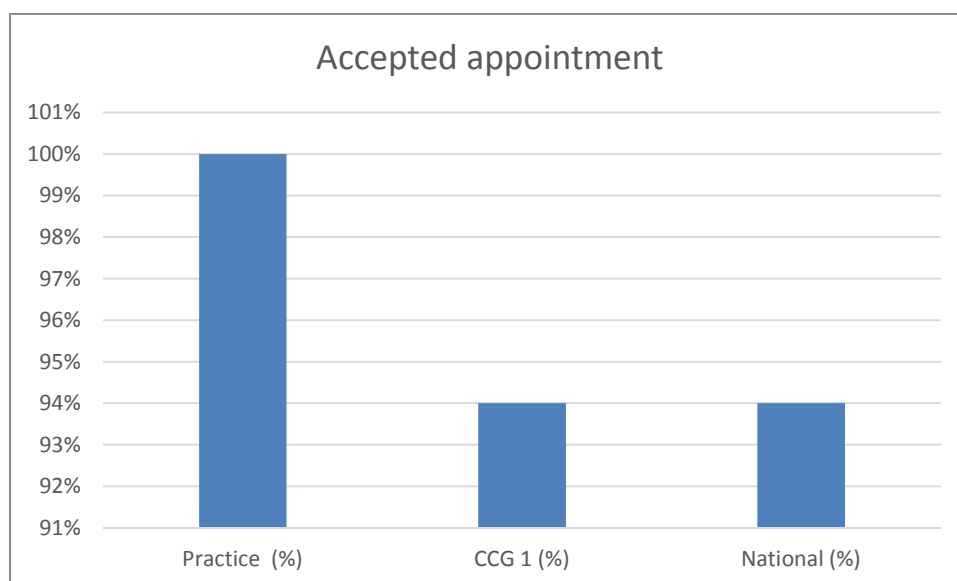
How helpful do you find the receptionists at your GP practice?



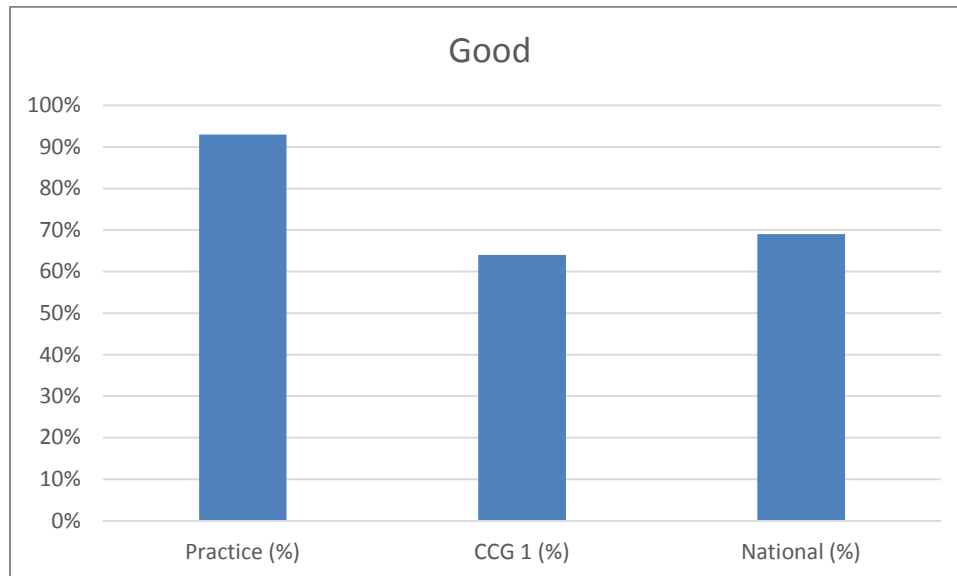
On this occasion, were you offered a choice of appointment?



