

306 Medical Centre

GP PATIENT SURVEY

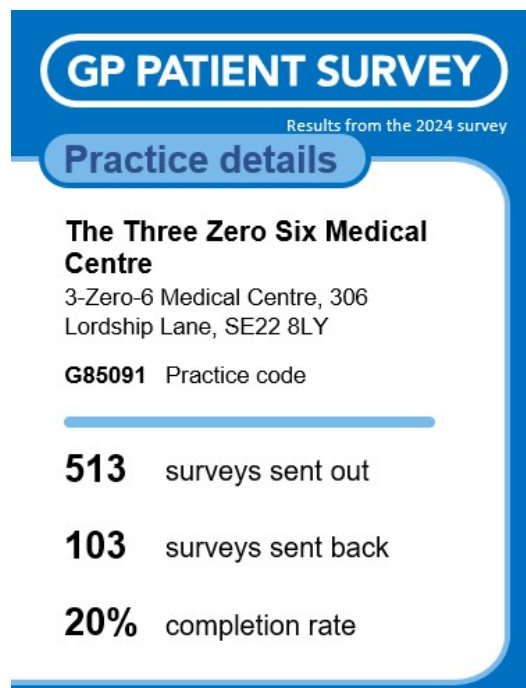
Results from the 2024 survey

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 2024

These survey results relate to the period from Jan 2024 - Apr 2024.

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.



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.

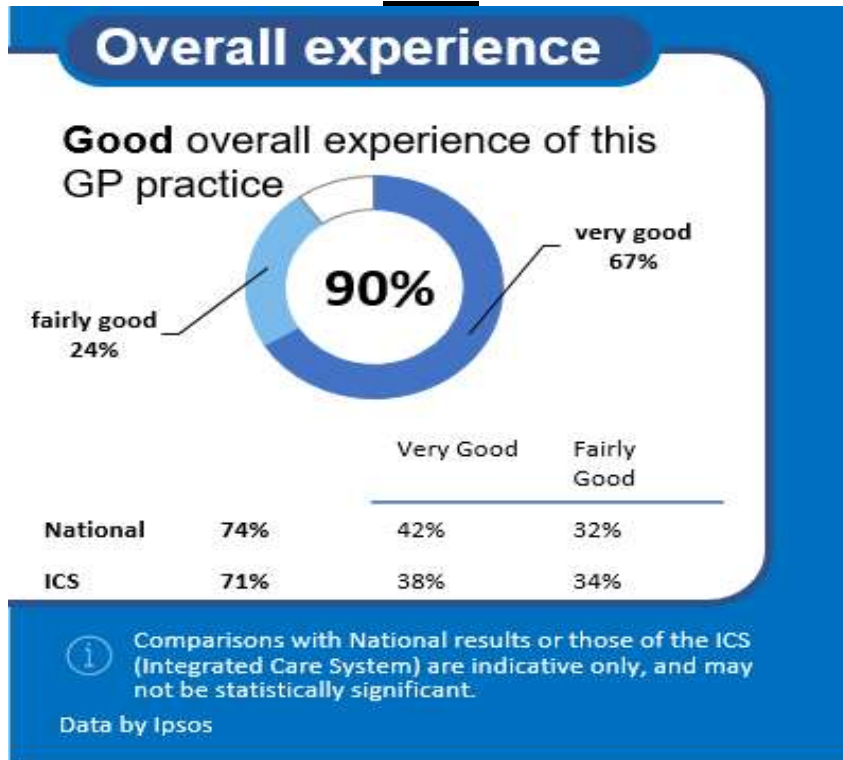
For Survey Results:

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

What you thought of your practice!



2024



2023

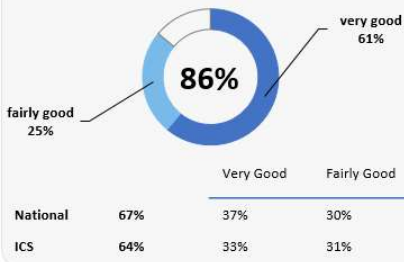


2022



Accessing the practice

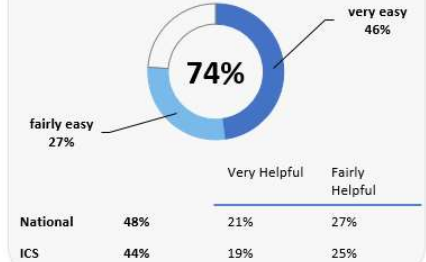
Good overall experience of contacting this GP practice



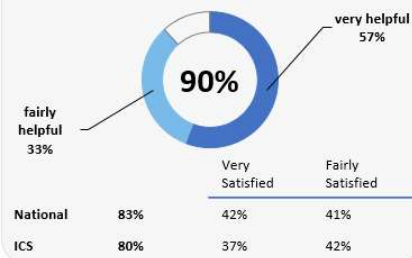
Easy to contact this GP practice on the phone



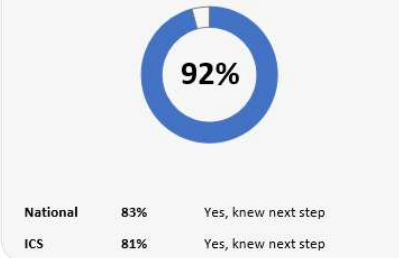
Easy to contact this GP practice using their website



