

Special* GP National Survey Results - July 2020*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 2020

These survey results relate to the period from January 2020 - March 2020.

In NHS SOUTH EAST LONDON, 89,958 questionnaires were sent out, and 21,695 were returned completed. This represented a response rate of **24%**.

The practice response rate was 26% (previous year 27%) based on 423 questionnaires sent out and 109 returned. Statistically participants in the survey represent only a sample of the total population of interest – this means we cannot be certain that the results of a question are exactly the same as if everybody within that population had taken part (“true values”). Also a point to note that not all respondents may have answered every question out of the 109 questionnaires returned.

306 Medical Centre Survey Results:

(<http://gp-patient.co.uk/report?practicecode=G85091>)

Survey Reports and Comparisons

(<https://www.gp-patient.co.uk/surveysandreports>)

IT'S FLU VACCINATION TIME AGAIN!

To get the protection you need please book an appointment between Sept-Dec

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**

88% describe their overall experience of this GP practice as good. Local (CCG) average: 80% National average: 82% Last Year: 87%



84% find it easy to get through to this GP practice by phone. Local (CCG) average: 64% National average: 65% Last Year: 77%

93% find the receptionists at this GP practice helpful. Local (CCG) average: 88% National average: 89% Last Year: 91%

75% Find it easy to use our GP practice's website to look for information or access services. Local (CCG) average: 71% National average: 76% *New Indicator*



64% usually get to see or speak to their preferred GP when they would like to. Local (CCG) average: 42% National average: 45%

Making an appointment

71% are satisfied with the general practice choice of appointments available. Local (CCG) average: 63% National average: 60% Last Year 60%

64% are satisfied with the general practice appointment times available. Local (CCG) average: 60% National average: 63%

97% took the appointment they were offered. Local (CCG) average: 92% National average: 93%

74% are satisfied with the type of appointment they were offered. Local (CCG) average: 68% National average: 73% Last Year 63%

73% describe their experience of making an appointment as good. Local (CCG) average: 63% National average: 65% Last Year 72%

What you thought of your practice! - The Headlines**Your last appointment**

57% waited 15 minutes or less after their appointment time to be seen at their last general practice appointment. Local (CCG) average: 67% National average: 70% Last Year: 64%

88% 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: 86%

95% 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: 88%



89% 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%

96% 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: 92% National average: 93%



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%



82% felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment. Local (CCG) average: 81% National average: 85%

97% felt their needs were met during their last general practice appointment. Local (CCG) average: 93% National average: 94%

Your health

80% say they have had enough support in the last 12 months to help manage their long-term condition(s). Local (CCG) average: 73% National average: 77% Last Year: 67%

What you thought of your practice! - The Headlines**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.

Generally the practice has excelled in most areas, as reflected in these survey results above. This is very encouraging as it gives recognition to the practice's efforts in ensuring patients have a good experience.

The survey results circulated and discussed at the practice meeting 13 July 2020 and reviewed. To be presented for discussion at our PPG meeting on 10 Sept 2020.

It was noted that areas for improvement in the previous year's survey report had improved.

The practice always strives to improve where practicable and the results show that the changes we implemented during regular service reviews have shown improvements in patient experience.

The practice acknowledges that the availability of timely appointments is important to patients and will continue to regularly review the patient demand and access.

A BIG THANK YOU to all our patients who took the time to complete the survey. We value your feedback to help us to help you.

Practice Update**The practice is now an accredited Training Practice**

We have some new additions to our clinical team since accreditation:

On short term placement Trainee GPs: Dr Lucy Williams & Dr Max Cresswell

Our regular sessional GP: Dr Vinyas Singh will now be working on Thu & Fri