



UnityHealth

Patient survey 2023/2024: report, analysis and improvement plan

The patient survey ran for three weeks during February 2024. This was available online via SurveyMonkey. A text was sent to all patients who have registered a mobile number with us, and a notice was also put on the homepage of our website. We received responses from 3063 patients compared with 1726 last year.

The results were discussed with the PPG on the 8th March 2024 and areas for improvement were identified.

Demographic Data

- Demographic data showed a reasonable split between male and female respondents (39%: 56%) with 5% that preferred not to answer/describe themselves in a different way (most of these seemed to be objecting to man including trans man etc). There was a broad spread of age ranges as well as a good cross-section of those who attend rarely, occasionally and regularly. 10% attend regularly, which is positive to know we are basing decisions on the needs of our wider population not just those who attend regularly. There was also a reasonably equal split of patients responding across our sites (22 – 28% per site), except for Long Crendon which had fewer patients respond (8.5%) – this may be that these patients identify themselves with an alternative site.

Appointment System

- 86% of patients reported that they were aware of the new appointment system and how it works. This is a good result especially considering the new appointment system (which was a radical change) was only introduced in July 2023.
- 56% of patients were either happy or very happy with the appointment system, this is lower than last year (60%). Understandable given that it is a completely new appointment system launched in July 2023. **Felt we should continue with patient education on how to use the new system**
- Consulting with the GP of your choice. Many people (43.4%) have not needed to book with a specific GP. Of those that felt this was important to them; 43% were able to book with their preferred GP and 57% were not. **Felt this was an area we should look at for improvement.**
- We asked questions about how happy patients were with the different types of consultation we offer. Having looked at this in detail with the PPG, we are not sure what this is telling us and how useful it was as a question.

In the open text comments, there were many positive themes in relation to the flexibility that the appointment system offers:

- Convenient
- Easy to use
- Saves time for patient and GP
- Explain problem better – leads to better consultation
- No queuing on the phone to get through to reception to make an appointment – avoids the early morning rush
- Efficient
- Accessible and fair – based on need, not 8am ‘rush’

In terms of areas for improvement, the common themes were:

- Integrate with NHS app
- More continuity would be helpful
- More f:f appointments – not all on telephone (although our analysis shows we often have too many f:f and not enough telephone slots)
- Ability to complete the form outside the current hours. **Feel this is something we could look at over 2024/25**
- Form doesn't always fit the symptoms - ? review the form with Klinik
- Can form self-populate
- More Drs and full-time Drs
- Go back to the old system

Online access

- When asked which elements of Patient Access they were aware of; over 90% were aware of the ability to order repeat medication. Viewing medical records; tests results; booking nurse appts were all around 60%. **Felt we could do some patient education around using patient access**

Quality of Care

- For patients with a long-term condition:
 - Over 73% felt involved in their own healthcare and its management (compared to 70% last year and previous survey was 85%). We feel this is probably a reflection of the fact that we carried out fewer LTC reviews over covid and is now starting to improve slowly.
 - 47% had their test results (e.g. blood test results, peak flow results etc) in advance of their annual review appointment. This is a slight improvement on last year (44%).
- When asked how well the patient felt they were listened to the following results were concluded:
 - 92% of patients felt the GP and nurse listened either very well or well to their concerns. This is the same as last year..
 - 85% of patients felt the Advanced Care Practitioner listened to their concerns either very well or well. This is the same as last year..
 - 80% felt the HCA listened to their concerns either very well or well. This is the same as last year.
- When asked how involved the patient felt in the decision-making about their care, the following results were concluded:
 - 84% of patients seeing a GP felt involved in the decision making about their care; this is the same as last year.

