

## Waterfront Practice - Patient Participation Group

### Waterfront Practice PPG Patient Survey 2023

#### Introduction

The Waterfront Practice PPG conducted full-scale patient surveys from 2017 to 2019 and published detailed analysis of the results which were made available online and in the surgery. In March 2020 the format of a revised patient survey to reflect the focus of the NHS National Patient Survey 2020 was agreed but the COVID-19 pandemic with all its necessary public health restrictions made this project impossible to run in the summer of that year or the year after. We are pleased that the Waterfront Practice PPG has now been able to undertake its own patient survey once again this year to compare with the NHS National Patient Survey 2023.

Before going any further it is worth noting a few key points about the NHS GP Patient Survey 2023:

- The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England.
- The questionnaire is sent to a random selection of people registered with a GP in England.
- 2.65 million questionnaires were sent out to patients aged 16 or over registered with GP practices in England.
- Around 760,000 patients completed and returned a questionnaire, resulting in a national response rate of 28.6%
- Minor changes were made to the questionnaire in 2023 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. Updates were made to four questions to reflect the new ways patients are now contacting their healthcare providers online.

**Source:** <https://www.england.nhs.uk/statistics/2023/07/13/gp-patient-survey-2023/>

As far as the Waterfront Surgery is concerned the NHS GP Patient Survey 2023 sent 452 surveys out and 106 surveys were sent back which is a 23% completion rate.

The Waterfront Surgery PPG discussed resuming their patient survey this year at its meetings in April and June 2023. One frustration was that the NHS GP National Survey 2023 form remained inaccessible to non-survey participants until 13<sup>th</sup> July 2023 when the PPG would ideally have sought to 'mirror' the NHS survey. That said, the PPG had discussed and reviewed in a number of recent meetings the issue of access to GP services which has been a major issue at local and national level in recent years. Louise Bunce, Practice Manager, suggested that it might be possible to create an electronic version of the Waterfront Practice PPG Patient Survey form to invite patients to complete after they had attended the surgery

One important aspect to stress is that the Waterfront PPG is responsible for the survey and analysis – it has always been an independent review of Waterfront Surgery. After a limited but successful trial the Waterfront Surgery PPG Survey 2023 took place online over four weeks in August 2023 – the results are documented in the following section. A total of 156 patients completed the electronic survey form.

**Waterfront Practice Registered Persons:** 8,874

**Deprivation:** Second most deprived decile

**Source:** <https://www.cqc.org.uk/location/1-655502006>

**General Question**

The opening question was used to establish which healthcare professional the patient came to the practice to see.

**Who is your appointment with today?**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 1

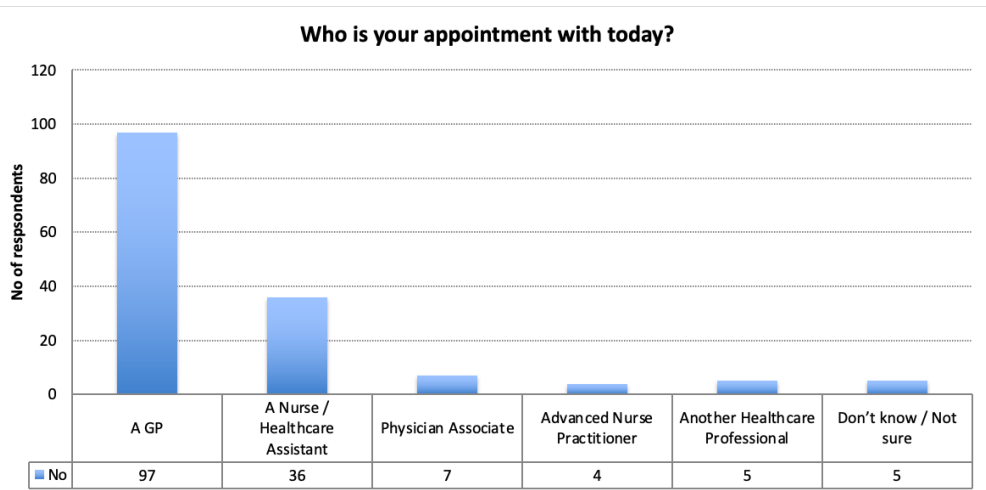


Table 1

Practitioner	No	%
A GP	97	63.0%
A Nurse / Healthcare Assistant	36	23.4%
Physician Associate	7	4.5%
Advanced Nurse Practitioner	4	2.6%
Another Healthcare Professional	5	3.2%
Don't know / Not sure	5	3.2%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

## Contacting the Surgery

### Question 1: Generally, how easy is it to get through to someone at your GP Practice on the phone?

Note: All respondents answered this question.

