

## Westgate Medical Patient Survey 2018

**430 Surveys sent out 125 Surveys sent back 29% completion rate**

### Where patient experience **is best**

- 75% of respondents are satisfied with the general practice appointment times available

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

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93% of respondents 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%**

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95% of respondents 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%**

### Where Patients experience **could improve**

- 47% of respondents find it easy to get through to this GP practice by phone

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

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57% of respondents describe their experience of making an appointment as good

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

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72% of respondents describe their overall experience of this GP practice as good

## Your local GP services

47% find it easy to get through to this GP practice by phone

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

82% find the receptionists at this GP practice helpful

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

75% are satisfied with the general practice appointment times available

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

424% 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

61% were offered a choice of appointment when they last tried to make a general practice appointment

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

78% were satisfied with the type of appointment they were offered

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

94% took the appointment they were offered

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

57% describe their experience of making an appointment as good

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

## Your last appointment

53% 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%

85% 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%

93% 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%

88% 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%

97% 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%

86% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

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

94% 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

72% 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:

- We are looking into a 'new telephone system' to service 'long term conditions.' Patients on regular medication will have their annual review to match the month of birth and all conditions reviewed at the same time.
- We are in the process of recruiting regular clinical staff members.
- We have employed a Pharmacist who deals with the medication reviews.

- We are looking at expanding the surgery to be able to offer more services.
- As we are part of a large organisation patients registered here can use facilities or appointments at other branch sites if they so wish to use.
- We offer online appointment booking, cancellation and consultations and request repeat prescriptions.