

East PCN Patient Survey Report

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Introduction

Healthwatch Herefordshire have recently been asked to help evaluate the results from a patient survey that took place during August 2023 within the East Herefordshire PCN.

The Investment & Impact Fund is a scheme focussed on supporting PCNs to deliver high quality care to their population, and the delivery of the priority objectives articulated in the NHS Long Term Plan. The focus for this year is about improving the access patients have to a GP.

As a result, a patient survey took place during August 2023 at the GP practices within the East PCN (Colwall Surgery; Cradley Surgery; Ledbury Health Partnership & Nunwell Surgery) and the results have been collated and evaluated in this report.

The local results from the National Patient Survey 2023 have been used as a baseline for this work. The East PCN patient survey is planned to be repeated in January 2024 to measure the impact of any changes that may have been made as a result of this survey.

Results

The total amount of responses received from this survey were 1354.

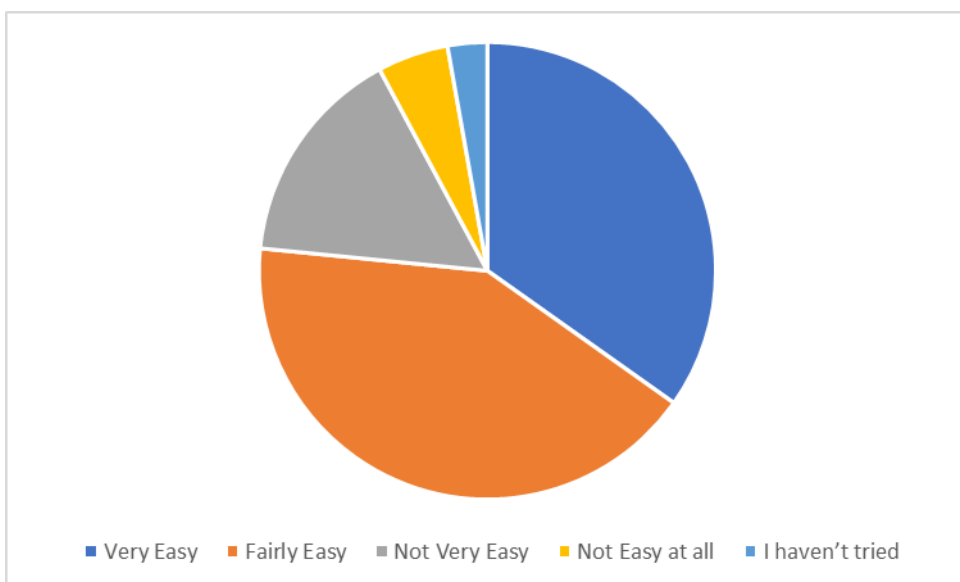
The analysis of all the results can be seen below, which details firstly, the data as a PCN and then broken down to a GP practice level where the patient has stated the individual surgery.

Q1.) Generally, how easy is it to get through to someone at your GP practice on the phone?

Baseline data of PCN average from national survey 2023 (% Easy) : 59%

Target : Aim for all practices to improve on baseline scores to reach at least the 2022 National average (53%) or to improve on PCN average.

	Number of Responses	Percentage (%)
Very Easy	471	34.8%
Fairly Easy	565	41.7%
Not Very Easy	211	15.6%
Not Easy At All	68	5%
I Haven't Tried	38	2.8%



Colwall

Baseline data from national survey 2023 (% Easy) : 87%

	Number of Responses	Percentage
Very Easy	30	44.8%
Fairly Easy	29	43.3%
Not Very Easy	7	10.4%
Not Easy at all	1	1.5%
I haven't tried	0	0%

Cradley

Baseline data from national survey 2023 (% Easy) : 98%

	Number of Responses	Percentage
Very Easy	30	62.5%
Fairly Easy	16	33.3%
Not Very Easy	1	2.1%
Not Easy at all	1	2.1%
I haven't tried	0	0%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Easy) : 40%