Figure 2

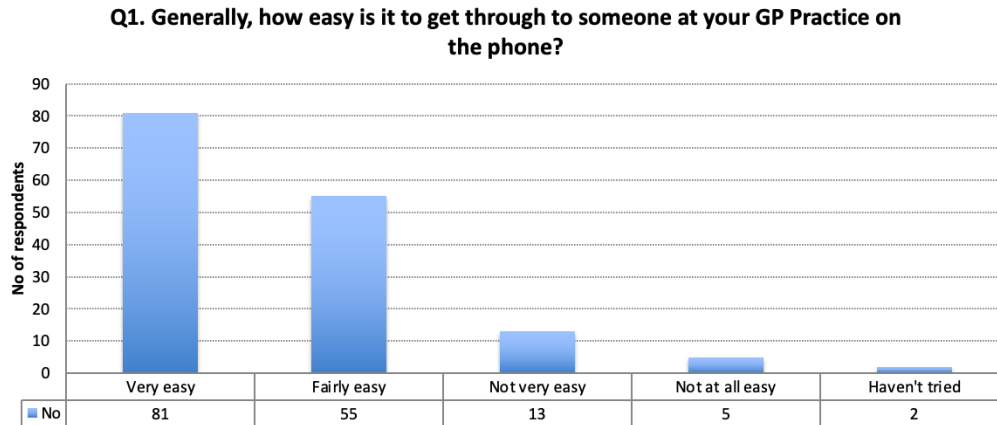


Table 2

Q1 Easy by Phone	No	%
Very easy	81	51.9%
Fairly easy	55	35.3%
Not very easy	13	8.3%
Not at all easy	5	3.2%
Haven't tried	2	1.3%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

### Question 2: How easy is it to use your GP Practice's website to look for information or access services?

Note: Nine (5.8%) of all respondents did not answer this question.

Figure 3

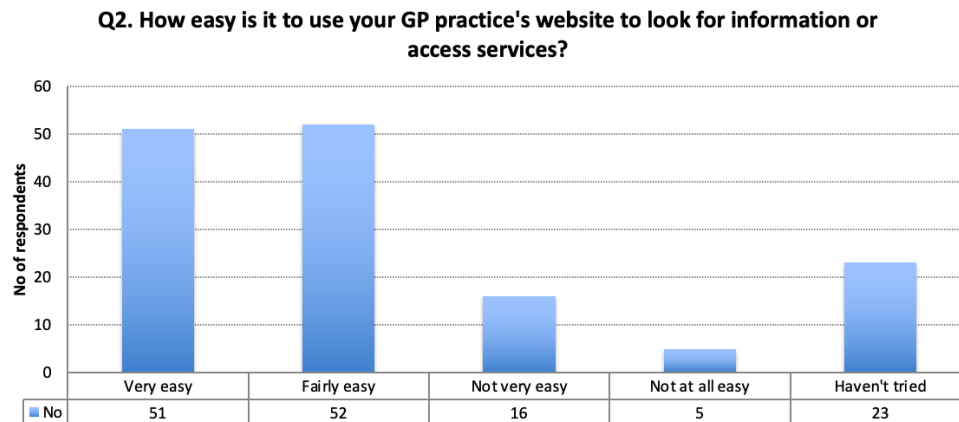


Table 3

Q2 Easy use Website	No	%
Very easy	51	34.7%
Fairly easy	52	35.4%
Not very easy	16	10.9%
Not at all easy	5	3.4%
Haven't tried	23	15.6%
<b>Total</b>	<b>147</b>	<b>100.0%</b>

No.	Contacting the Surgery	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
1	Generally, how easy is it to get through to someone at your GP Practice on the phone?	Very easy and Fairly easy	50%	47%	54%	88%	Haven't tried
2	How easy is it to use your GP Practice's website to look for information or access services?		65%	57%	74%	83%	Haven't tried

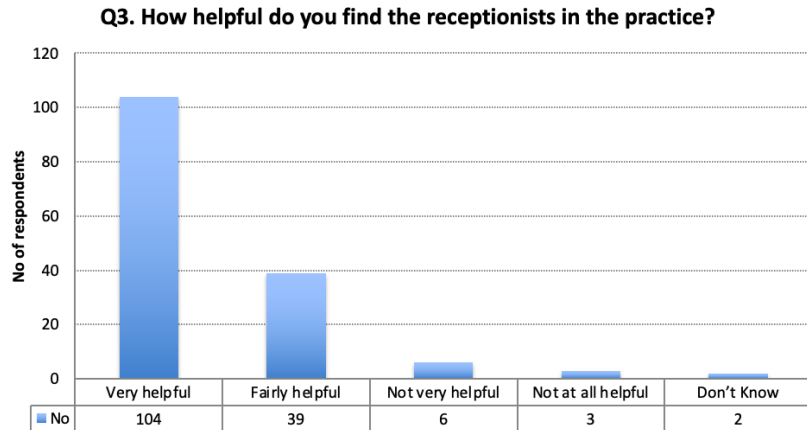
**Reception**

**Question 3: How helpful do you find the receptionists in the Practice?**

Note: Two respondents (1.3%) did not answer this question.

Figure 4

Table 4



Q3 Reception	No	%
Very helpful	104	67.5%
Fairly helpful	39	25.3%
Not very helpful	6	3.9%
Not at all helpful	3	1.9%
Don't Know	2	1.3%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

No.	Reception	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
3	How helpful do you find the receptionists in the Practice?	Very helpful and Fairly helpful	82%	72%	76%	94%	Don't know

**Access to a Doctor**

**Question 4: If you need to see a GP urgently can you normally be seen on the same day?**

Note: All respondents answered this question.

