

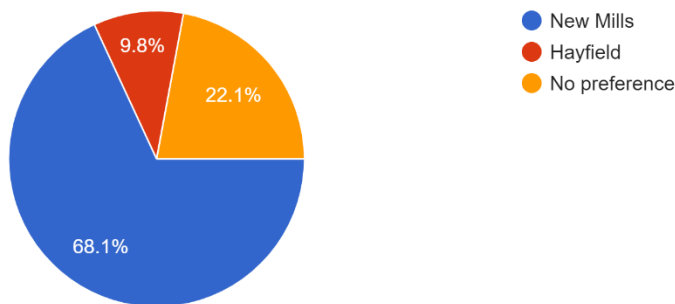
Sett Valley Medical Centre Patient Survey Report February 2024

Thank you to everyone who completed the patient survey sent out in February 2024. We had a total of 1,128 responses, which is over 10% of our patient population.

We have reviewed the results and want to share these with you, as well as our plans to improve the services we offer based on the feedback we have received.

Question: Do you have a preference of which site you visit?

Responses:

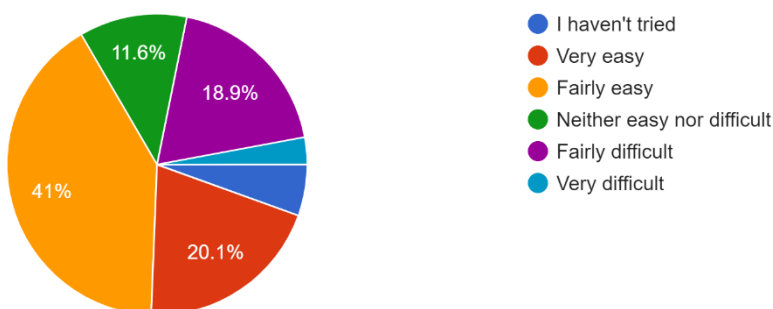


What we will do based on the feedback:

When planning our clinics we will use this to look at the split of appointments across our sites, depending on room and staff availability.

Question: Generally, how easy do you find it to contact the Practice on the phone?

Responses:



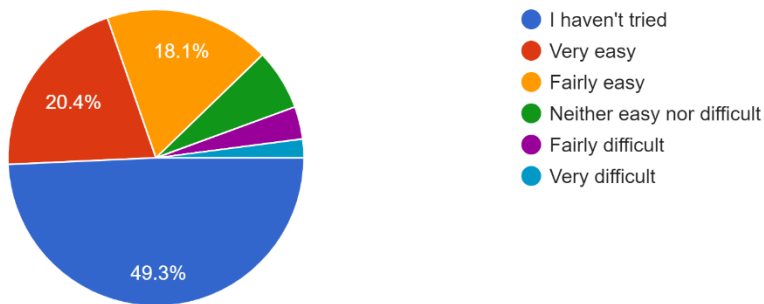
What we will do based on the feedback:

We are pleased to hear that the majority of patients have a positive experience with the ease of contacting the Practice via phone, however there is room for improvement.

We will be introducing a new phone system in Spring 2024 which will give patients the option of a call back if they are in a long queue to avoid the need to wait on hold. This new system will also allow the Practice to clearly see how many calls are waiting and we can then free up more staff to answer the phones where they are available.

Question: Generally, how easy do you find it to contact the Practice via our website?

Responses:



What we will do based on the feedback:

Most people who used our website found it easy to use, but not all, and a lot hadn't tried.

Our website has been upgraded to meet the NHS Standards for GP practices. The content has also been updated helped by feedback from our Patient Participation Group. This should make it easier to navigate around the website and find the information in fewer clicks. We are also able to make more changes to the upgraded website than we have previously.

We will be promoting our website in the Practice and on our new phone system, encouraging patients to use the features available.

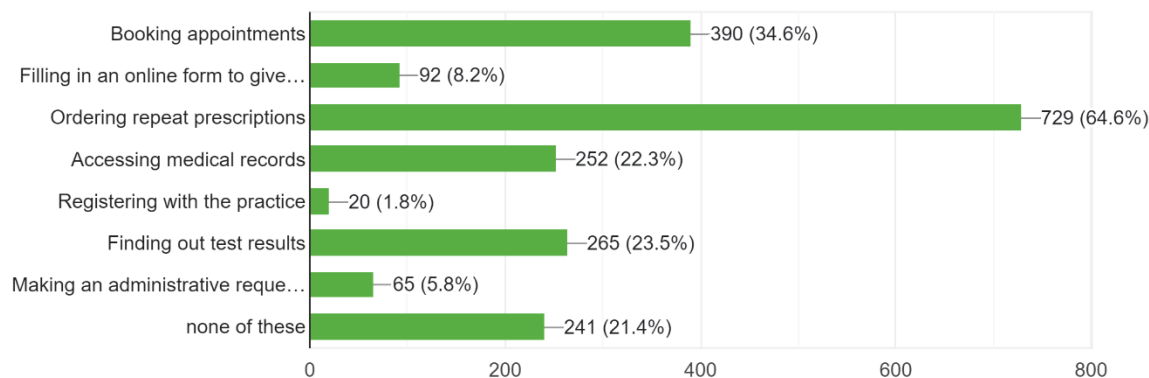
If anyone has any feedback that they would like to provide on how we can further improve our website we would welcome this.