	Number of Responses	Percentage
Very Easy	24	13.2%
Fairly Easy	68	37.3%
Not Very Easy	60	33%
Not Easy at all	26	14.3%
I haven't tried	4	2.2%

Nunwell

Baseline data from national survey 2023 (% Easy) : 64%

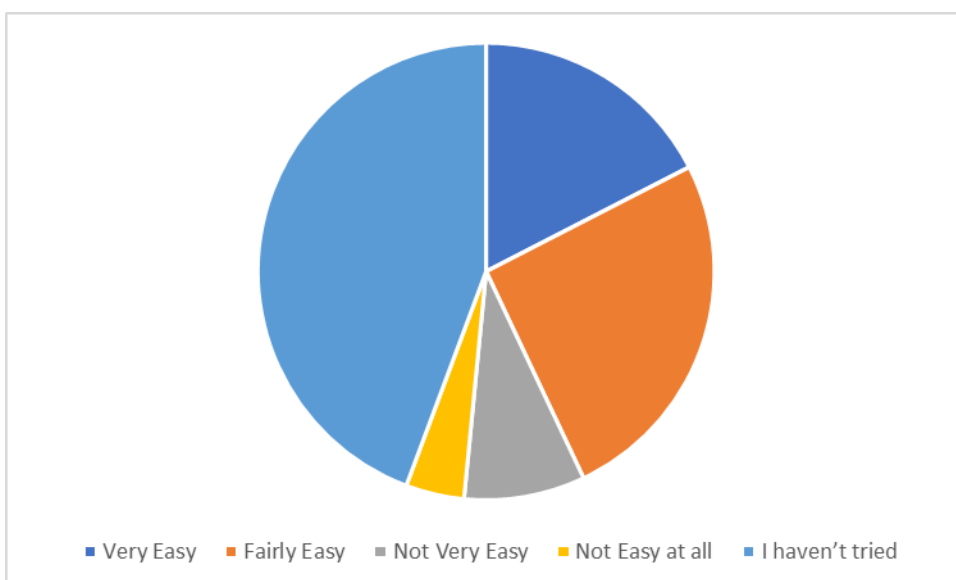
	Number of Responses	Percentage
Very Easy	136	39%
Fairly Easy	124	35.5%
Not Very Easy	58	16.6%
Not Easy at all	20	5.7%
I haven't tried	11	3.1%

Q2.) How easy is it to use your GP Practice’s website to look for information or access services?

Baseline data of PCN average from national survey 2023 (% Easy) : 68%

Target : Aim to increase the PCN score for ease of use of practice websites to a PCN average of 67% 'easy' (2022 national average)

	Number of Responses	Percentage (%)
Very Easy	236	17.4%
Fairly Easy	345	25.4%
Not Very Easy	116	8.5%
Not Easy At All	56	4.1%
I Haven't Tried	599	44.2%



Colwall

Baseline data from national survey 2023 (% Easy) : 69%

	Number of Responses	Percentage
Very Easy	6	9%
Fairly Easy	6	9%
Not Very Easy	7	10.4%
Not Easy at all	1	1.5%
I haven't tried	47	70.1%

Cradley

Baseline data from national survey 2023 (% Easy) : 85%

	Number of Responses	Percentage
Very Easy	19	39.6%
Fairly Easy	14	29.1%
Not Very Easy	1	2.1%
Not Easy at all	0	0%
I haven't tried	14	29.2%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Easy) : 61%

	Number of Responses	Percentage
Very Easy	23	12.6%
Fairly Easy	45	24.7%
Not Very Easy	20	11%
Not Easy at all	9	5%
I haven't tried	85	46.7%