Figure 5

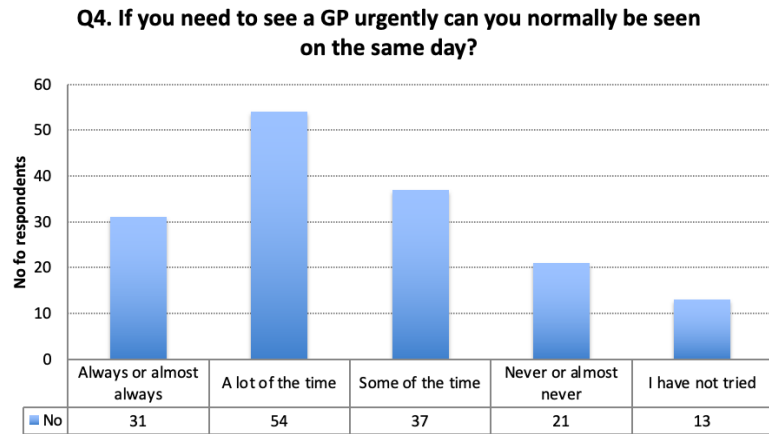


Table 5

Q4 See GP urgently	No	%
Always or almost always	31	19.9%
A lot of the time	54	34.6%
Some of the time	37	23.7%
Never or almost never	21	13.5%
I have not tried	13	8.3%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

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

Note: Two (1.3%) of the total respondents did not answer this question.

Figure 6

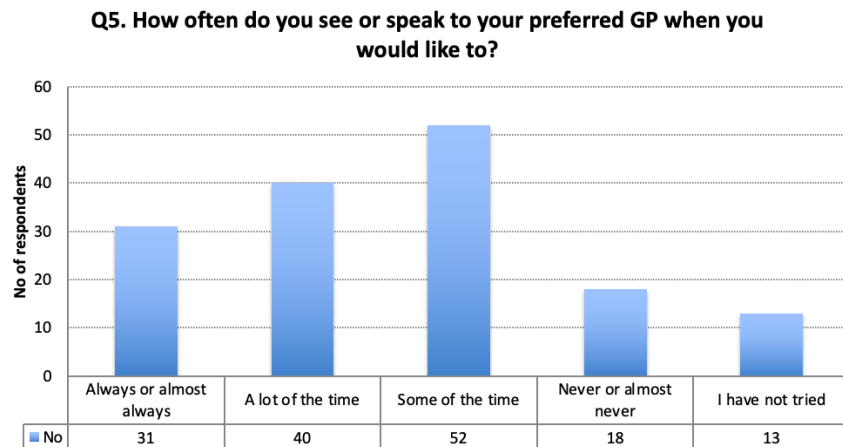


Table 6

Q5 See preferred GP	No	%
Always or almost always	31	20.1%
A lot of the time	40	26.0%
Some of the time	52	33.8%
Never or almost never	18	11.7%
I have not tried	13	8.4%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

No.	Access to a Doctor	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
4	If you need to see a GP urgently can you normally be seen on the same day?	Always or almost always and A lot of the time				59%	I have not tried
5	How often do you see or speak to your preferred GP when you would like to?		35%	31%	16%	50%	I have not tried

**Booking doctor appointments**

**Question 6: How did you book this appointment?**

Note: One (0.6%) of all respondents did not answer this question.

Figure 7

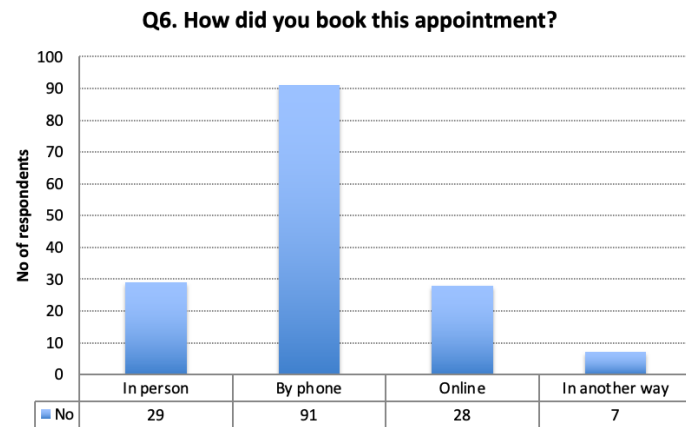


Table 7

Q6 How booked appointment	No	%
In person	29	18.7%
By phone	91	58.7%
Online	28	18.1%
In another way	7	4.5%
Total	155	100.0%

No.	Booking your appointment	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
6	How did you book this appointment?	All					
	In person		14%	15%	4%	19%	None
	By phone		83%	86%	90%	59%	None
	Online		15%	12%	20%	18%	None
	Through an app		5%	4%	0%	Not asked	None
	In another way		2%	2%	1%	5%	None

**Your Appointment**

Note: Three (1.9%) of all respondents did not answer this question.

**Question 7: When did this appointment take place in relation to when you booked it?**

Figure 8

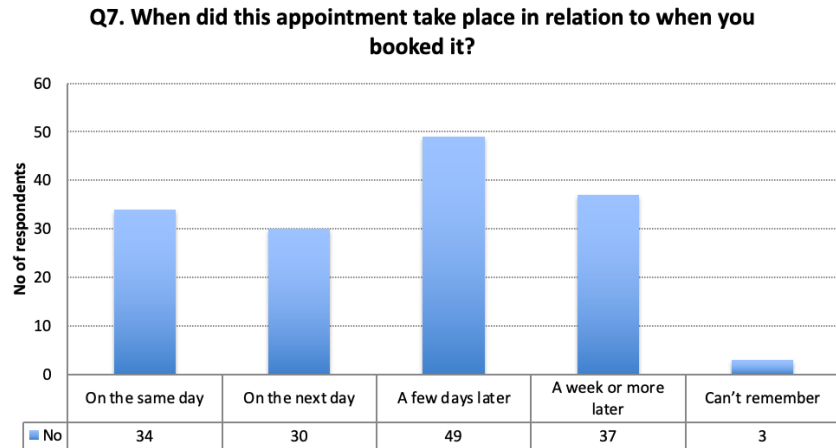


Table 8

Q7 When appointment took place	No	%
On the same day	34	22.2%
On the next day	30	19.6%
A few days later	49	32.0%
A week or more later	37	24.2%
Can't remember	3	2.0%
<b>Total</b>	<b>153</b>	<b>100.0%</b>