Question: Which of the following online services have you used in the last 12 months? Please tick all the options that apply.

Responses:

Which of the following online services have you used in the last 12 months? Please tick all the options that apply.

1,128 responses



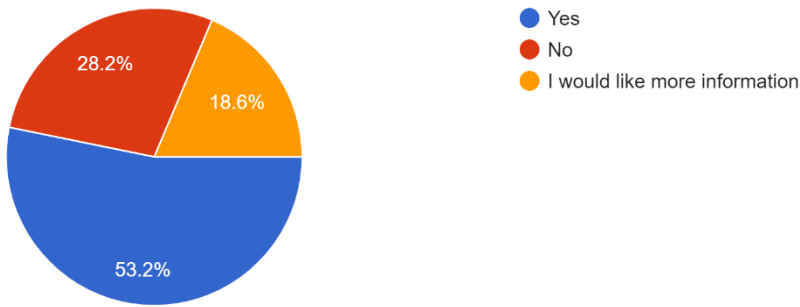
What we will do based on the feedback:

We will continue to promote the online services available for patients that would like to use them.

We are working in Partnership with The Bureau Volunteers Centre in Glossop who are running Digital Workshops at the Practice to help patients access online services and gain confidence in using them.

Question: Are you aware of the different clinical roles provided at the Practice?

Responses:

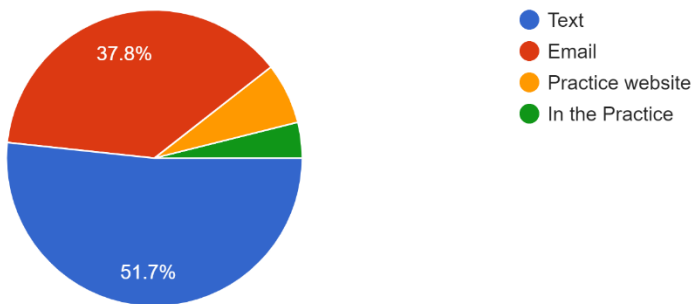


What we will do based on the feedback:

A lot of patients either are not aware of, or would like more information on, the different clinical roles at the Practice. We will include details in the waiting room and on our website about who the members of the team are and what the role means in regards to the type of appointments they offer.

Question: How do you like to receive general updates about the Practice?

Responses:

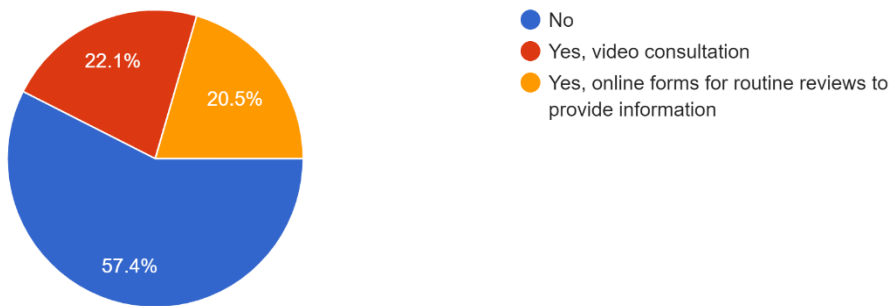


What we will do based on the feedback:

The majority of patients prefer text messages, which is the main method currently used by the Practice. The next popular option was email so we will work with our IT providers to look at how we can use emails more to contact patients. We will also gather and verify more email addresses and ask individuals what their preferred method of communication is.

Question: Would you like to use non-traditional methods for consultations such as annual reviews?