Nunwell

Baseline data from national survey 2023 (% Easy) : 70%

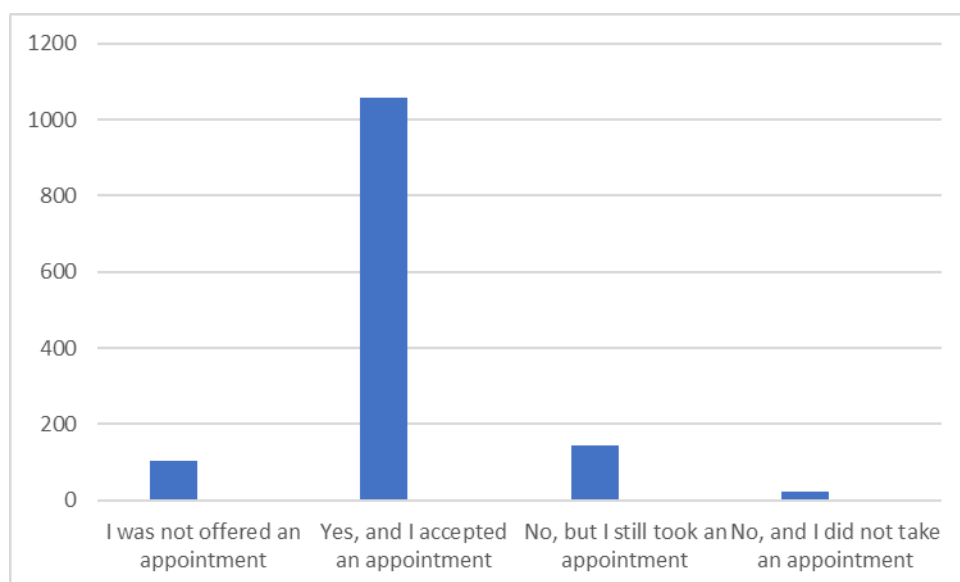
	Number of Responses	Percentage
Very Easy	69	19.8%
Fairly Easy	75	21.5%
Not Very Easy	24	6.9%
Not Easy at all	19	5.4%
I haven't tried	161	46.1%

Q3.) Were you satisfied with the appointment (or appointments) you were offered?

Baseline data of PCN average from national survey 2023 (% Satisfied) : 70%

Target :Aim to increase the PCN average score to 77% satisfied

	Number of Responses	Percentage (%)
I was not offered an appointment	105	7.7%
Yes, and I accepted an appointment	1056	78%
No, but I still took an appointment	145	10.7%
No, and I did not take an appointment	21	1.6%



Colwall

Baseline data from national survey 2023 (% Satisfied) : 74%

	Number of responses	Percentage
I was not offered an appointment	2	3%
Yes, and I accepted an appointment	58	86.6%

No, but I still took an appointment	7		10.4%
No, and I did not take an appointment	0		0%

Cradley

Baseline data from national survey 2023 (% Satisfied) : 77%

	Number of responses	Percentage
I was not offered an appointment	2	4.1%
Yes, and I accepted an appointment	44	91.7%
No, but I still took an appointment	2	4.2%
No, and I did not take an appointment	0	0%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Satisfied) : 61%

	Number of responses	Percentage
I was not offered an appointment	15	8.2%
Yes, and I accepted an appointment	141	77.5%
No, but I still took an appointment	22	12.1%
No, and I did not take an appointment	4	2.2%

