

PPG Patient Survey Results April 2025

Introduction.

The Old Fire Station surgeries Patient Participation Group (PPG) suggested that a survey could be carried out to gather an understanding of what the practice is doing well and identify if any areas require improvement.

The PPG advised on the questions they would like to get an understanding of, and they were collated to form the survey. One member of the PPG volunteered to come into the practice and help patients in the waiting room complete the survey.

It was agreed by the PPG and the practice that a range of ages was important to capture a wider understanding of patients' needs. Therefore, the survey was carried out across two days: a Monday which is usually a busier day at the practice and a Tuesday where there is mother and baby clinics, Dermatology and Health care appointments.

The PPG member attended both days for 1 hour and was able to carry out the research with patients in the main waiting room.

In total 43 patients were surveyed but 3 patients were unable to complete the questionnaire as they were called into their appointments. Therefore 40 patients who completed the survey were used in the results.

The Survey.

1) Can you think of any ways in which we can be more proactive in keeping you healthy?

(e.g. advice, links to other services like walking for health).

- Posters Links sent in text More advice given in person
 Other *(please specify)*

2) What is the practice doing well?

- Access to care Staff Surroundings Professionalism Clinical care
 Other *(please specify)*

3) What would you like to see improve?

- a) Access to care Staff Surroundings Professionalism Clinical care
 Other *(please specify)*

b) Are any additional facilities needed to improve your patient experience?

- None Yes *(please specify and who this would benefit)*

4) What do you use the practice website for?

- a) I do not use the website Ordering prescriptions Online appointment booking
 Opening times Links to other service Other *(please specify)*

b) If yes, how often do you use the practice website?

- Daily Weekly Monthly Other *(please specify)*

5) Is there any information or additional functions you would like to see on our website?

(please specify)

6) Have you encountered any specific issues with the practice website?

- Yes and no issues Tried and had specific issues

(please specify)

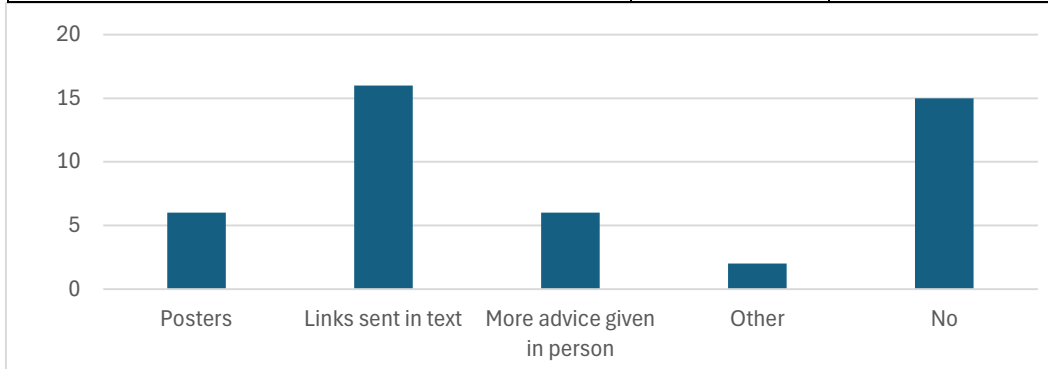
7) If you do not use the practice website what might be preventing you from doing so?

- IT skills Do not use the internet Website difficult to navigate
 Other *(please specify)*

The Results and Feedback.

1) Can you think of any ways in which we can be more proactive in keeping you healthy?