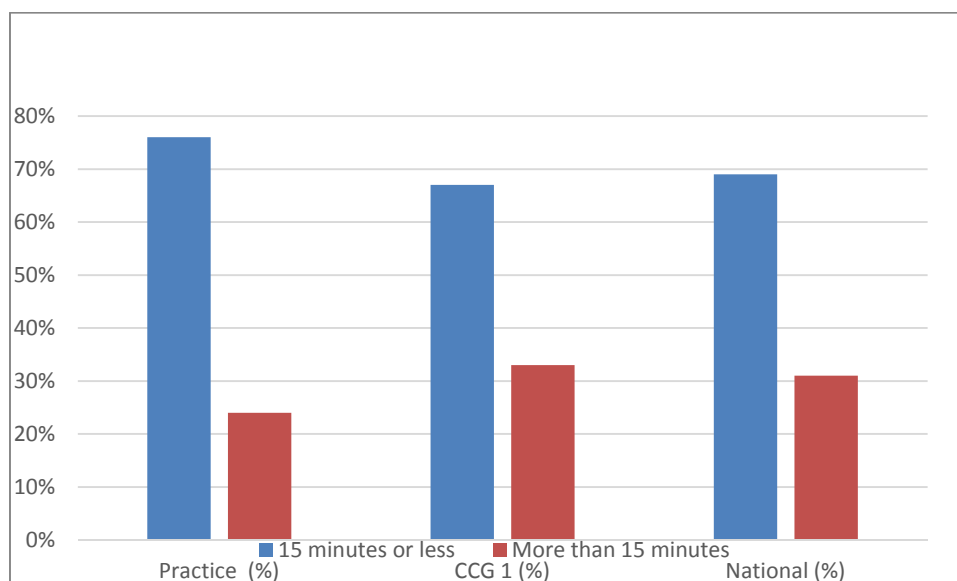
Were you satisfied with the type of appointment (or appointments) you were offered?



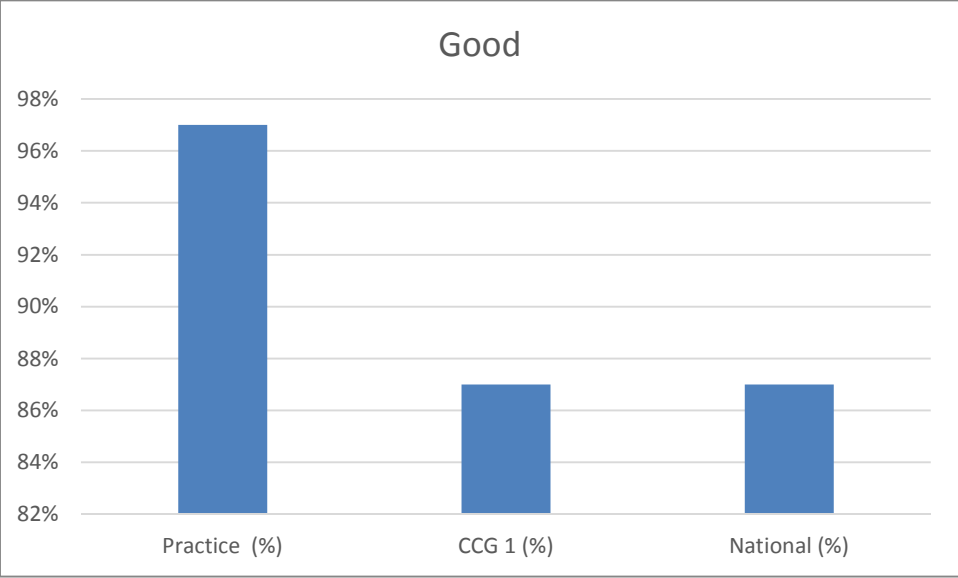
Overall, how would you describe your experience of making an appointment?