No.	Your Appointment	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice GP Survey	PPG Survey	
7	When did this appointment take place in relation to when you booked it?	All					
	On the same day		33%	34%	9%	22%	None
	On the next day		11%	11%	13%	20%	None
	A few days later		25%	25%	48%	32%	None
	A week or more later		25%	24%	23%	24%	None
	Can't remember		6%	7%	6%	2%	None

**Waiting for Appointment**

**Question 8: How satisfied were you with the appointment offered?**

Note: All respondents answered this question.

Figure 9

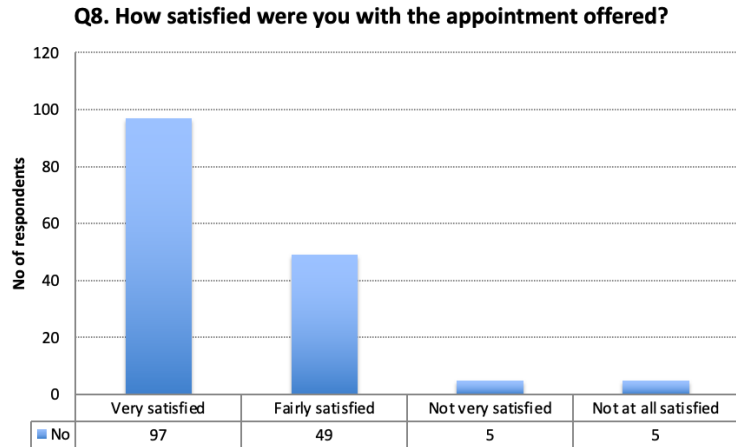


Table 9

Q8 Satisfied with appointment offered	No	%
Very satisfied	97	62.2%
Fairly satisfied	49	31.4%
Not very satisfied	5	3.2%
Not at all satisfied	5	3.2%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

No.	Waiting for Appointment	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
8	How satisfied were you with the appointment offered?	Very satisfied and Fairly satisfied	72%	66%	76%	94%	



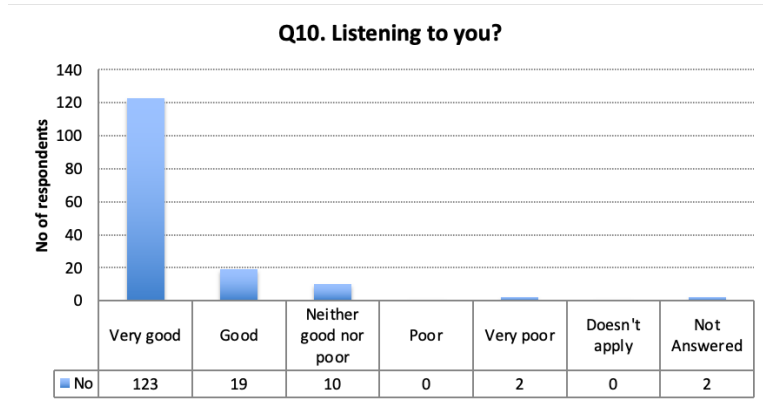
**In your appointment today, how good was the healthcare professional you saw at each of the following?**

**Question 9: Giving you enough time**

Note: One (0.6%) of all respondents did not answer this question.

Figure 10

Table 10



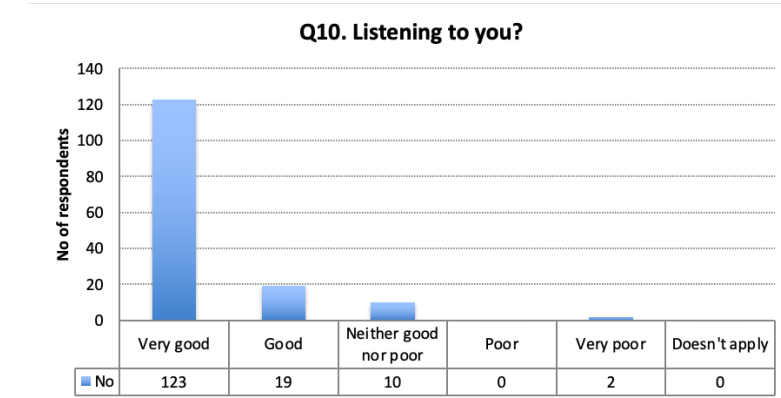
Q9 Give enough time	No	%
Very good	124	80.0%
Good	22	14.2%
Neither good nor poor	7	4.5%
Poor	0	0.0%
Very poor	2	1.3%
Doesn't apply	0	0.0%
<b>Total</b>	<b>155</b>	<b>100.0%</b>