- 88% of patients seeing a nurse felt involved in the decision making about their care, this is the same as last year..
- 79% of patients seeing an Advanced Care Practitioner felt involved in the decision making about their care; this is the same as last year.
- 76% of patients seeing an HCA felt involved in the decision making about their care; this is the same as last year.
- When asked how well the patient understood what they needed to do next (e.g. what action to take after a blood test etc), the following results were concluded:
 - 84% of patients seeing a GP reported they understood very well or quite well what they needed to do next This is a deterioration compared to last year (86%).
 - 86% of patients seeing a nurse reported they understood very well or quite well what they needed to do next This is the same as last year.
 - 77% of patients seeing an Advanced Care Practitioner reported they understood very well or quite well what they needed to do next This is a deterioration on last year (82%)
 - 77% of patients seeing an HCA reported they understood very well or quite well what they needed to do next. This is increase on last year (75%)
- When asked how satisfied the patients were with the consultations and the quality of care that our clinicians provide, the following results were concluded:
 - 87% of patients were very happy or happy with the overall quality of care provided by our GPs. This is a slight increase on last year (86%)
 - 91% of patients were very happy or happy with the overall quality of care provided by our nurses. This is the same as last year.
 - 84% of patients were very happy or happy with the overall quality of care provided by our Advanced Care Practitioners. This is the same as last year.
 - 80% of patients were very happy or happy with the overall quality of care provided by our HCAs. This is the same as last year.
- 77% of patients reported they feel Unity Health is responsive to their needs. This is an improvement on the previous year which was 73%
- 65% of patients who reported family members or themselves struggling with anxiety, depression or their mental health, found Unity Health supportive when discussing these matters. Last year this was 63%

Opening hours and waiting times

- 90% of patients reported being happy with the practice's opening times. This is an improvement on last year's results (86%).
- When the patients were asked how long they typically have to wait to a clinician once they are in the surgery, the following results were concluded:
 - Waiting times for GP appointments have improved, with 7% of patients reporting waiting more than 20 minutes, compared to 10% last year.
 - Waiting times for nurse appointments have improved, with 2% of patients reporting waiting more than 20 minutes, compared to 3% last year.
 - Waiting times for ACP appointments have improved, with 4% reporting waiting more than 20 minutes for an appointment with an Advanced Care Practitioner, compared to 8% last year.

- Waiting times for HCA appointments have improved with 4% of patients reporting waiting more than 20 minutes, compared to 7% last year.

Overall, 90% of patients reported they are happy with the time they typically wait to see the GP/Advanced Care Practitioner/Nurse/HCA. We are pleased that the majority of patients completing the patient survey are happy with the waiting room times, as well as the improvement in the waiting times with GP and nurse appointments.

Telephone System

- 30% of patients reported they were aware of the new telephone system.
- We asked some questions to ascertain patient's possible preferences between calling their own site and phone queuing times to see which was most important to them. Almost 50% voted having a single central telephone number for Unity Health as their worst (4th) choice. 45% voted to wait in the queue at their chosen site regardless of wait time. If calls are to flow, patients are indifferent as to whether this is for appointment requests or enquiries. **We will take these views into account should we look to change the system for telephoning the Practice**

PCN – Social Prescribers

- 95% of patients reported they were not aware of the social prescribing services available. This is the same as last year.
- 18% of patients that have used the social prescribing service found this helpful. This is a deterioration from last year (24%)

The practice does not provide this service directly – it is provided by the PCN. **We will feed this back to the PCN management team/board for them to consider.**

General comments

Overall, there were some very positive open text comments about the practice:

- Reception team are kind and helpful
- Clinical staff are lovely – caring, empathetic; listen, support and don't judge
- Good to have other staff eg physio, paramedics
- Prompt and efficient
- Well run and professional
- Modern and clean
- Good to be offered appointments at other site
- Access good – generally able to book appointments
- Much better than many others

In terms of improvements that could be made, common themes included:

- Better car parking facilities
- The reception areas are a bit 'cold' -make more welcoming, children's area etc
- More presence and services available in Long Crendon
- To be informed when patients have been assigned a new doctor.

- Quicker turn over for prescriptions/medications
- More GP's
- More appointments
- Better ability to see named/usual GP
- Receptionist need to be friendlier – also address confidentiality on reception
- Waiting times on the phone
- More proactive monitoring and prevention

Areas for improvement

Overall the PPG were very pleased with the results of the patient survey, particularly given the major change we made to the appointment system in July 2023 which patients are still adapting to.

The following are areas agreed to consider for improvement:

- We would investigate whether we can improve being able to access the patient's GP of choice (we may also need to amend the question since the part time GP workforce needs to be taken into account)
- We will investigate how we can improve continuity alongside improving access
- We will consider whether we can safely open Klinik outside the current opening hours
- We will discuss with Klinik possible changes to the questions/form to improve patient experience
- We will provide more communications to patients on how patient access can be used for more than appointment booking and how to best use the appointment system
- If considering changing the way patients access the practice via telephone, we will take into account the patient survey responses to this question
- Next year we will **consider** reducing the questions 17, 18, 19 and just asking one overall question on quality of care. We will also review the question on different types of consultation and whether this provides any useful information