

# 306 Medical Centre

## GP PATIENT SURVEY

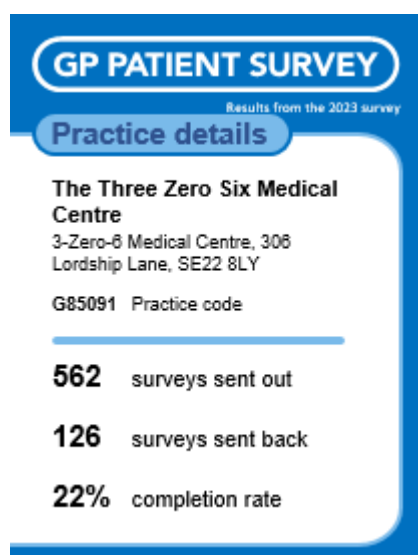
Results from the 2023 survey

### What you thought of your practice, 306 Medical Centre!

The GP National Survey was carried out by NHS England by posting survey forms to you and the latest survey results were published in July 2023

These survey results relate to the period from Jan 2023 - Apr 2023.

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 questionnaires returned.



 **562**  
Surveys sent out

 **126**  
Surveys sent back

 **22%**  
Completion rate

The data provide a snapshot of patient experience at a given time, and are updated annually.

**Also comparisons to the local (ICS) or national average may not be statistically significant and are indicative only. The sample size at practice level is statistically small.**

**For Survey Results:**

- [306 Medical Centre Survey Results](#)
- <https://gp-patient.co.uk/PatientExperiences?practicecode=G85091>

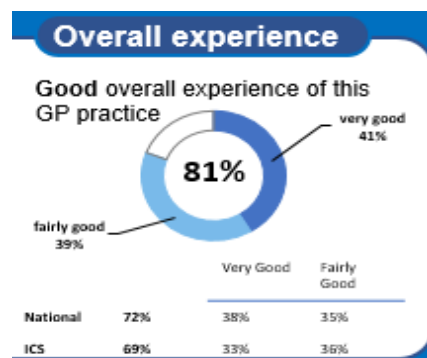
## What you thought of your practice!



**2023**

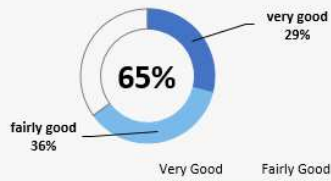


**(2022: Previous Year Survey)**



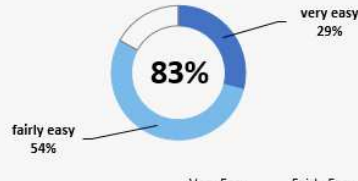
## Accessing the practice

Good overall experience of making an appointment



	Very Good	Fairly Good
National	54%	32%
ICS	50%	31%

Easy to get through to this GP practice by phone



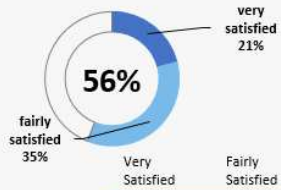
	Very Easy	Fairly Easy
National	50%	37%
ICS	48%	35%

Helpfulness of receptionists at this GP practice



	Very Helpful	Fairly Helpful
National	82%	45%
ICS	80%	47%

Satisfied with the general practice appointment times available



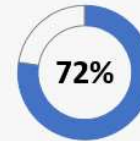
	Very Satisfied	Fairly Satisfied
National	53%	34%
ICS	50%	33%

Offered a choice of appointment when last tried to make a general practice appointment



	Offered a choice
National	59%
ICS	59%

Satisfied with the appointment offered



	Satisfied with the appointment
National	72%
ICS	66%

## Your local GP services



**83%** find it easy to get through to this GP practice by phone

ICS result: 48% | National result: 50%



**89%** find the receptionists at this GP practice helpful

ICS result: 80% | National result: 82%



**56%** are satisfied with the general practice appointment times available

ICS result: 50% | National result: 53%

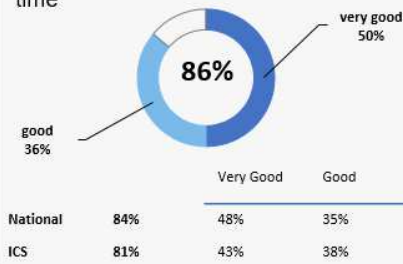


**56%** usually get to see or speak to their preferred GP when they would like to

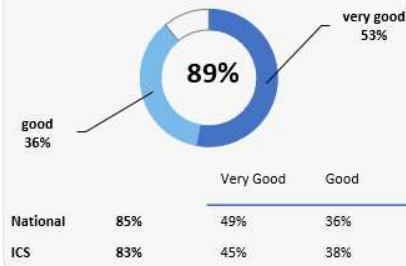
ICS result: 33% | National result: 35%

## Appointment experience

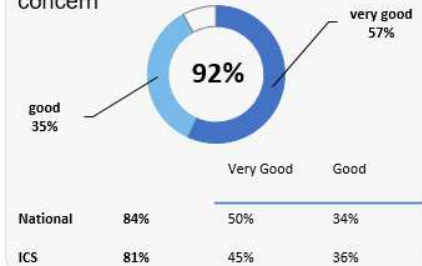
The healthcare professional was good at giving the patient enough time