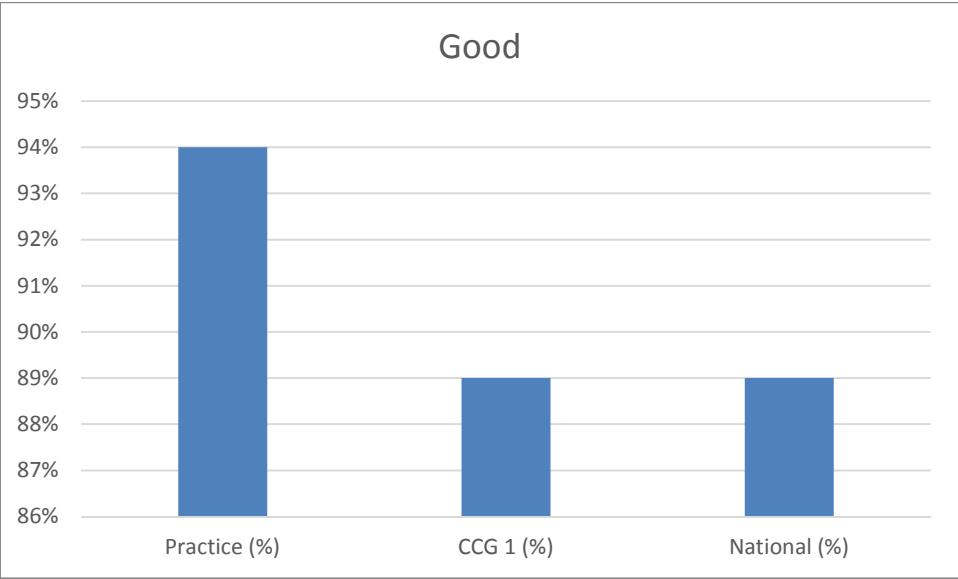
How long after your appointment time did you wait to see or speak to a healthcare professional?



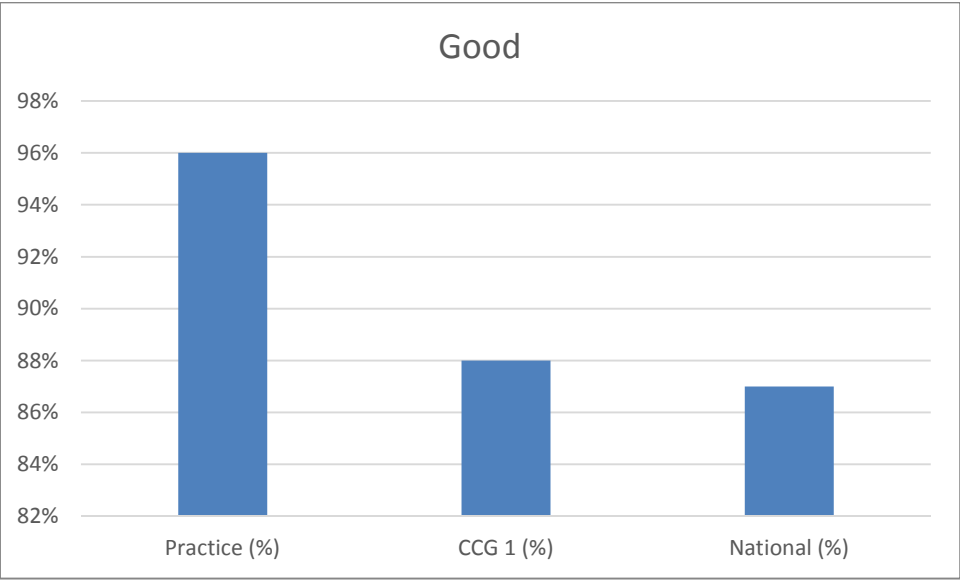
Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?



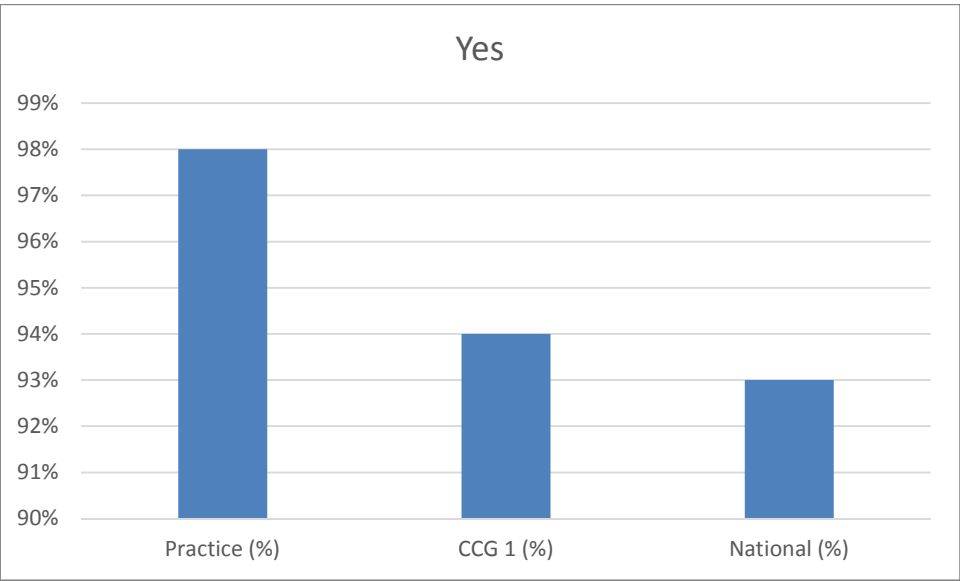
Last time you had a general practice appointment, how good was the healthcare professional at listening to you?



