Valley Road PPG Patient Survey

24th February to 7th March 2025 Results

Number of Patients registered with Practice	7800
Number of Questionnaires completed	427
Number of Questionnaires with Comments	103
Survey Percentage, Questionnaires / Patients	5.5%

1 Generally, how easy is it to get through to the Practice on the phone?

	No. Responses	%
Very easy	109	26
Fairly easy	181	43
Not very easy	88	21
Not at all easy	41	10
Total	419	

2 How do you prefer to contact the Practice?

	No. Responses	%
In person	89	18
On the telephone	313	65
Via the Practice Website	46	10
Via the NHS APP/ Patient Access	35	7
Total	420	

3 How helpful do you find the reception staff at the Practice?

	No. Responses	%
Very helpful	253	60
Fairly helpful	147	35
Not very helpful	17	4
Not at all helpful	3	1
Total	420	

4 How satisfied are you with the appointment times that are made available to you?

	No. Responses	%
Very satisfied	190	45
Fairly satisfied	166	39
Neither satisfied or dissatisfied	40	9
Fairly dissatisfied	13	3
Very dissatisfied	15	4
Total	424	

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5 **How often do you see/speak to your preferred GP when you would like to?**

	No. Responses	%
Always and almost always	93	24
A lot of the time	78	20
Some of the time	168	43
Never or almost never	51	13
Total	390	

6 **On your last appointment, were you offered any of the following choices?**

	No. Responses	%
Yes, a choice of time or day	193	46
Yes, a choice of GP/healthcare professional	21	5
Yes, a choice of type of appointment (in person/phone/message or text	44	11
All of these	35	8
None of the these	123	30
Total		

7 **Were you satisfied with the appointment/s you were offered?**

	No. Responses	%
Yes, and I accepted an appointment	348	86
No, but I still took an appointment	55	14
No, and I did not take an appointment	3	1
Total	406	

8 **<u>Phone appointments only</u>: Were you given a time for that appointment?**

	No. Responses	%
Yes, I was given a set time	172	46
I was told I would be contacted within a time period	67	18
No, I was not given a time	31	8
Not applicable	105	28
Total	375	

9 **During your appointment, were you involved as much as you wanted to be, in decisions about your care and treatment?**

	No. Responses	%
Yes, definitely	309	79
Yes, to some extent	77	20
No, not at all	6	2
Total	392	

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10 **During your appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?**

	No. Responses	%
Yes, definitely	328	83
Yes, to some extent	67	17
No, not at all	1	
Total	396	

11 **Thinking about the reason for your appointment, were your needs met?**

	No. Responses	%
Yes, definitely	285	72
Yes, to some extent	111	28
No, not at all	1	
Total	397	

12 **In the last year, IF you required additional support/advice, did you get the appropriate information?**

	No. Responses	%
Yes, definitely	195	49
Yes, to some extent	103	26
No, not at all	13	3
Not applicable	88	22
Total	399	

13 **Overall, how would you describe your experience with Valley Road Practice?**

	No. Responses	%
Very good	252	63
Fairly good	116	29
Neither good nor poor	21	5
Fairly poor	7	2
Very poor	2	1
Total	398	

14 **Finally, please let us know your patient age group.**

	No. Responses	%
0 - 16	20	5
17 - 35	61	15
36 – 55	114	28
56 – 70	94	23
71 & over	122	30
Total	411	

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Summary of Comments received from the survey.

Comments and/or actions taken to date are highlighted in RED.

1 Booking appointment by phone:

- The length of time waiting on the phone especially at 8am is very difficult and frustrating for patients.

  This is an ongoing issue experienced across many GP practices. Currently 3 or 4 staff are answering calls from 8.00am. No further staff are available.

- Callbacks on the phone? How does this work? EG if you are number 10 in queue when you call, you will be called back when you are number 10 and not after everyone else in the queue.

  The 'Queue Buster' system kicks in at caller number 6. The phone system calls the patient back when their place is reached. It does/should not put you to the back of the queue.
  Checked and implemented.

