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The survey was sent electronically to all patients aged 18+ with either a mobile phone number or an email address. Paper copies of the survey were available in the Reception area for completion by those with no electronic option.







1. Which age bracket do you fall into?				
Answer Choices			Response Percent	Response Total
1	17 or younger		0.09%	2
2	18-20		0.84%	18
3	21-29		4.19%	90
4	30-39		7.92%	170
5	40-49		11.27%	242
6	50-59		20.73%	445
7	60 or older		55.05%	1182
			answered	2147
			skipped	0

2. E-consult gives you the option to submit your query online to detail your medical concern or query. When using the E-consult function, how satisfied were you with the process and result?(You can find E-Consult on our website here: https://westburygp.co.uk/)				
Answer Choices			Response Percent	Response Total
1	Very satisfied		11.22%	241
2	Satisfied		17.23%	370
3	Neutral		17.09%	367
4	Dissatisfied		8.66%	186
5	Very dissatisfied		6.52%	140
6	N/A		39.26%	843
			answered	2147
			skipped	0







3. There are various options for you when contacting the surgery; These are: E-Consult via our website E-Consult online query Email the practice at: bswicb.wgppatientvoice@nhs.net Email your prescription queries to: bswicb.wgpprescriptions@nhs.net Use the NHS App Telephone Please list your preferred 3 choices to contact us.

Answer Choices			Response Percent	Response Total
1	E-Consult		34.28%	736
2	Email the practice at: bswicb.wgppatientvoice@nhs.net		28.37%	609
3	Email prescription queries to: bswicb.wgpprescriptions@nhs.net		21.61%	464
4	Use the NHS App		32.04%	688
5	Telephone		89.43%	1920
			answered	2147
			skipped	0







4. The last few years have seen a large increase in the use of remote consultations (telephone and video calls). How would you rate your experience of a consultation with a medical professional using this method?

Answer Choices			Response Percent	Response Total
1	Very satisfied		11.74%	252
2	Satisfied		28.60%	614
3	Neutral		21.61%	464
4	Dissatisfied		12.16%	261
5	Very dissatisfied		8.24%	177
6	N/A		17.65%	379
			answered	2147
			skipped	0







5. When interacting with non-clinical members of our practice teams, how satisfied are you with their help and guidance? Non-clinical staff include the Secretaries, Reception staff, other administrators.

Answer Choices			Response Percent	Response Total
1	Very satisfied		29.11%	625
2	Satisfied		37.82%	812
3	Neutral		17.00%	365
4	Dissatisfied		7.82%	168
5	Very dissatisfied		5.59%	120
6	N/A		2.65%	57
			answered	2147
			skipped	0






6. It is the role and intention of the practice to ensure that all patients see or receive advice from the most appropriate clinician for their condition or enquiry. To do that reception will triage your ailments based on the information you provide to them and this will help them to book you with the most appropriate person. With this in mind, how satisfied were you with the approach and understanding from the reception staff?

Answer Choices			Response Percent	Response Total
1	Very satisfied		24.92%	535
2	Satisfied		35.17%	755
3	Neutral		18.26%	392
4	Dissatisfied		9.83%	211
5	Very dissatisfied		6.75%	145
6	N/A		5.08%	109
			answered	2147
			skipped	0






7. How satisfied were you with the appropriateness of the clinician you saw? There are multiple health care professionals located at the surgery and it is not always the best option to see the doctor. Other health care professionals at the surgery include, Advanced Nurse Practitioners, Nurses and Health Care Assistants, Pharmacists, Physician Associates and Paramedics.

Answer Choices			Response Percent	Response Total
1	Very satisfied		31.35%	673
2	Satisfied		39.68%	852
3	Neutral		13.27%	285
4	Dissatisfied		5.92%	127
5	Very dissatisfied		3.31%	71
6	N/A		6.47%	139
			answered	2147
			skipped	0

8. How would you find out what is happening in the practice? For example opening hours, changes and news (You can choose more than one).

Answer Choices			Response Percent	Response Total
1	Local Paper (White Horse News)		16.07%	345
2	Practice Website		55.66%	1195
3	Social Media (Facebook)		18.82%	404
4	Word of mouth		13.88%	298
5	I don't		22.36%	480
			answered	2147
			skipped	0

9. How satisfied and confident were you in the advice given to you by the Clinical Team?

Answer Choices			Response Percent	Response Total
1	Very satisfied		26.04%	559
2	Satisfied		43.74%	939
3	Neutral		21.61%	464
4	Dissatisfied		5.87%	126
5	Very dissatisfied		2.75%	59
			answered	2147
			skipped	0

Patients were also asked two further questions:

What does the surgery do well?

Lots of good, positive, feedback offered to specific individuals or areas of work within the surgery:

“Drs and paramedic nurses that I have seen in recent years have been tremendous. Extremely proactive, experienced and literally life savers.”

“The nurses and GPs have been especially fantastic with our small children and seem to really care.”

“Frontline reception team do a great job with dealing with the public”

What could the surgery improve upon and how do you suggest we do this?

The commonest areas of concern for patients were:

- E-consult online consultations – Patients feel the form which needs to be completed is too lengthy.
- Telephones – Patients experiencing long wait times for the telephone to be answered or getting an engaged tone when telephoning the surgery and sometimes when number one in the queue the call gets stuck and no-one answers.
- Reception staff triaging patient ailments – Patients felt that reception do not have the skills to triage medical conditions.
- Book on the day appointments – Patients feel the book on the day system is inflexible.
- Rude and unhelpful staff members – Patients felt that some staff members are rude and unhelpful.
- Face to face to appointments with GPs – Patients feel that it is hard to get a face-to-face appointment with the GP.

Action Plan

Area of Concern	Action	Deadline	Responsible person / team
Reception staff triaging patient ailments	Reception Induction and training details to be added to our Website	End June '23	CM / MJ / SC
Waiting times for phones to be answered	The surgery is currently investigating a new phone service. Any purchase decision will be influenced by ICBs rulings on funding for these new systems.	End September '23	Partners
E-consult option not found to be very user-friendly for patients (or staff).	Currently investigating new online service, Patches. Awaiting ICB funding decision before taking next steps.	End September '23	Partners
GP Appointments availability	We have now located a clinician in the Reception area so that they can be consulted by the Reception team – and potentially resolve matters there-and-then. This has led to many more appointments being available for booking.	Already in place.	Clinical team