**Question 10: Listening to you**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 11

Table 11



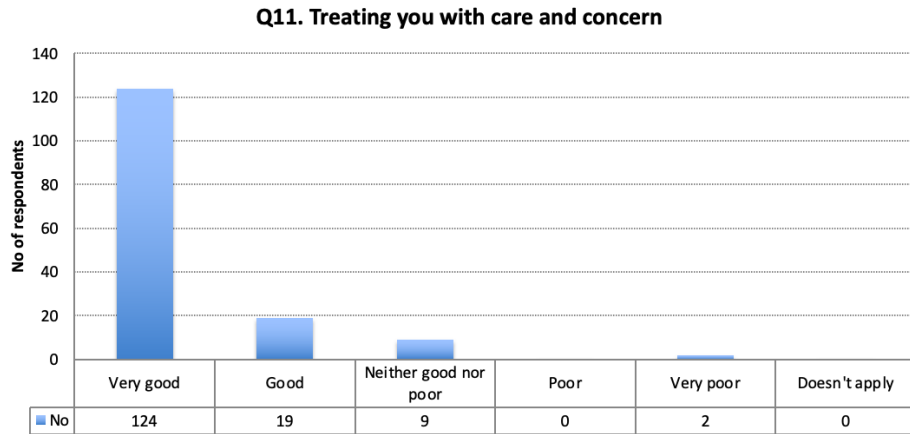
Q10 Listening to you	No	%
Very good	123	79.9%
Good	19	12.3%
Neither good nor poor	10	6.5%
Poor	0	0.0%
Very poor	2	1.3%
Doesn't apply	0	0.0%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

**Question 11: Treating you with care and concern**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 12

Table 12



Q11 Treating with care and concern	No	%
Very good	124	80.5%
Good	19	12.3%
Neither good nor poor	9	5.8%
Poor	0	0.0%
Very poor	2	1.3%
Doesn't apply	0	0.0%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

No.	In your appointment today, how good was the healthcare professional you saw at each of the following?	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
9	Giving you enough time	Very good and Good	84%	78%	74%	92%	Doesn't apply
10	Listening to you		85%	80%	80%	92%	Doesn't apply
11	Treating you with care and concern		84%	78%	77%	93%	Doesn't apply

During your appointment today.....

**Question 12: Were you involved as much as you wanted to be in decisions about your care and treatment?**

Note: All respondents answered this question.

Figure 13

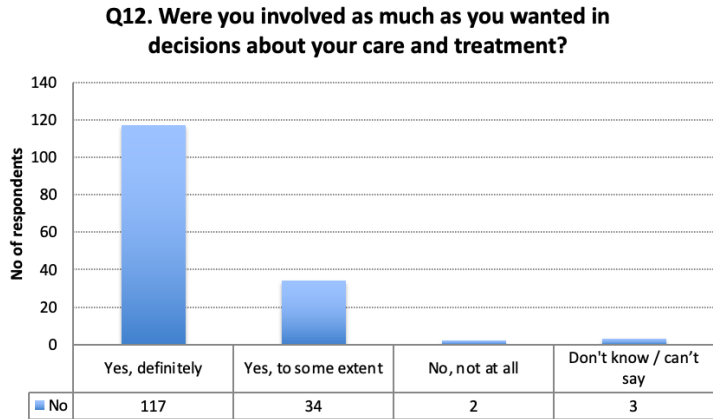


Table 13

Q12 Involve in care decisions	No	%
Yes, definitely	117	75.0%
Yes, to some extent	34	21.8%
No, not at all	2	1.3%
Don't know / can't say	3	1.9%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

**Question 13: Did you have confidence and trust in the healthcare professional you saw?**

Note: All respondents answered this question.

Figure 14



Table 14

Q13 Confidence and Trust	No	%
Yes, definitely	125	80.1%
Yes, to some extent	25	16.0%
No, not at all	4	2.6%
Don't know / can't say	2	1.3%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

**Question 14: Thinking about the reason for your appointment were your needs met?**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 15

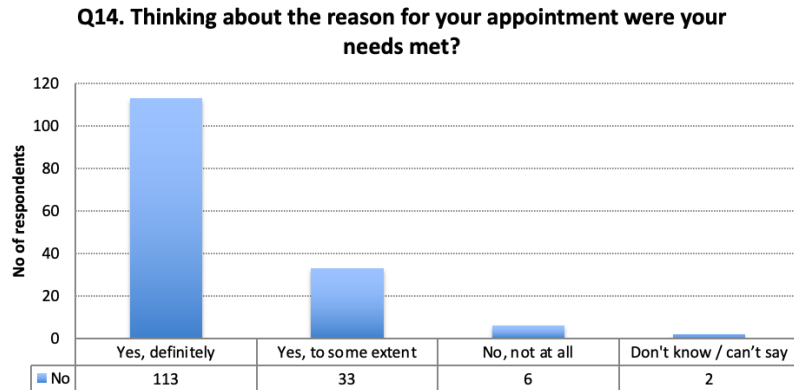


Table 15

Q14 Needs met	No	%
Yes, definitely	113	73.4%
Yes, to some extent	33	21.4%
No, not at all	6	3.9%
Don't know / can't say	2	1.3%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