Responses:



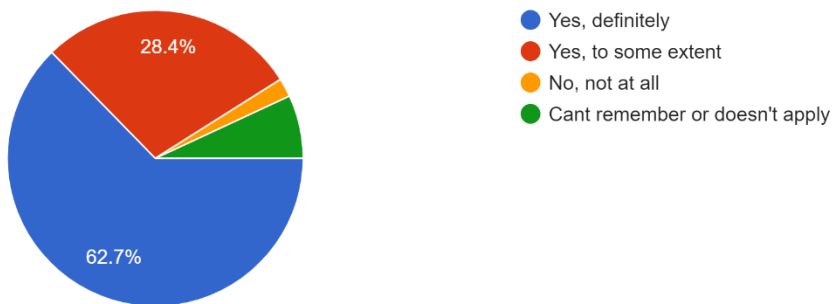
What we will do based on the feedback:

We will continue to offer face to face and telephone consultations to patients based on their preference, and as appropriate for the appointment type as the majority of patients want this.

For those patients who would prefer to use video or online forms for reviews we will offer these where it is appropriate and safe to do so.

Question: When you have had appointments at the Practice, do you feel that the healthcare professionals want you to be involved in decisions about your care and treatment?

Responses:

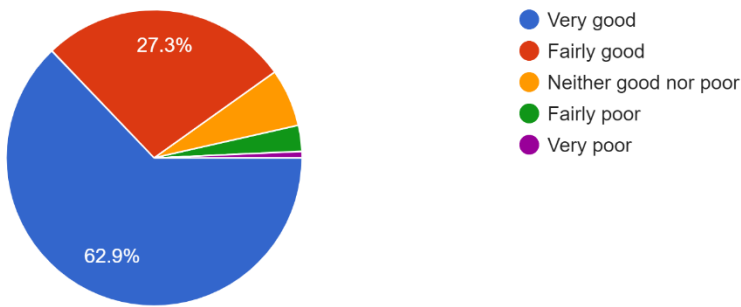


What we will do based on the feedback:

We are pleased to hear that nearly all patients feel involved in decisions about their care and treatment and we will continue to work in a way that promotes this.

Question: Overall, how would you describe your experience of the GP Practice?

Responses:

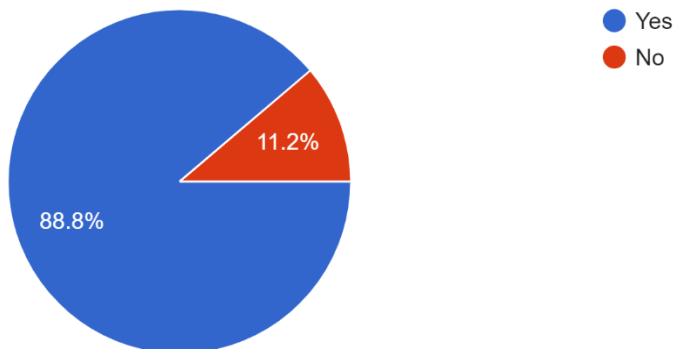


What we will do based on the feedback:

We are pleased to hear that most patients have a positive experience. All the staff work hard to provide the best care possible to patients under difficult circumstances. Where patients feel that their experience could have been better, we welcome individual feedback to help us improve services that we offer.

Question: Are you aware of what to do if you need medical treatment or advice when the Practice is closed?

Responses:



What we will do based on the feedback:

The majority of patients are aware of what to do when the Practice is closed, however there are still patients who need further information. We will ensure that details are included on the front door of the Practice building, on our website and a message on our phone system.

Written comments from patients

In addition to the multiple choice questions we also had written comments providing feedback, which have been analysed for themes. As the survey was anonymous we are not able to respond to any comments individually. If you would like a response to a specific comment you added please contact the Practice.

The majority of the comments received provided positive feedback about the service and the staff who work at the Practice. This is appreciated by the whole team and the comments have been shared.

The main themes from the comments which suggested areas for improvement included:

- **Access to appointments**
 - What we will do based on this feedback: In March 2024 the Practice reviewed the number of appointments we provide and the number of clinical staff against the national average. Based on this we have more GPs per 1000 patients than the national average and are above the number of appointments recommended for our patient population. The whole NHS is under pressure with demand increasing and budgets and resources not increasing to accommodate this. The Practice will continue to provide as many appointments as possible and regularly review our appointment system.
- **Access on the phones**
 - What we will do based on this feedback: We will be upgrading our phone system in Spring 2024 which should improve this
- **Review appointments**
 - What we will do based on this feedback: Our review system is currently being intensely reviewed and a new, more efficient system devised. Once the full details of this are confirmed we will provide further communications to patients on what this will mean for them
- **Online access**
 - What we will do based on this feedback: We are working in Partnership with The Bureau Volunteers Centre in Glossop who are running Digital Workshops at the Practice to help patients access online services and gain confidence in using them. If you would like to be referred please speak to a member of the reception team

Again we would like to thank everyone who took the time to complete this survey as patient feedback is important to us and we hope that we can make improvements to the services we offer based on this.