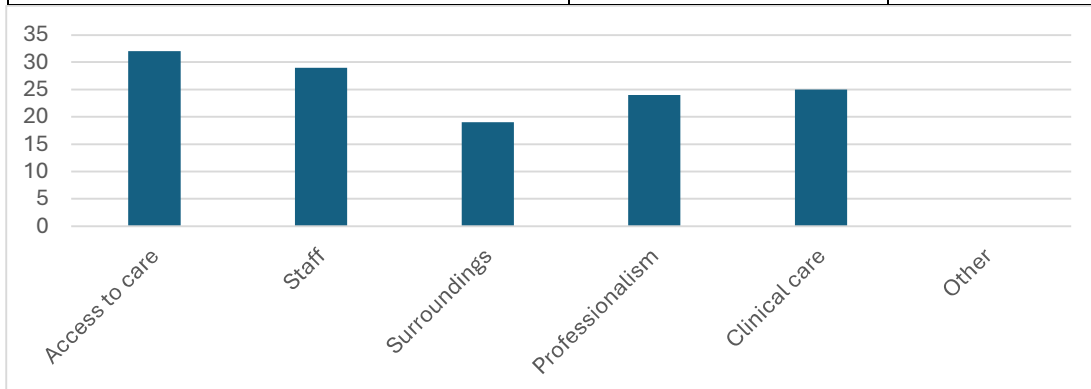
Posters	6	15%
Links sent in text	16	40%
More advice given in person	6	15%
Other	2	5%
No	15	38%



- Quicker appointments

2) What is the practice doing well?

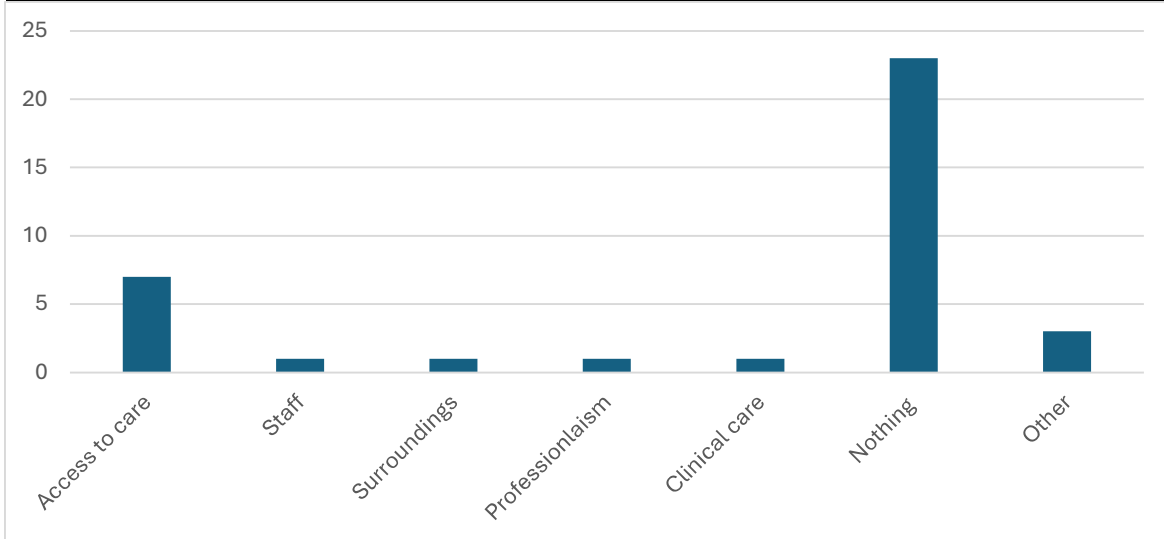
Access to care	32	80%
Staff	29	73%
Surroundings	19	48%
Professionalism	24	60%
Clinical care	25	63%
Other	0	0%



- Always get an appointment same day if ring early
- Good for appointments
- Doing the best they can compared to other stories of GPs.
- Think the practice and Doctors are perfect
- Great practice, lovely professional staff
- Very satisfied with the practice

