

Derby Road Group Practice Patient Survey 2025

Summary

We recently have run a campaign to revitalise our Patient Participation Group

We were able to recruit some new members to our group although we did get very limited interest from patients in general in wanting to join a Practice Patient Group, but we remain committed in promoting the group and encouraging patients to join!

We sent out a survey by e-mail and asked patients attending the Practice to complete the survey

The survey was looking at the services we offer and to identify areas that may need to be reviewed and improved

We asked about our Receptionists and Appointments

- 99% of replies stated that our receptionists were very helpful or fairly helpful

Ease of getting through to someone at the Practice by telephone

- 64% replied fairly easy
- 35% replied not very easy/ not at all easy

Ease of speaking to a GP /Nurse by telephone

- 64% replied Fairly easy/very easy
- 28% replied not very easy/not at all easy
- 7% have never tried calling

Ease of seeing a GP Urgently- can you normally get seen on the same day

- 50% replied Yes
- 14% replied No
- 35% never needed to

Ease of Booking appointments in advance

- 64% replied fairly easy / very easy
- 14% replied not very easy/not at all easy
- 21% replied don't know/have not tried

We asked patients how they normally book their appointments: In person/by telephone/online

- 28% stated in person
- 100% by telephone
- Online 0%

We asked which of the following methods patients preferred when booking appointments

- In person 42%
- By telephone 92%
- On line 0%

We asked patients how quickly they got seen when asking for a particular GP

- Same day or next day 21%
- 2-4 days 21%
- 5 days or more 7%
- Don't know, never tried 50%

We asked patients to rate this

- Excellent or very good 35%
- Good 14%
- Fair 0%
- Poor 14%
- Very Poor 0%
- Does not apply 35%

We also asked patients how quickly they were seen when willing to see any GP

- Same day or next day 50%
- 2-4 days 21%
- 5 days or more 0%
- I don't usually need to be seen quickly 28%
- Don't know, never tried 50%

We asked patients to rate this

- Excellent or very good 49%
- Good 28%
- Fair 0%
- Poor 14%
- Very Poor 0%
- Does not apply 14%
- No response 9%

We asked patients how long they waited for their consultation to begin

- Less than 5 minutes 28%
- 5-10 minutes 50%
- 11-20 minutes 7%
- 21-30 minutes 14%
- More than 30 minutes 0%

We asked patients to rate this

- Excellent or very good 63%
- Good 35%
- Fair 0%
- Poor 0%
- Very Poor 0%
- Does not apply 0%

We asked patients if the Surgery currently opened at times that were convenient to them

- Yes 71%
- No 7%
- Don't know 21%

We asked patients to choose what additional opening times would make it easier for them to see or speak to someone

- Before 8am 7%
- Lunchtime 7%
- After 6.30pm 14%
- On a Saturday 21%
- On a Sunday 0%
- None of these 0%

We asked patients how often they saw or spoke to their preferred GP

- Always or almost always 0%
- A lot of the time 0%
- Some of the time 7%
- Never or almost never 0%
- Not tried at this GP Practice 35%
- No response 58%

We asked if the last GP you saw, was good at giving you enough time

- Very good 42%
- Good 35%
- Fair 0%
- Poor 0%
- Very Poor 0%
- Does not apply 21%

How good were they at listening to you

- Very good 50%
- Good 42%
- Fair 0%
- Poor 0%
- Very Poor 0%
- Does not apply 7%

Explaining treatment and Tests

- Very good 42%
- Good 50%
- Fair 7%
- Poor 0%
- Very Poor 0%
- Does not apply 7%

Involving you in decisions regarding your care

- Very good 42%
- Good 50%
- Fair 7%
- Poor 0%
- Very Poor 0%
- Does not apply 0%

Treating you with care and concern

- Very good 57%
- Good 35%
- Fair 7%
- Poor 0%
- Very Poor 0%
- Does not apply 0%

We asked patients if they had confidence and trust in the GP, Advance Nurse Practitioner, Paramedic who saw or spoke to you

- Yes, definitely 85%
- Yes, to some extent 14%
- No, not at all 0%
- Don't know / can't say 0%

Did the Practice Nurse/ Advance Nurse Practitioner/Paramedic give you enough time

- Very good 50%
- Good 14%
- Fair 7%
- Poor 0%
- Very Poor 0%
- Does not apply 7%
- No response 22%

We asked if they were good at listening to you

- Very good 50%
- Good 21%
- Fair 0%
- Poor 0%
- Very Poor 0%
- No Response 29%

We asked if they were good at explain treatments and tests to you

- Very good 50%
- Good 14%
- Fair 7%
- Poor 0%
- Very Poor 0%
- No Response 29%

We asked if you were involved in decisions regarding your care

- Very good 42%
- Good 7%
- Fair 14%
- Poor 0%
- Very Poor 0%
- Does not apply 7%
- No Response 30%

