**Silton Surgery**

**National Patient Survey 2018**

**Introduction and Changes to Survey**

After many years, The National Patient Survey questions have changed. This is in response to major changes in the NHS. Obviously at the time of writing this report, these changes have only just begun to be implemented. However, with the decline in the number of GPs and practice nurses nationally, and the gradual introduction of practice pharmacists, mental health workers, as more nurses become nurse practitioners, patients will be able to see a much wider range of clinicians in surgeries. They may also find themselves offered appointments out-of-hours, or with specialists and consultants at other local practices.

Therefore, questions relate to increased access to different clinicians and services. In addition, questions were previously in relation to the doctors or nurses, but now there is no split between disciplines and ***all*** healthcare professionals are evaluated. So the answers can include anyone the patient saw for a one-to-one.

In total 219 surveys were sent out to Silton Surgery patients. Of these 128 were completed (58%) This is a high ratio.

Please read the statement below. .

**NHS England say:**

The [2018 questionnaire](http://www.gp-patient.co.uk/Files/Questionnaire2018.pdf) was significantly redeveloped ahead of fieldwork to reflect changes to primary care services in England as set out in the GP Forward View. The [questionnaire development report](http://www.gp-patient.co.uk/Files/GPPS%20Y12%20Questionnaire%20redevelopment%20report%20v1%20PUBLIC.pdf) outlines these changes and how these changes were agreed.

Trends are not presented this year, even where question wording remains similar. This is because the changes to the questionnaire impacted not just the new or amended individual questions but the questions around them ('context effects'). Analysis has found that these changes, together with the inclusion of 16 and 17 year olds, mean that the results are not comparable for most questions. For more information on the impact of these changes, please refer to the [Technical Annex](http://www.gp-patient.co.uk/Downloads/archive/2018/GPPS%202018%20Technical%20Annex%20PUBLIC.pdf).

**The Practice**

**Ease of Getting Through on the Phone**

99% of our patients find it easy to get through to this surgery by phone

Wiltshire (CCG) average: 77%, National average: 70%

Generally, how easy is it to get through to someone at your GP surgery on the phone?

This practice Wiltshire CCG National

Very easy 71% 27% 23%

Fairly easy 28% 51% 48%

Not very easy 0% 16% 19%

Not at all easy 1% 6% 10%

**Do You Find Receptionists at This Surgery Helpful?**

99% of patients said they found the receptionists at Silton Practice helpful.

CCG average 92%, national 90%

This practice Wiltshire CCG National

Very helpful 91% 49% 44%

Fairly helpful 9% 43% 46%

Not very helpful 1% 6% 8%

Not at all helpful 0% 2% 2%

***NEW***

**How satisfied are you with the general practice appointment times that are available to you?**

93% are satisfied against the CCG 70% and national average 66%

. This practice Wiltshire CCG National

Very satisfied 64% 29% 24%

Fairly satisfied 29% 41% 42%

Neither 6% 18% 17%

Fairly dissatisfied 0% 8% 10%

Very dissatisfied 1% 5% 7%

**Ability to See or Speak to Preferred GP**

88% of patients said they were usually able to see, or speak to, their preferred GP. This is way above Wiltshire CCG 57% and the national average 50%

. This practice Wiltshire CCG National

Always / Almost Always 68% 32%\* 26%

A lot of the time 21% 26% 24%

Some of the time 12% 33% 40%

Never / Almost Never 0% 10% 10%

**Making An Appointment**

***NEW***

**Offered a Choice of Appointments -** Question asked: On this occasion, were you offered a choice of appointment? This could be a choice of place, time or healthcare professional

90% said they were offered choice. CCG average 66%, national average of 62%.

This practice Wiltshire CCG National

Choice of place 7% 13% 12%

Choice of time of day 84% 58% 54%

Choice of health care professional 9% 12% 10%

Offered no choice 10% 34% 38%

***NEW***

**Satisfaction with the type of appointment offered**

Question: Were you satisfied with the type of appointment (or appointments) you were offered?