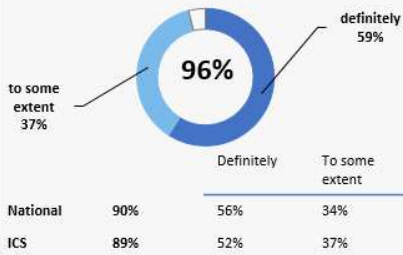
The healthcare professional was good at listening to the patient



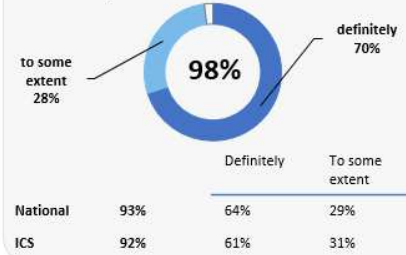
The healthcare professional was good at treating the patient with care and concern



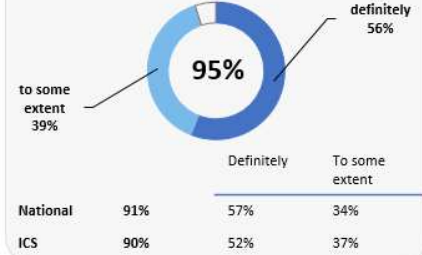
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



## Making an appointment



**68%** were offered a choice of appointment when they last tried to make a general practice appointment

ICS result: 59% | National result: 59%



**72%** were satisfied with the appointment they were offered

ICS result: 66% | National result: 72%



**93%** took the appointment they were offered

ICS result: 95% | National result: 96%



**65%** describe their experience of making an appointment as good

ICS result: 50% | National result: 54%

## Your last appointment



**99%** were given a time for their last general practice appointment

ICS result: 92% | National result: 91%



**86%** say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment

ICS result: 81% | National result: 84%



**89%** say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 83% | National result: 85%



**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

ICS result: 81% | National result: 84%

**GP PATIENT SURVEY**

Results from the 2023 survey

## Your last appointment



**86%** felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment

ICS result: 79% | National result: 81%



**96%** were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment

ICS result: 89% | National result: 90%



**98%** had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 92% | National result: 93%



**95%** felt their needs were met during their last general practice appointment

ICS result: 90% | National result: 91%

## Your health



**78%** say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)

ICS result: 60% | National result: 65%

## What this practice does best




Generally the practice has excelled as usual in most areas, as reflected in the survey results.

This is very encouraging as it gives recognition to the practice's continued efforts in ensuring patients have a good experience.


Statistically the variations are small and the outcomes likely impacted by the low response rate. However they give a good snapshot of patient experience.

The results generally reflect good outcomes at challenging times for the NHS in general, when amongst many issues, we are experiencing unprecedented demands on our services and slowly recovering from the pandemic aftermath.


### Where patient experience **is highest** compared with the ICS result

-  **83%** of respondents find it easy to get through to this GP practice by phone  
ICS result: 48% | National result: 50%

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-  **56%** of respondents usually get to see or speak to their preferred GP when they would like to  
ICS result: 33% | National result: 35%

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-  **78%** of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)  
ICS result: 60% | National result: 65%

Comparisons with the local ICS or national results are indicative only and may not be statistically significant.

## What this practice could improve

Where patient experience **is lowest** compared with the ICS result ?



**93%** of respondents took the appointment they were offered

ICS result: 95% | National result: 96%

Comparisons with the local ICS or national results are indicative only and may not be statistically significant.

## SURVEY RESULTS - ACTIONS



**Overall the practice performance was very good, and compared very well with local averages. Whilst the comparisons may not be statistically significant, the results give a good snapshot of patient experience.**

- The survey results shared with the practice team and planned for discussion at a practice team meeting and at the next Patient Participation Group Meeting on 14 Sept 2023.
- The practice always strives to improve where practicable. The results show that the changes we implemented during regular service reviews have shown improvements in patient experience and we will keep making efforts to improve in areas where we can make further improvements.
- We are also aware of the challenges of unprecedented demand for appointments. However we will keep trying to pragmatically find a way to best meet the needs of our practice population in this area, by regularly reviewing demand and capacity.
- The practice acknowledges that the availability of timely appointments is important to patients and will continue to regularly review patient access and choice where practicable.
- 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.