We asked if you were treated with care and concern

- Very good 50%
- Good 21%
- Fair 0%
- Poor 0%
- Very Poor 0%
- Does not apply 0%
- No Response 29%

We asked if you had trust in the nurse, you saw or spoke to

- Yes, definitely 57%
- Yes, to some extent 14%
- No, not at all 0%
- Don't know / can't say 0%
- No response 29%

Thinking about the care you receive from the Practice overall, how well does the practice help you Understand your Health problems

- Very well 71%
- Unsure 28%
- Not very well 0%
- Does not apply 0%

How well does the practice help you Understand your Health problems

- Very well 85%
- Unsure 14%
- Not very well 0%
- Does not apply 0%

How well does the practice help you to keep healthy

- Very well 64%
- Unsure 28%
- Not very well 0%
- Does not apply 7%

We asked, overall, how would you describe your experience of your GP Surgery

- Excellent or very good 63%
- Good 28%
- Fair 0%
- Poor 7%
- Very Poor 0%

We asked if you would recommend your GP surgery to someone who has just moved to the local area

- Yes, definitely 57%
- Yes, probably 28%
- No, probably not 7%
- No definitely not 0%
- Don't know 7%

Comments received from patients

Negative

- Long phone waiting times
- Online booking not easy
- Can be hard to get an appointment
- I don't always see the same person twice

Positive

- Caring and helpful staff
- Always willing to try to accommodate
- I don't know where they get their patience from!
- Great service provided- lovely team
- Receptionists experience is very good- understanding and helpful
- B**** is an unsung hero in this practice- so helpful with a multitude of things for our family
- Dr W is amazing! She listens to everything you need to say, she helps with sorting medication and tests you need/will help

Results

We were as a practice encouraged by the results of our survey

It was very reassuring to see that our Reception Team had a 99% result for being very helpful/fairly helpful

We were also reassured that 92% stated they felt our clinicians were very good or good at listening to patients and involving patients in decisions about their care, and had the same response for being treated with care and concern

Our clinical team also had a result 99% for patients having confidence and trust in our clinicians

85% of patients who replied stated that they would recommend Derby Road Group Practice to someone who had moved into our catchment area

We have also looked at our lower scores and we acknowledge that we still need to work to improve patient satisfaction further

We only had a score of 64% - fairly easy to get through on the phone with 35% stating it was not very easy/not at all easy to get through on the phone

We have a telephone system that allows patient to request a call back – which will call the patient back when they would have arrived at the top of the queue

However, the practice has a very high demand regarding telephone calls

But staff are very aware of the need to answer efficiently, we have team leaders and a reception Manager on hand to support the team in working effectively

To explain the reason why there is sometimes a long wait to be answered we have interrogated our Telephony system for the statistics for calls received for the following months

- **June 2025** – we received **9,595 calls**, we answered **5,373** with an inbound talk time of 2 mins 32 second
- 3,336 calls were abandoned
- 5,698 outbound calls were attempted, 5,032 outbound calls were connected, with a 4 mins 10 seconds talk time
- We had **1,990** call backs requested with **1,872** successful, 87 call backs not successful and 4 callbacks were cancelled

- **July 2025**- we received **9,904** calls, we answered **5,622** with an inbound talk time of 2 mins 31 seconds
- 3,313 calls were abandoned
- 6,007 outbound calls were attempted, 5,262 outbound calls were connected, with a 3 mins 57 seconds talk time
- We had **1,849** call backs requested with **1,720** successful, 88 call backs not successful and 1 callback was cancelled
- **August 2025** - we received **8,678** calls, we answered **4,851** with an inbound talk time of 2 mins 40 seconds
- 3,336 calls were abandoned
- **5,617** outbound calls were attempted, **4,795** outbound calls were connected, with a 4 mins 10 seconds talk time
- We had **1,881** call backs requested with **1,770** successful, 82 call backs not successful and 3 callbacks were cancelled

As you can see our phone lines are consistently busy, the Winter months will usually see these numbers increase

The Practice run a 'Total Triage' Model, all requests for appointments are Triaged by a Clinician only, who will direct the patient to the most appropriate clinician for their needs, such as a Physiotherapist, Pharmacist, Nurse Practitioner

We feel this model helps our Practice manage our demand in a safe way as allows the clinician to determine the clinical needs of the patient at first point of contact.

We have now increased the opportunity for patients to submit E-Consults instead of having to telephone the Practice, the E-consults are also triaged by a clinician. We do hope this will see a reduction in our telephone contacts from Patients

We also now have the opportunity for patients to present at reception to request an appointment, although we are aware that patients may have to wait to be dealt with, as again our Reception Team will have to be guided by one of our clinicians.

We do have a Self-Check in screen for patients to use instead of having to wait for a receptionist to check them in for an appointment, to reduce the need to queue at the reception desk.

As a Practice we are committed to reviewing the service we provide on a regular basis to ensure that we are meeting our patient's needs.

We would like to thank all of our patients who took the time to complete our Practice Survey Questionnaire.