No.	During your appointment today .....	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
12	Were you involved as much as you wanted to be in decisions about your care and treatment?	Yes, definitely and Yes, to some extent	90%	86%	88%	99%	Don't know/Doesn't apply/ Can't say
13	Did you have confidence and trust in the healthcare professional you saw?		93%	90%	95%	96%	Don't know/Can't say
14	Thinking about the reason for your appointment were your needs met?		91%	87%	86%	96%	Don't know/Can't say

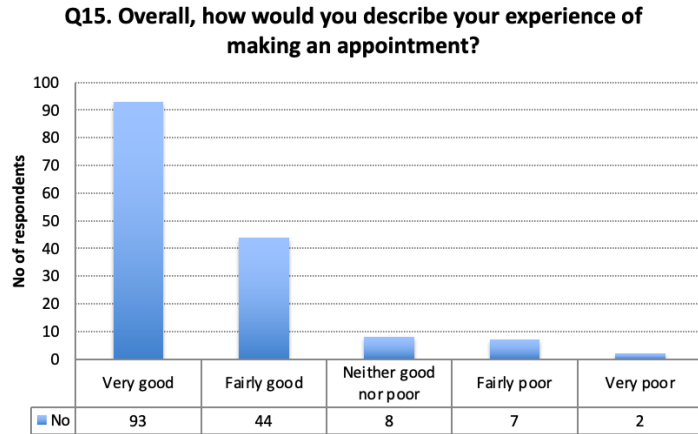
About the Practice

**Question 15: Overall, how would you describe your experience of making an appointment?**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 16

Table 16



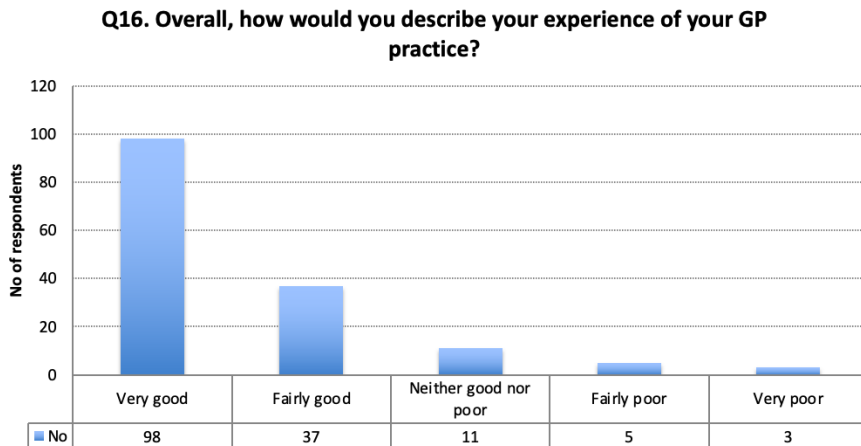
Q15 Experience making appointment	No	%
Very good	93	60.4%
Fairly good	44	28.6%
Neither good nor poor	8	5.2%
Fairly poor	7	4.5%
Very poor	2	1.3%
<b>Total</b>	<b>154</b>	<b>100.00%</b>

**Question 16: Overall, how would you describe your experience of your GP Practice?**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 17

Table 17



Q16 Experience of GP Practice	No	%
Very good	98	63.6%
Fairly good	37	24.0%
Neither good nor poor	11	7.1%
Fairly poor	5	3.2%
Very poor	3	1.9%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

No.	Waiting for Appointment	Answers counted	GP Patient Survey Results 2023				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
15	Overall how would you describe your experience of making an appointment	Very good and Fairly good	54%	45%	55%	89%	None
16	Overall, how would you describe your experience of your GP practice?		71%	63%	70%	88%	None

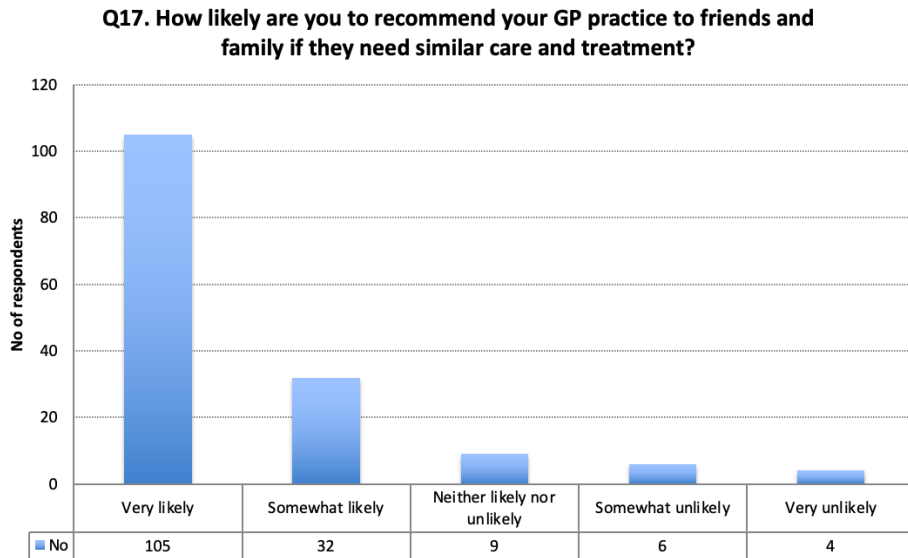
**Recommend the Practice**

**Question 17: How likely are you to recommend your GP Practice to friends and family if they need similar care and treatment?**

Note: All respondents answered this question.

