

Special GP National Survey Results - July 2019

What you thought of your practice 306 Medical Centre!

The GP National Survey was carried out by NHS England together with Ipsos Mori by posting survey forms to you and the latest survey results were published in July 2019

These survey results relate to the period from 2 January 2019 - 5 April 2019.

In NHS SOUTHWARK CCG, **16,902** questionnaires were sent out, and **3,443** were returned completed. This represents a response rate of **20%**. (26% in the previous year).

The practice response rate was 27% (previous year 23%) based on 459 questionnaires sent out and 123 returned. Statistically participants in the survey represent only a sample of the total population. The data provide a snapshot of patient experience at a given time, and updated annually. **Comparisons to the local (CCG) or national average may not be statistically significant and are indicative only.**

Also a point to note that not all respondents may have answered every question out of the 123 questionnaires returned.

For Survey Results:

<https://www.gp-patient.co.uk/PatientExperiences?practicecode=G85091>

IT'S FLU VACCINATION TIME AGAIN!

To get the protection you need please book an appointment with the nurse.

For details and eligibility visit our website.



To remove your name from our mailing list, please email us to the address below.
Questions or comments? Email us at SOUCCG.306medicalcentre@nhs.net
or tel 0208 693 4704

What you thought of your practice! - The Headlines

Overall experience



87% describe their overall experience of this GP practice as good

Local (CCG) average: 79% National average: 83% Last Year: 92%

77% find it easy to get through to this GP practice by phone

Local (CCG) average: 69% National average: 68%



91% find the receptionists at this GP practice helpful

Local (CCG) average: 89% National average: 89%



63% are satisfied with the general practice appointment times available

Local (CCG) average: 60% National average: 65%



67% usually get to see or speak to their preferred GP when they would like to

Local (CCG) average: 43% National average: 48%

Making an appointment



60% were offered a choice of appointment when they last tried to make a general practice appointment

Local (CCG) average: 66% National average: 62% Last Year 70%

63% were satisfied with the type of appointment they offered

Local (CCG) average: 65% National average: 74% Last Year 74%



96% took the appointment they were offered

Local (CCG) average: 92% National average: 94%

72% describe their experience of making an appointment as good

Local (CCG) average: 60% National average: 67%

What you thought of your practice! - The Headlines



Your last appointment

64% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment

Local (CCG) average: 67% National average: 69% Last Year: 73%

93% say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

Local (CCG) average: 83% National average: 87% Last Year: 82%

93% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

Local (CCG) average: 87% National average: 89% Last Year: 88%



92% say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment

Local (CCG) average: 84% National average: 87% Last Year: 89%

97% were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

Local (CCG) average: 91% National average: 93% Last Year: 90%



99% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

Local (CCG) average: 94% National average: 95% Last Year: 100%



95% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

Local (CCG) average: 81% National average: 86% Last Year: 91%

What you thought of your practice! - The Headlines



98% felt their needs were met during their last general practice appointment

Local (CCG) average: 94% National average: 94% Last Year: 97%

Your health



76% say they have had enough support in the last 12 months to help manage their long-term condition(s)

Local (CCG) average: 72% National average: 78% Last Year: 67%

SURVEY RESULTS - ANY ACTIONS



Overall the practice performance was very good, and compared very well with our local CCG (Southwark) where comparative data was available. It reflected the practice's efforts on providing the patients with generally a good experience.

The survey results circulated to the practice team 15 July 2019 and reviewed.

Discussed at our PPG meeting on 12 Sept 2019.

Areas noted for improvement in the previous survey report had improved.

The practice always strives to improve where practicable.

The practice regularly reviews appointment availability in view of demand and ease of access.

A big thank you to patients who took time to complete the survey.