Nunwell

Baseline data from national survey 2023 (% Satisfied) : 77%

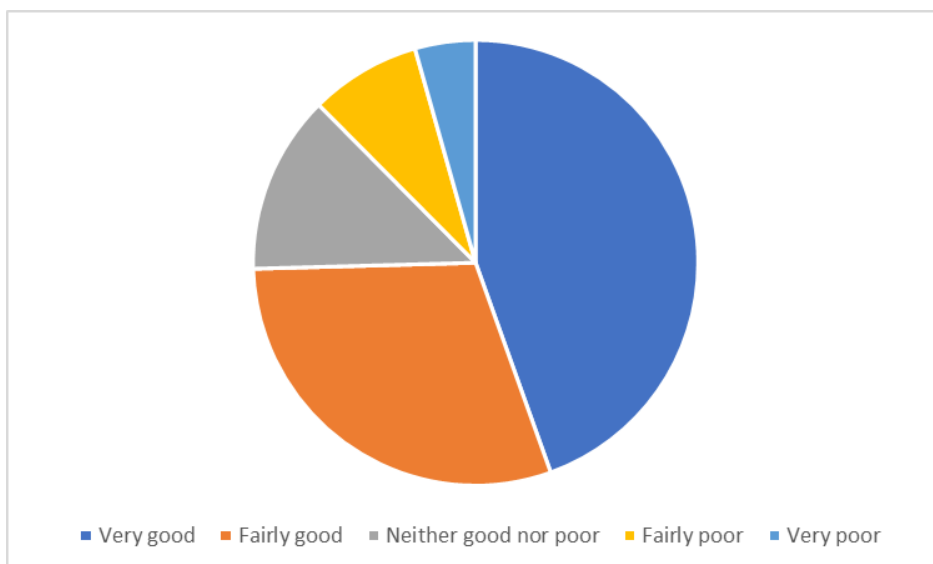
	Number of responses	Percentage
I was not offered an appointment	14	4%
Yes, and I accepted an appointment	292	83.7%
No, but I still took an appointment	42	12%
No, and I did not take an appointment	1	0.3%

Q4.) Overall, how would you describe your experience of making an appointment?

Baseline data of PCN average from national survey 2023 (% Good) : 59%

Target :Aim to achieve at least a PCN average score of 64% or more for 'good'.

	Number of Responses	Percentage (%)
Very Good	597	44.1%
Fairly Good	403	29.7%
Neither Good Nor Poor	174	12.8%
Fairly Poor	108	8%
Very Poor	59	4.4%



Colwall

Baseline data from national survey 2023 (% Good) : 71%

	Number of responses	Percentage
Very good	28	41.8%
Fairly good	22	32.8%
Neither good nor poor	9	13.4%
Fairly poor	5	7.5%
Very poor	3	4.5%

Cradley

Baseline data from national survey 2023 (% Good) : 78%

	Number of responses	Percentage
Very good	36	75%
Fairly good	12	25%
Neither good nor poor	0	0%
Fairly poor	0	0%
Very poor	0	0%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Good) : 46%

	Number of responses	Percentage
Very good	47	25.8%
Fairly good	58	31.8%
Neither good nor poor	33	18.1%
Fairly poor	26	14.4%
Very poor	18	9.9%

Nunwell

Baseline data from national survey 2023 (% Good) : 66%

	Number of responses	Percentage
Very good	179	51.3%
Fairly good	111	31.8%
Neither good nor poor	39	11.2%
Fairly poor	12	3.4%
Very poor	7	2%

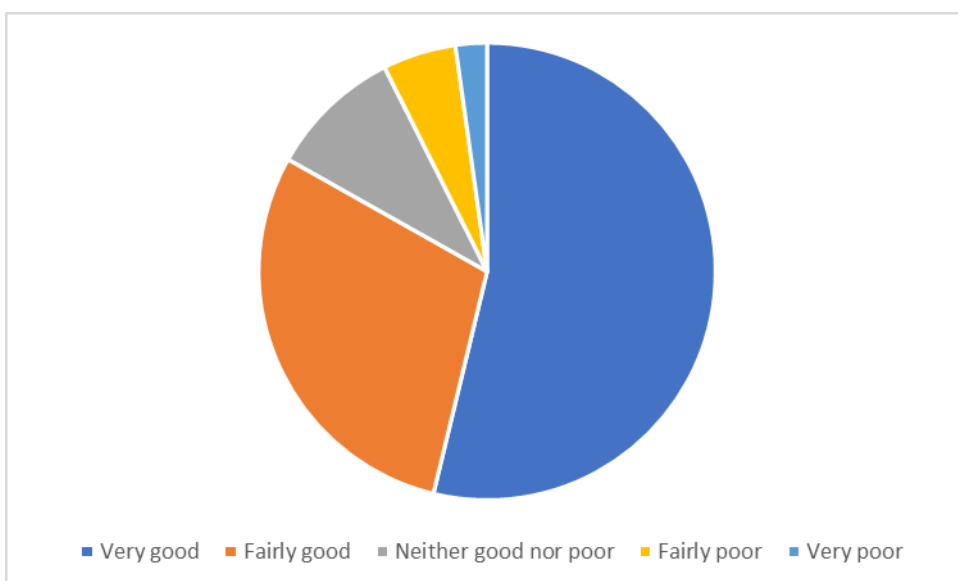
Q5.) Overall, how would you describe your experience of your GP practice?