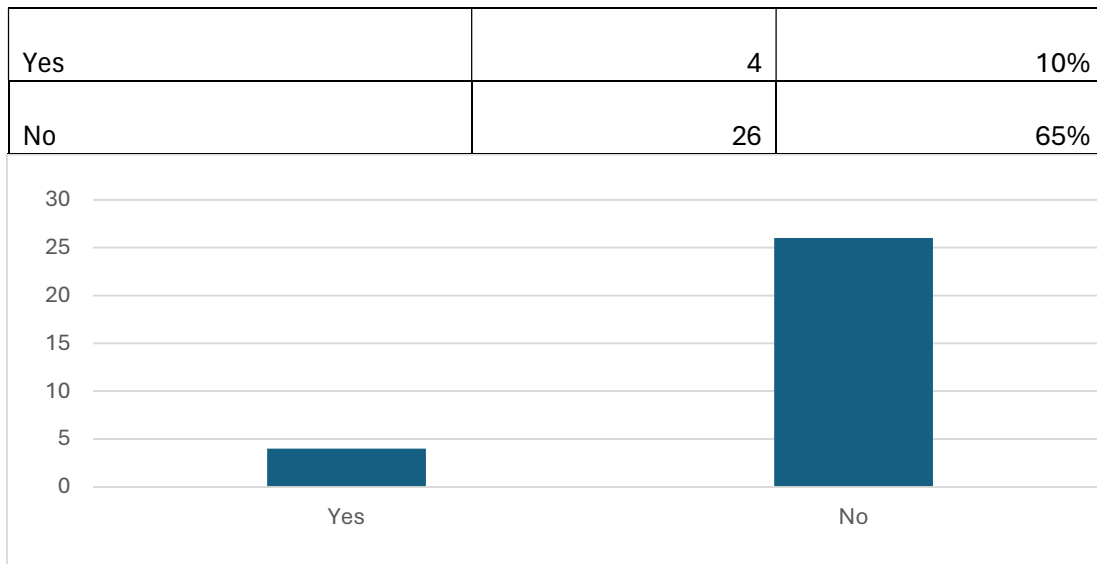
3a) What would you like to see improve?

Access to care	7	18%
Staff	1	3%
Surroundings	1	3%
Professionalism	1	3%
Clinical care	1	3%
Nothing	23	56%
Other	3	8%



- Access to more online appointments
- No appointments available Monday or Tuesday
- Can not get through on the phone to make an appointment
- Help with check in desk
- Car park kerb is too high
- Pharmacy to open on weekends
- See the same GP every time
- Wellbeing checks for over 65's
- Everyone can hear what you say at the desk
- Text reminders of appointments
- 8am booking system
- More face to face as deaf patients may struggle to use the phone.
- Difficulty to get an early appointment in the day.

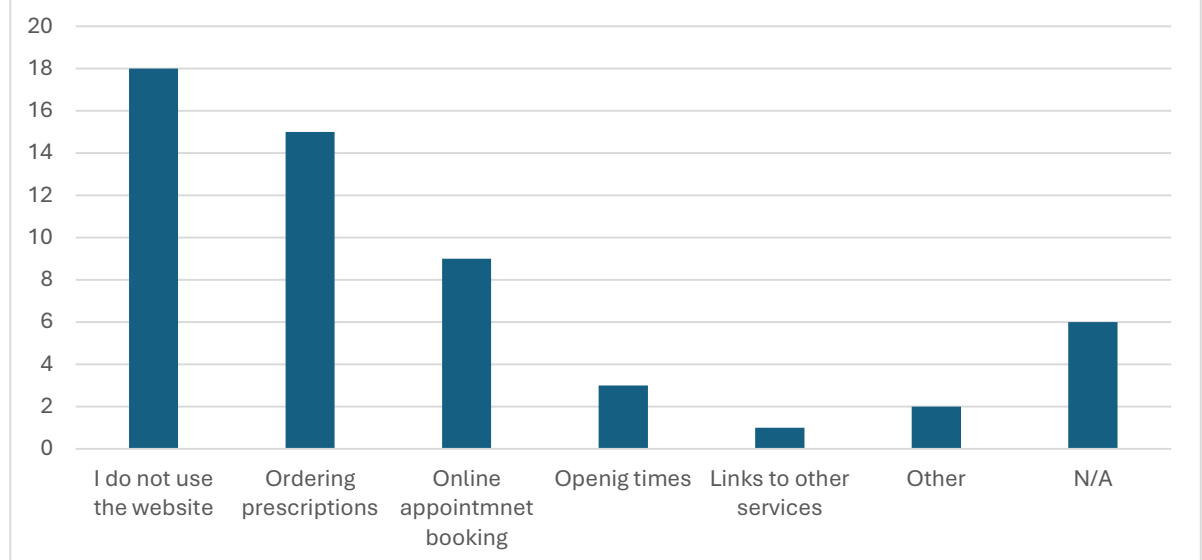
3b) Are any additional facilities needed to improve your patient experience?