- You can get to number one and then be cut off or just left ringing out at number one in the queue.

  This has been and continues to be an intermittent fault country wide with the system. Patients need to know that if they are waiting more than 5 minutes at number 1 in the queue you need to ring off and redial.

- Messages at the front of the call, can these be skipped &/or simplified//condensed?

  These messages are essential 'seasonal messages' and will be checked to keep as brief as possible.

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2 Location of self-check in screen and arrival

- It was clearly acknowledged following the survey that this is in the wrong area and ideally would be located inside.

  Implemented. The screen location has now moved to inside opposite the reception desk. A notice indicating it is for Valley Road Medical Practice Patients only.

  A PPG notice board and patient suggestions box will also be made available.

  A notice on the outer door can be placed to raise awareness asking VRMP patients to use the check in screen.

  There is a notice already running on the TV to remind / inform patients of the check in screen.

3 Reception staff

- Can reception staff / care co-ordinators have a name badge so they can be identified?

  Yes – staff are being issued with name badges

- Do they need more training?

  Ongoing – staff do receive 'customer focused' training and any concerns can be taken to the Practice Manager.

  The group have discussed about producing a leaflet (or could be a series of leaflets) helping to explain various processes and roles within the multidisciplinary team. More information available might help inform patients and ultimately reduce incidences of stress for the staff.

- Who can patients complain to if issue with reception staff?

  All complaints should be addressed to the Practice Manager: Cheryl Herbert, visit the practice website or email cheryl.herbert@nhs.net

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4 Notification on TV screen in waiting area:

- Can the music be turned off and/or a sound to indicate to patients their appointment. Patients are missing a notification on the screen because they are doing other things.

- Can notification stay on the screen longer or stay on the screen until appointment started (rolling screen until in with doctors)

  Implemented. The 'Bing Bong' notification on the TV screens in the waiting room to let patients know it's time for their appointment has been lengthened to the maximum time of 15 seconds.

  Music is still playing in the background but stops when the Bing Bong notification happens.

5 Entry to building:

- A health and safety issue exists with the automatic doors – if patients are checking in or there are prams/wheelchairs etc they can get knocked. Witnessed whilst undertaking the survey.

  The H&S concerns were explained and an option to slow down of the opening/closing of the doors implemented.

  Moving of the check in screen should also help. Implemented.

- Could just open one door in each pair i.e. Right Hand door in both instances?

  Unfortunately, it is not possible to open only 1 door, however slowing down the speed of the doors should help and again this will be monitored.

  The toilet doors not locking and still showing engaged all the time has also been sorted.

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AOB Generalised Discussion:

- A table/leaflet showing what staff are available on what day to see patients e.g. which days the various GPs are in and which clinics etc

  Will be made available. This should be available soon on the website patient notice board etc.

- Is the practice face book page linked to the practice website?

  No currently it isn't.

- Urgent issues re changes to on the day appointments - can the Practice phone patients?

  Yes, they do.

- Prescriptions – can you ask for additional medication on the NHS apps – inconsistences exist

  Wording on messages will be checked. Acknowledged the NHS App has limitations/issues. This can be feedback to SWPE group.

- Can you book an appointment online? What is the rationale for booking 3 weeks ahead?

  Not currently, due to calls being triaged and put with the most appropriate clinician.

  Regarding patients being told they needed to book 3 weeks ahead the Practice Manger will check all staff understand this is not the case. The only exception may be if the patient wants to see a specific member of staff and they are away on holiday and /or sick. If this is the case, this would be explained to the patient at time of booking.

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- How many book an appointment and don't turn up? What is the monthly DNA's

  Advertising actual DNA numbers has no bearing on the reduction in DNA's.

- PPG members to be available in person once a month for a couple of hours to take questions or be there to help??

  Was felt this would be a positive proactive initiative the group could pursue and could be an Agenda item at forthcoming meetings.