Baseline data of PCN average from national survey 2023 (% Good) : 75%

*Target : Aim to achieve PCN score of 72% 'Good' (2022 national average)**

**note target was set before the release of the 2023 national survey results.*

	Number of Responses	Percentage (%)
Very Good	725	53.5%
Fairly Good	396	29.2%
Neither Good Nor Poor	127	9.4%
Fairly Poor	70	5.2%
Very Poor	30	2.2%



Colwall

Baseline data from national survey 2023 (% Good) : 78%

	Number of responses	Percentage
Very good	31	46.2%
Fairly good	27	40.3%
Neither good nor poor	4	6%
Fairly poor	4	6%
Very poor	1	1.5%

Cradley

Baseline data from national survey 2023 (% Good) : 98%

	Number of responses	Percentage
Very good	43	89.58%
Fairly good	5	10.42%
Neither good nor poor	0	0%
Fairly poor	0	0%
Very poor	0	0%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Good) : 64%

	Number of responses	Percentage
Very good	63	34.6%
Fairly good	64	35.2%
Neither good nor poor	28	15.4%
Fairly poor	18	9.9%
Very poor	9	4.9%

Nunwell

Baseline data from national survey 2023 (% Good) : 79%

	Number of responses	Percentage
Very good	220	63%
Fairly good	100	28.7%
Neither good nor poor	21	6%
Fairly poor	3	0.9%
Very poor	5	1.4%

Conclusions

Overall, the results from these surveys have been very positive with a high percentage of responses falling under 'very easy' or 'fairly easy' for the first question and falling under 'very good' or 'fairly good' for the last 2 questions when asked about their overall experience.

Although the overall results for questions 1 are very positive, when the data is broken down by surgery, it indicates that the overall average may be a result of better results from Colwall and Cradley surgeries. Ledbury Health Partnership and Nunwell have a lower percentage of patients that are satisfied with being able to get through to the practice on the phone. There is an acknowledgement that these two surgeries are bigger with a higher demand from patients wanting to make contact with the surgery over the phone.

Question 2 highlights that a high percentage of responses falls under the answer 'I haven't tried' indicating that a lot of patients are not aware or not wanting to use the GP practice website. Overall responses suggest that for the patients that are aware of it, and use the practice website, that it is 'very easy' or 'fairly easy' to use and this is also the case when looking at individual practice data for Cradley, Ledbury Health Partnership & Nunwell surgeries. The data from Colwall Surgery suggests that the majority of patients haven't tried to use the website and for those that have, the results are relatively even between whether they find it easy or not to use, and therefore this surgery may need to do a little more in understanding their particular patient needs in terms of online support and services in order to encourage them to use this type of support.

Overall results and individual breakdowns all have resulted in a positive response to question 3 with a majority of patients saying that they were satisfied with the appointment offered and took it.

The results from question 4 are very similar to question 1 with the positive overall results being made up of better results from Colwall and Cradley surgeries. With both the overall results and the individual breakdowns, there does appear to be an improvement across the board when compared with data issued from this year's national survey.

Question 5 shows consistently positive results from all practice breakdowns, showing that patients are quite happy with the overall experience of their GP practice.

Recommendations

- Ledbury Health Partnership & Nunwell Surgery to explore whether improvements could be made to their phone systems or whether different forms of communications may help patients to access services.
- Each practice to look at improvements on how they promote the services and support available on their website to patients. Explore whether demonstrations of using the website could be organised to help patients who may not be confident using online resources.
- Ensure future surveys have a question asking which surgery their answers relate. This will enable better analysis of the results.
- Ensure positive results are communicated between staff and patients and encourage patients to continually provide feedback in order to assist where improvements need to be made.



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