**DOVE RIVER PRACTICE - PPG SURVEY SUMMARY**

**FEBRUARY 2023**

**1. KEY ISSUES**

* The 2 key priorities for the Practice to focus on are:
  + The difficulties in making an appointment & the process whereby patients call at 8am to get an appointment with a GP;
  + Consider the general service issues raised by patients, for example; more face to face appointments requested; revisit customer service training for staff.
* Additional issues for the Practice to review :;
  + Request for more availability & flexibility of appointments, e.g. evenings & weekends;
  + Some patients thought the Dispensary at Sudbury requires improvement;
  + Awareness of the PPG

**2. SUMMARY**

The 2023 PPG Patient Survey was undertaken between 1st-28th February 2023.

This year PPG members went into the Surgeries & the Practice was able to send out surveys by text.

Of 610 responses, there were 312 comments made: 220 by text (Tutbury & Sudbury), 57 Tutbury & 35 Sudbury.

The majority of respondents were either very satisfied or satisfied (79%) with the service & care provided (Text 300/395, Sudbury 61/70 & Tutbury 121/145). 21% were either not satisfied or very dissatisfied.

67.5% of respondents thought that the service & care afforded by the Practice had stayed the same or improved over the last 12 months. Whereas 74% of respondents felt that the service & care had stayed the same or declined over the last 12 months, resulting in a marginal negative response overall.

The majority of respondents were happy with the hours the Surgery is open (74%) (Text 289/395, Sudbury 50/70, Tutbury 115/145). However, 26% were not satisfied.

The majority of respondents are aware of the out of hours 111 service (Text 380/395, Sudbury 69/70, Tutbury 141/145)

In regard to arranging a face to face appointment with a GP, the majority of respondents (59%) are only able to do this sometimes (Text 242/395, Sudbury 40/70, Tutbury 78/145). Often or always was 31%.

Most respondents found the new log-in screens helpful (89%) (Text 330/395, Sudbury 63/70, Tutbury 131/145).

The majority of respondents ticked the box (65%) finding the new telephone system had improved letting them know where they were in the queue (Text 244/395, Sudbury 48/70, Tutbury 103/145) However, 33% of respondents felt that the system was not helpful.

In relation to the new ways of working since Covid, around 50% found that it had stayed the same (Text 143/395, Sudbury 17/70, Tutbury 29/145), but 31% thought that the service had declined.

There were only 280 responses to this question. The majority of respondents who used the Sudbury site found that the service at Sudbury Dispensary had stayed the same (Text 104/395, Sudbury 44/70, Tutbury 48/145). Of other respondents 20% felt it had improved and 11% felt it had declined (however this generated a significant number of negative comments).

Some people were aware that they can contact the PPG by email (Text 133/395, Sudbury 35/70, Tutbury 62/145). However, about half the respondents didn’t.

Of the 610 returns there were 312 comments made in total (Text 220, Sudbury 35, Tutbury 57). The majority of comments were very complimentary of the service & felt it provided a good service (Text 64/220, Sudbury 11/35, Tutbury 11/62). Some individual staff were mentioned by name. There were, however, a number of negative comments which referenced some specific areas of the Practice.

There were many comments about the 8am appointment system mentioned above with requests to have a fairer system based on priority of need.

**3. DISCUSSION**

The Dove River Practice has approximately 9000 patients registered across Sudbury & Tutbury Surgeries.

The 2023 PPG Patient Survey has a much higher response rate than the 2021 survey. 610 completed the survey in total. This compares to the 2021 PPG Survey which had a return of 22 surveys.

Fortunately, following the Practice being able to operate more normally since Covid, PPG members were able to go into both Surgery sites to hand out surveys on 2 days per week in each site for 4 weeks. Additionally, the Practice was able to send a text survey to any patient who had received an appointment in the last 12 months. Hence a much higher return for 2023 compared to 2021.