Figure 18

Table 18



Q17 Recommend GP Practice to friends and family	No	%
Very likely	105	67.3%
Somewhat likely	32	20.5%
Neither likely nor unlikely	9	5.8%
Somewhat unlikely	6	3.8%
Very unlikely	4	2.6%
<b>Total</b>	<b>156</b>	<b>100.0%</b>

No.	Question	Answers counted	GP Patient Survey Results 2023				
			National	ICS	Waterfront Practice		Excludes Not Answered &.....
					GP Survey	PPG Survey	
17	How likely are you to recommend your GP Practice to friends and family if they need similar care and treatment?	Very likely and Somewhat likely				88%	

**Any further comments**

Sixty-two respondents had one or more comments to make about the Practice and the services it provides. All the comments have been categorised and tabulated; a summary can be seen in the following table:

Comment Category	No	%
Difficulty in getting face to face appointment	3	4.5%
Difficulty seeing preferred GP	1	1.5%
Negative comment about alternatives to seeing a GP	4	6.0%
Negative comment about contacting Practice	1	1.5%
Negative comment about GPs	2	3.0%
Negative comment about making appointment	2	3.0%
Negative comment about medication prescribed	2	3.0%
Negative comment about prescriptions	2	3.0%
Negative comment about Receptionists	4	6.0%
Negative comment about telephone consultations	1	1.5%
No comment to make	5	7.5%
Other	5	7.5%
Positive comment about GPs	4	6.0%
Positive comment about Practice	16	23.9%
Positive comment about Practice Staff	10	14.9%
Positive comment about treatment provided	5	7.5%
Total	67	100.0%

The "Other" comments were:

- One respondent gave their age
- Two respondents explained what their appointment was for
- One respondent complained that they had been asked to weigh themselves, but the scales at the Practice were not working and no alternative was available.
- One respondent was looking forward to booking appointments online



**How old are you?**

Note: Eight (5.1%) of all respondents did not answer this question.

Figure 17

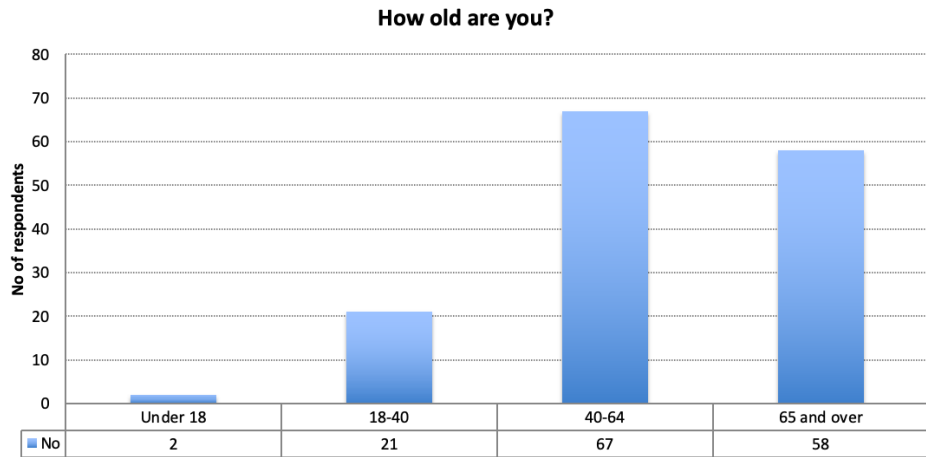


Table 17

Age	No	%
Under 18	2	1.4%
18-40	21	14.2%
40-64	67	45.3%
65 and over	58	39.2%
<b>Total</b>	<b>148</b>	<b>100.0%</b>

**Which of the following best describes you?**

Note: One (0.6%) of all respondents did not answer this question.

Figure 18

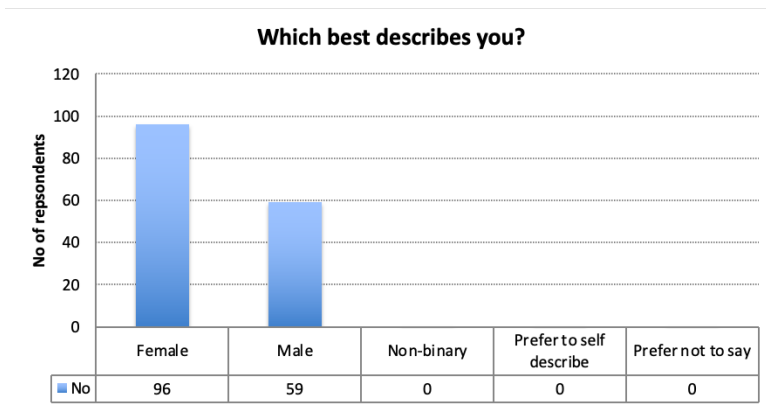


Table 18

Gender	No	%
Female	96	61.9%
Male	59	38.1%
Non-binary	0	0.0%
Prefer to self describe	0	0.0%
Prefer not to say	0	0.0%
<b>Total</b>	<b>155</b>	<b>100.0%</b>

**What is your ethnic group?**

Note: Two (1.3%) of all respondents did not answer this question.