99% of our patients were satisfied with the **type** of appointment. CCG 81%, national 74%

This practice Wiltshire CCG National

Yes I accepted an appointment 99% 81% 74%

No, but I still took an appointment 0% 15% 20%

No I did not take an appointment 1% 4% 6%

***NEW***

**Did you take the appointment offered**?

99% took the appointment; CCG 96%, national 94%

This practice Wiltshire CCG National

Yes I accepted an appointment 99% 81% 74%

No, but I still took an apt 0% 15% 20%

No I did not take an appointment 1% 4% 6%

**Experience of Making an Appointment**

97% describe their experience of making an appointment as good. CCG Average 75%, national average 69%.

This practice Wiltshire CCG National

Very good 83% 36% 30%

Fairly good 14% 39% 39%

Neither good nor poor 2% 14% 16%

Fairly poor 1% 7% 10%

Very poor 0% 3% 5%

**Your Last Appointment**

**Delay in Appointment Starting**

69% of our patients usually wait less than 15 minutes after their appointment time to be seen. The CCG average is 72%, and the national average 69%. This is an area where we have improved.

This practice Wiltshire CCG National

Less than 5 minutes 21% 23% 22%

5 – 15 minutes 48% 49% 47%

More than 15 minutes 23% 20% 22%

More than 30 minutes (new) 8% 8% 9%

**Enough Time with the Healthcare Professional**

96% say the last healthcare professional they saw or spoke to, was good at giving them enough time. CCG average 90%, national average of 87%

This practice Wiltshire CCG National

Very good 73% 55% 48%

Good 23% 35% 38%

Neither good nor poor 4% 8% 10%

Poor 0% 1% 3%

Very poor 0% 1% 1%

**Good at Listening**

95% say the last healthcare professional they saw or spoke to was good at listening to them. This compares with the CCG average of 92% and national average of 89%.

This practice Wiltshire CCG National

Very good 74% 59% 52%

Good 20% 32% 37%

Neither good nor poor 4% 6% 8%

Poor 0% 2% 2%

Very poor 1% 0% 1%

**Treated with Care and Concern by healthcare professional**

96% of our patients say the healthcare professional treated them with care and concern. CCG 91%, national 87%

This practice Wiltshire CCG National

Very good 74% 60% 52%

Good 22% 31% 35%

Neither good nor poor 2% 7% 9%

Poor 1% 2% 2%

Very poor 1% )% 1%

**Patient Involved in Decisions**

97% of patients say they were involved as much as they wanted to be in decisions about their care and treatment during the appointment, CCG average: 96%, national 93%

This practice Wiltshire CCG National

Yes definitely involved 69% 69% 61%

Yes to some extent 28% 27% 33%

No not at all 3% 4% 7%

**Confidence and Trust in Health Care Professional**

98% of our patients had confidence and trust; CCG average 97%, national 96%

This practice Wiltshire CCG National

Yes, definitely 82% 76% 69%

Yes to some extent 17% 22% 26%

No, not at all 2% 3% 4%

***NEW***

**Mental Health**

96% of our patients felt the health professional recognised and understood any mental needs during their appointment. CCG average 91%, national 87%

This practice Wiltshire CCG National

Yes, definitely 81% 60% 54%

Yes, to some extent 16% 31% 33%

No, not at all 4% 9% 13%

***NEW***

**Needs**

98% of our patients felt their needs were met during their last appointment.

CCG average 96%, national 95%

This practice Wiltshire CCG National

Yes, definitely 80% 69% 64%

Yes, to some extent 18% 26% 31%

No, not at all 2% 4% 5%

**Patient Health – new section**

***NEW***

**Support for long-term conditions**

Unfortunately, Silton has no results for this section. NHS England tell us it is because there was not enough data returned. Patients were asked whether they had enough support from local services or organisations in the previous 12 months to help them manage their long-term conditions.

CCG average 84%, national 79%

This practice Wiltshire CCG National

Yes, definitely - 50% 43%

Yes, to some extent - 35% 36%

No - 16% 21%

**Overall Experience**

**Overall Experience of the Surgery**

95% describe this as good. CCG 88%, national average 84%

This practice Wiltshire CCG National

Very good 82% 53% 46%

Good 14% 35% 38%

Neither good nor poor 4% 8% 10%

Poor 0% 3% 4%

Very poor 1% 1% 1%