Helpfulness of reception and administrative team at this practice



Knew what the next step would be after contacting this GP practice



Knew what the next step would be within two days of contacting this GP practice



Your GP practice services



79% find it easy to get through to this GP practice by phone

ICS result: 47% | National result: 50%



74% find it easy to contact this GP practice using their website

ICS result: 44% | National result: 48%



71% find it easy to contact this GP practice using the NHS App

ICS result: 41% | National result: 45%



90% find the reception and administrative team at this GP practice helpful

ICS result: 80% | National result: 83%

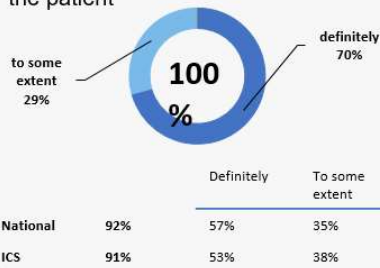


27% usually get to see or speak to their preferred healthcare professional when they would like to

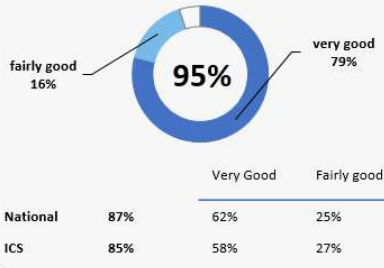
ICS result: 38% | National result: 40%

Experience at last appointment

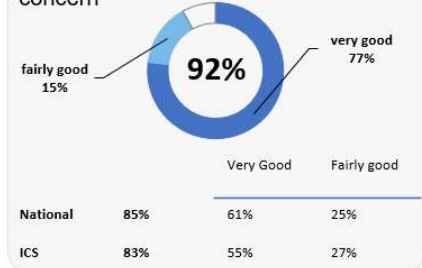
The healthcare professional had all the information they needed about the patient



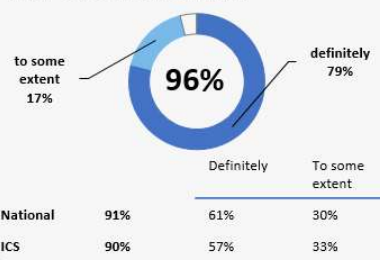
The healthcare professional was good at listening to the patient



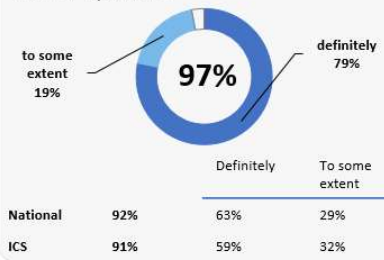
The healthcare professional was good at treating the patient with care and concern



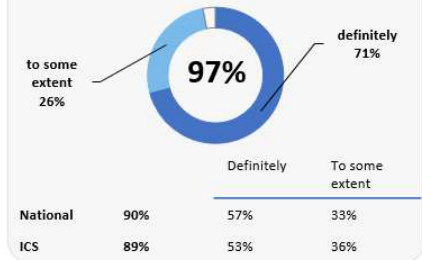
The patient was involved as much as they wanted to be in decisions about their care and treatment



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



The patient's needs were met



Your last contact



92% knew what the next step would be after contacting their GP practice

ICS result: 81% | National result: 83%



93% knew what the next step would be within two days of contacting their GP practice

ICS result: 91% | National result: 93%



86% describe their experience of contacting their GP practice as good

ICS result: 84% | National result: 87%

Your last appointment



70% were offered a choice of time or day when they last tried to make a general practice appointment

ICS result: 52% | National result: 53%



10% were offered a choice of location when they last tried to make a general practice appointment

ICS result: 13% | National result: 13%



69% felt they waited about the right amount of time for their last general practice appointment

ICS result: 59% | National result: 66%



95% say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment

ICS result: 85% | National result: 87%



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: 83% | National result: 85%

Your last appointment



87% say the healthcare professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment

ICS result: 71% | National result: 73%



100% felt the healthcare professional they saw had all the information they needed about them during their last general practice appointment

ICS result: 91% | National result: 92%



97% had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment

ICS result: 91% | National result: 92%



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: 90% | National result: 91%



97% felt their needs were met during their last general practice appointment

ICS result: 89% | National result: 90%

Your health



74% say they have had enough support from local services or organisations in the last 12 months to help manage their long-term conditions or illnesses

ICS result: 62% | National result: 68%

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

79% of respondents find it easy to get through to this GP practice by phone
ICS result: 47% | National result: 50%

71% of respondents find it easy to contact this GP practice using the NHS App
ICS result: 41% | National result: 45%

74% of respondents find it easy to contact this GP practice using their website
ICS result: 44% | National result: 48%

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 [?]

! 27% of respondents usually get to see or speak to their preferred healthcare professional when they would like to
ICS result: 36% | National result: 40%

! 10% of respondents were offered a choice of location when they last tried to make a general practice appointment
ICS result: 13% | National result: 13%

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 12 Sept 2024.
- The practice always strives to improve where practicable. The results show that our responsive approach has been consistently effective 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.