Figure 19



Table 19

Ethnic Group	No	%
White	134	87.0%
Mixed or multiple ethnic groups	1	0.6%
Asian or Asian British	13	8.4%
Black, Black British, Caribbean or African	2	1.3%
Other ethnic group	4	2.6%
<b>Total</b>	<b>154</b>	<b>100.0%</b>

**Conclusion**

**Improving patient experience: 2023**

The PPG feels that the most important aspect of the Waterfront Surgery PPG Patient Survey 2023 is that is a ‘snap shot’ of patients who have recently been into the practice and have direct experience of care delivered by the GPs, nursing and healthcare teams.

The past three years since March 2020 have been challenging to all those involved in healthcare. It bears repeating that the Waterfront Surgery GPs, Practice Manager, staff and PPG have always striven to improve patient experience as the minutes of our regular meetings and patient surveys pre-2020 indicate. During the Covid pandemic virtual PPG meetings, including a number of guest speakers such as the Primary Care Network Dietician and a Health and Well-Being Coach, took place monthly through 2021 up to May 2022. Face-to-Face Waterfront PPG Meetings resumed in June 2022.

Resuming the Waterfront Practice PPG Patient Survey after the upheaval of the past three years has been something that we have been keen to do, in order to assess how the front-line service is meeting the needs of patients in the area.

## Areas highlighted by the NHS GP Patient Survey 2023

As a first step, it is useful to consider the three areas for improvement which the NHS GP Patient Survey 2023 highlights at the end of their report.

### Where patient experience is lowest compared with the ICS result

#### 16% of respondents usually get to see or speak to their preferred GP when they would like to ICS result: 31% National result: 35%

The PPG Survey reveals that 50% of patients usually saw or spoke to their preferred GP which offers a more reassuring measure than the 16% recorded in the National Survey. As the ICS and National data confirm practices struggle to fulfil patient expectations due to staffing levels, number of appointment slots available and increasing demand on services. Without being too complacent it is reassuring to see that 94% of patients in the PPG Survey were satisfied with the appointment offered (Question 8) and 96% had both confidence and trust in the healthcare professional they saw (Question 13) and felt their appointment needs were met (Question 14).

#### 74% of respondents say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment ICS result: 78% National result: 84%

The National Survey notes only a slight variation (4%) between the Waterfront Surgery response and the ICS though this is disappointingly 10% down on the national figure. The PPG Survey result was 92% which is more reassuring. One of the most challenging aspects of the healthcare professional's job is ensuring that patients are given an opportunity not only to explain the reason for their appointment but feel that they are treated seriously, have the diagnosis or further investigations explained clearly, and are involved in treatment plans. That 99% of respondents in the PPG Survey rated that they were involved as much as they wanted to be in decisions about your care and treatment (Question 12) and that they had confidence and trust in the healthcare professional they saw (Question 13) is reassuring.

#### 88% of respondents were given a time for their last general practice appointment ICS result: 89% National result: 91%

Clearly, although cited in the three 'Patient experience is lowest' categories compared to the ICS result, there is no significant variance when it came to respondents being given a time for their last general practice appointment.

## Looking ahead

### Generally, how easy is it to get through to someone at your GP Practice on the phone? (Question 1)

Contacting the practice by phone has been a long standing problem for the Waterfront Practice, indeed most GP Practices. The National Survey noted that 50% of respondents found it 'Very Easy' or 'Fairly Easy' which compares to a more encouraging 88% of the PPG Survey respondents. Looking ahead, NHS England's Long Term Plan digital service requirements and investment in digital phone systems should help patients get help when they need it and improve their experience of contacting the surgery.

The Waterfront Surgery's new digital phone system is planned to be operational by December 2023 which may alleviate some of the frustrations that patients experience when phoning the surgery. For those involved the key phrase is 'care navigation' – patients will be able to contact the practice more easily and quickly - and find out exactly how their request will be handled on the day they call, rather than being told to call back later. The on-line system will provide patients with more options rather than the 'engaged tone' including indicating their place in the 'queue' and an option to be called back. Welcome as this innovation might be, demand for the services of general practices will probably be greater than the resources available which means that a number of patients are still going to be frustrated.

### How often do you see or speak to your preferred GP when you would like to? (Question 5)

The National Survey result was 35% of patients seeing or speaking to their preferred GP when they would like to which compares to ICS 31% and the Waterfront 16%. As referenced earlier the PPG Survey reveals that 50% of patients usually saw or spoke to their preferred GP which offers a more reassuring measure.

The Waterfront PPG has discussed the reasons why patients might prefer to see or speak to a particular GP on a number of occasions over the years. Reasons may be related to gender, feeling able to speak freely, personal confidence in their professional skills, past experiences etc. In a situation where one or two GPs are particularly 'popular' then many patients are not going to be able to get an appointment very easily to see them. That said, the PPG agreed that if you were ill then what was of major importance was seeing someone as a matter of urgency and all the Waterfront Practice doctors are highly qualified and experienced practitioners.

### Waterfront Practice Website

GP websites are now well established – 65% of patients found them to be easy/fairly easy to look for information and services in 2023 (NHS GP Survey 2023). It is encouraging that the PPG survey records that 83% of respondents were positive about their experience using the Waterfront website given that PPG members have been critical of the layout of the home page, confusing navigation links and challenge in finding information. The practice website is important not simply for information about the practice, but as a 'portal' for communicating with the practice and its links to wider primary care and community information and services. The Waterfront Practice by the end of the year should have transferred to a new website format which will, hopefully, prove easier to navigate, improving patient satisfaction and reducing the challenges faced by receptionists and clinical staff.