- Breast feeding facilities
- Car park accessibility
- Text reminders

4a) What do you use the practice website for?

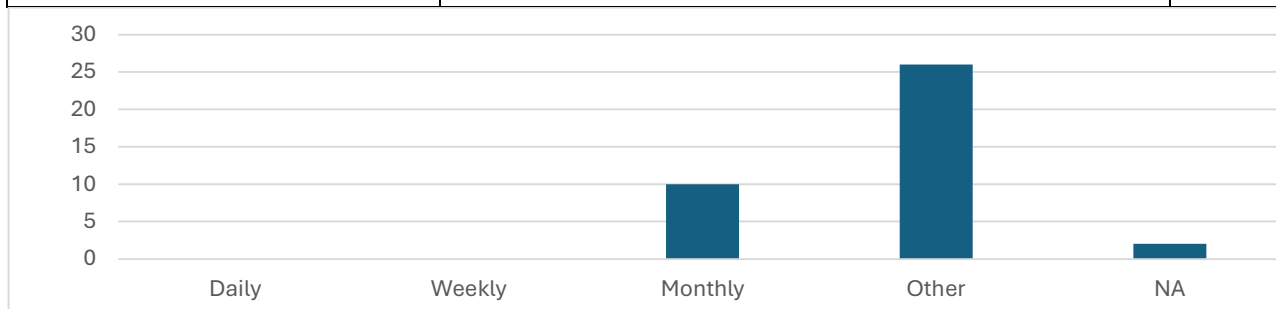
I do not use the website	18	45%
Ordering prescriptions	15	38%
Online appointment booking	9	23%
Opening times	3	8%
Links to other services	1	3%
Other	2	5%
N/A	6	15%



- No, I cannot read
- I order prescriptions via email
- Did not know there was a website

4b) If yes, how often do you use the practice website?

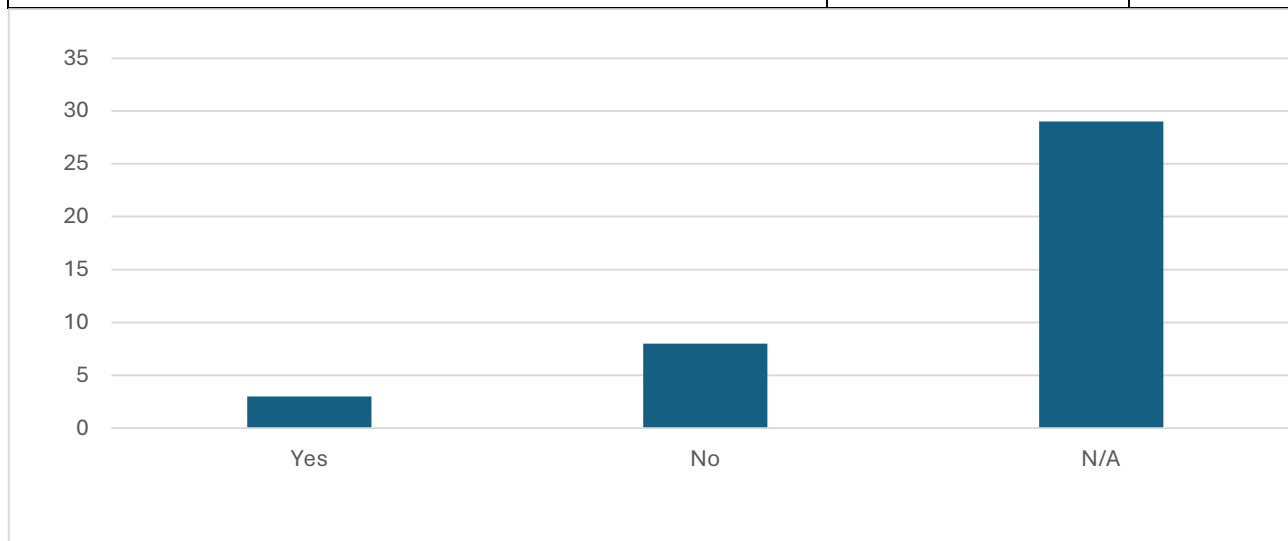
Daily	0	0%
Weekly	0	0%
Monthly	10	25%
Other	26	65%
NA	2	5%



- When needed

5) Is there any information or additional functions you would like to see on our website?