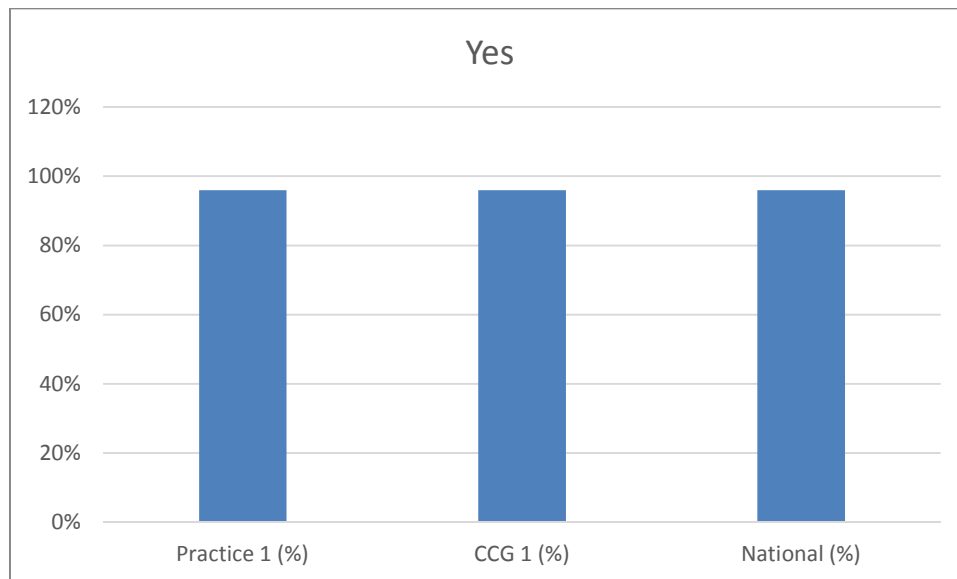
Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?



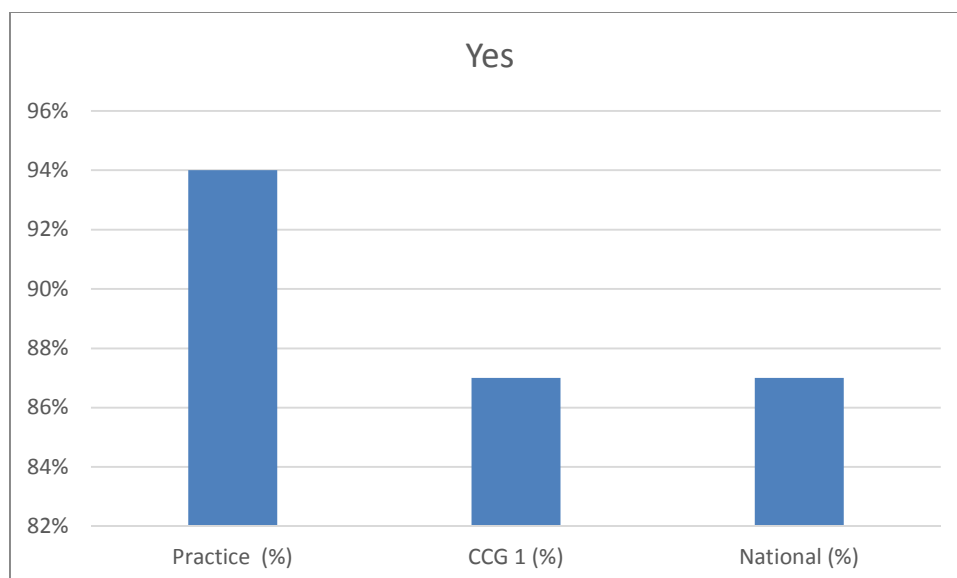
During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?