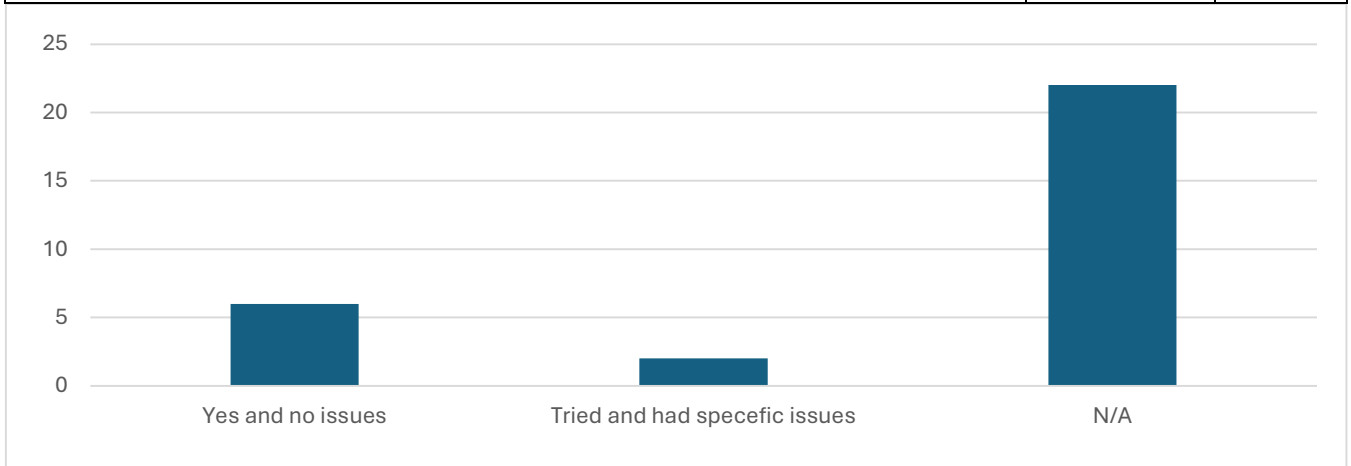
Yes	3	8%
No	8	20%
N/A	29	73%



- All additional health care advice welcome
- Better appointments.

6) Have you encountered any specific issues with the practice website?

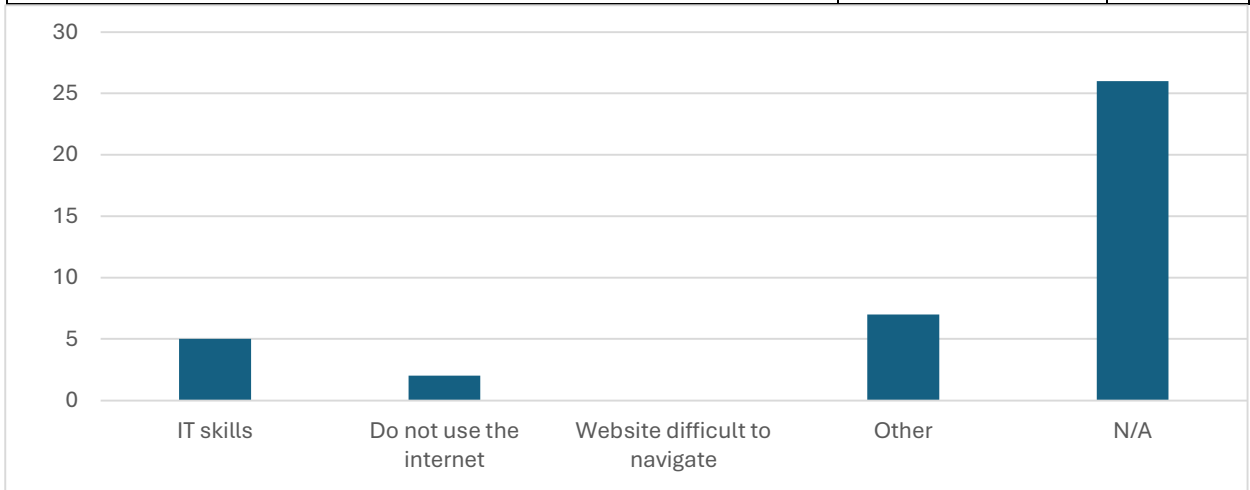
Yes and no issues	6	15%
Tried and had specific issues	2	5%
N/A	22	55%