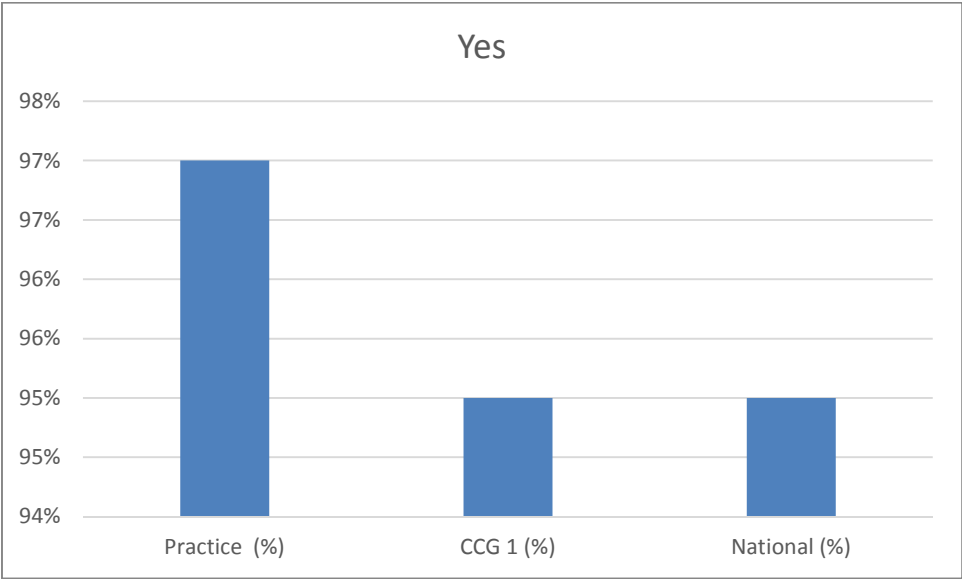
During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?



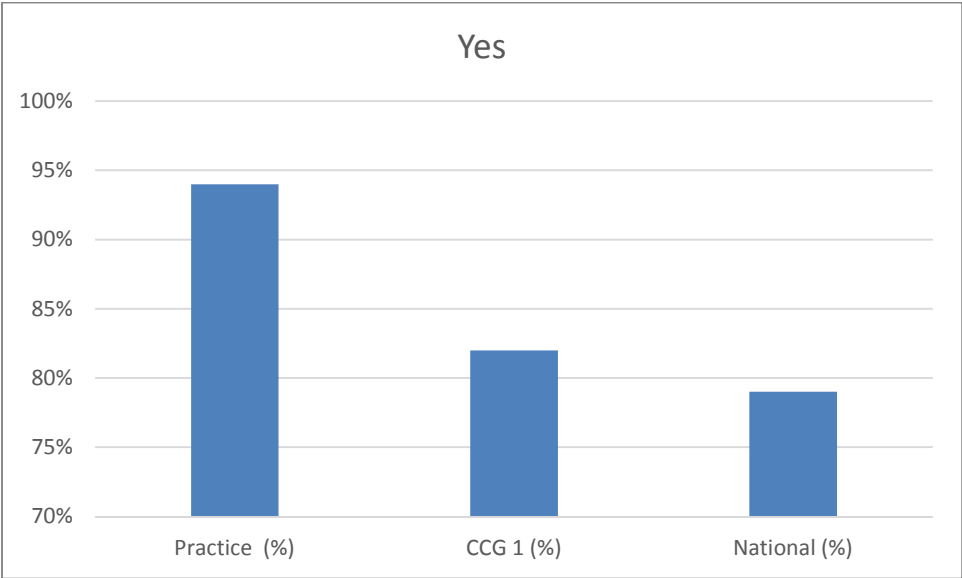
During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?



Thinking about the reason for your last general practice appointment, were your needs met?



In the last 12 months, have you had enough support to help you to manage your condition (or conditions)?



Overall, how would you describe your experience of your GP practice?