- Ordering medications was not working when I tried.

7) If you do not use the practice website what might be preventing you from doing so?

IT skills	5	13%
Do not use the internet	2	5%
Website difficult to navigate	0	0%
Other	7	18%
N/A	26	65%



- My age

Practice Responses to Feedback.

What is the practice doing well?

- Always get an appointment same day if ring early
 - Good for appointments
 - Doing the best they can compared to other stories of GPs.
 - Think the practice and Doctors are perfect
 - Great practice, lovely professional staff
 - Very satisfied with the practice
- This is great feedback, and the practice continually adapts and evolves to ensure there are sufficient appointments available to meet the need.

What would you like to see improved?

- Access to more online appointments
Very few GP appointments are not available online.
- No appointments available Monday or Tuesday
By observation the survey was taken in the waiting room on Monday and Tuesday.
- Can not get through on the phone to make an appointment
Same day and prebook able GP appointments are available from 8am each day available online, in person and via the phone. On a typical morning there are 6 members of the team answering the phones. By the end of 2025 we will be installing cloud-based telephony to allow a queuing system.
- Help with check in desk
Reception are available to help with check in issues and happy to check patients in
- Car park kerb is too high
This is in the process of being changed to allow better access to those with mobility issues
- Pharmacy to open on weekends
The pharmacy is an independent business in which we have no say on their opening hours.
- See the same GP every time
When requested and availability allows reception team actively work toward booking with the same GP
- Wellbeing checks for over 65's
The practice offers a variety of health checks and follows NHS campaigns
- Everyone can hear what you say at the desk
There is a confidentiality booth available, and signs display this is available
- Text reminders of appointments
To be discussed
- 8am booking system
The booking system is constantly reviewed to ensure patients' needs are met.
- More face to face as deaf patients may struggle to use the phone.
Majority of our appointments are offered as telephone or face to face.
- Difficulty to get an early appointment in the day.
If there is difficulty in contacting the practice by phone, we do offer online appointments released daily at 8am.

Are there any additional services needed to improve your patient experience?

- Breast feeding facilities
We have a confidentiality booth that is provided upon request
- Car park accessibility
See previous comment that this is under review
- Text reminders
To be discussed

Why did patients not use the practice website?

- No, I cannot read
- I order prescriptions via email
- Did not know there was a website

To be discussed to prompt that information can be found on the website when the patient calls the practice.

Is there any information or additional functions you would like to see on our website?

- All additional health care advice welcome
Updated regularly with service details and Dr Carruthers Beverley FM health topics
- Better appointments.

Have you encountered any specific issues with the practice website?

- Ordering medications was not working when I tried.
- Would encourage to try again as the results show that it is working for other patients and there may have been a resolved system error at the time of trying
-

If you do not use the practice website what might be preventing you from doing so?

- My Age

Conclusion

The completed survey has been valuable and would thank PPG for their contributions. Although we can not please everyone and there will be some patients whose needs we will also aim to meet, the responses reinforce that the practice is operating to achieve a good patient experience.

The items identified in the survey are either being addressed or reviewed constantly to ensure high standards are maintained. Text reminders are something we use during Flu season and will discuss if this is viable financially to send to all patients that attend.