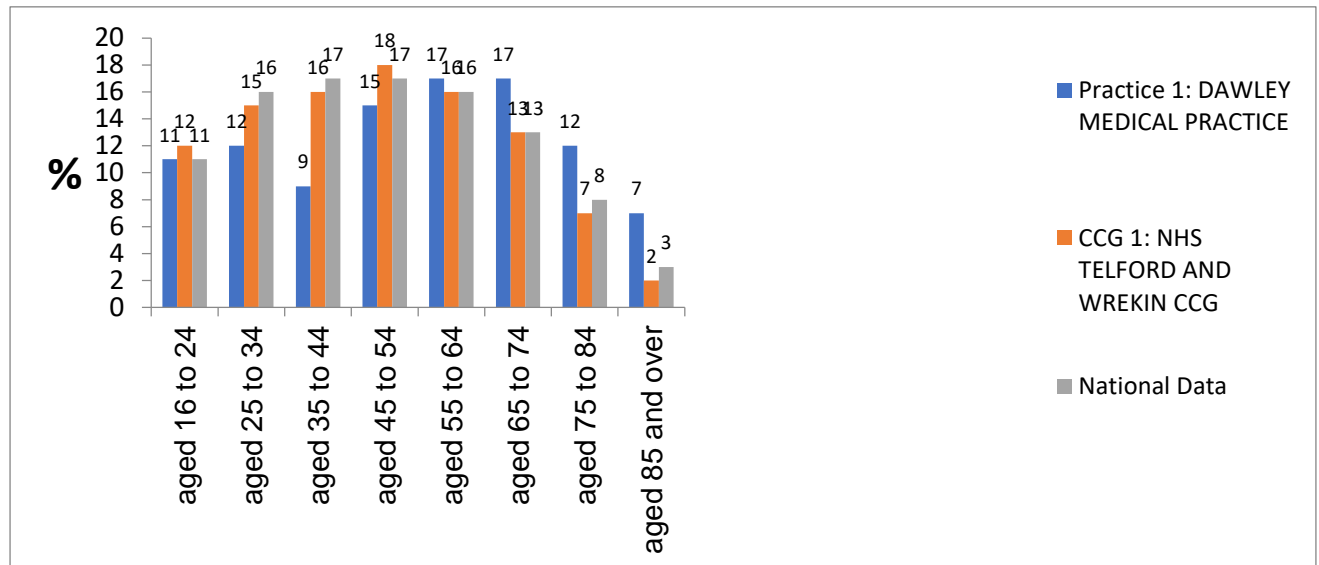


Dawley Medical Practice : Key data from the Patient Survey 2020 (with 2019 comparisons)

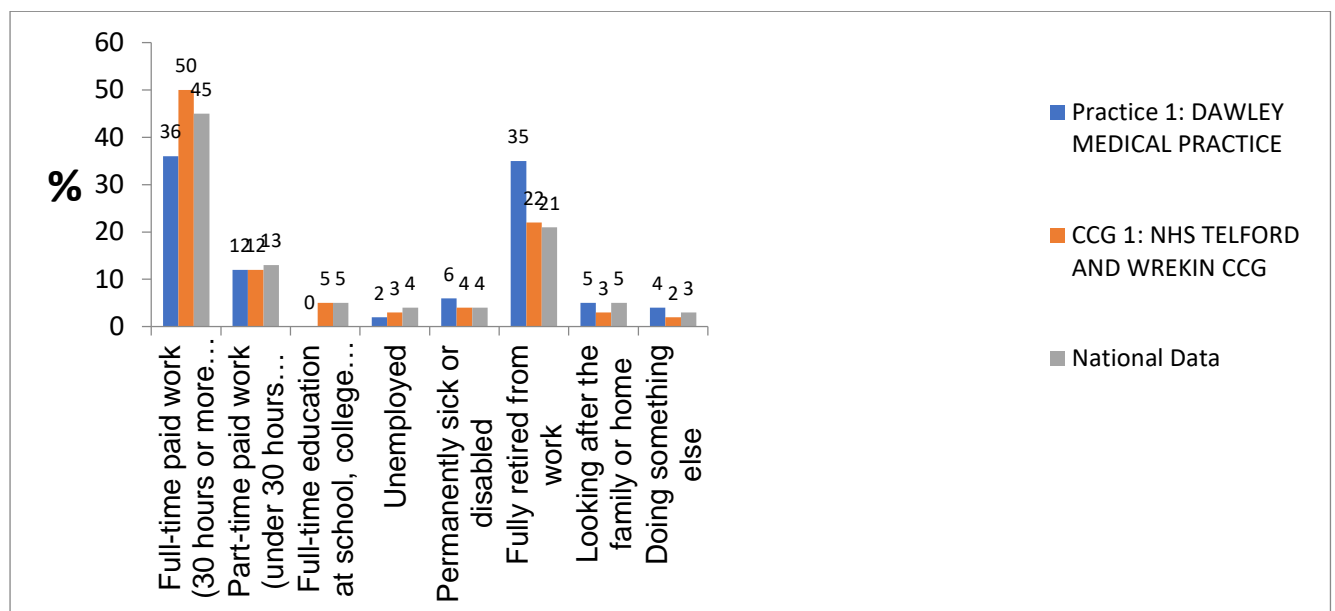
Note: Comparisons are indicative only – differences may not be statistically significant due to low numbers of completed questionnaires (1.2% of the practice population)

Demographics of patients completing the 2020 questionnaire

Question 55: How old are you



Question 57 – Which of these best describes what you are doing at present?



Summary of demographics: The patient survey as noted is only indicative due to the numbers of patients that completed the survey, however these show the population at Dawley Medical Practice has a different age profile and employment profile than other Telford patients, which matches that of the Public Health data and deprivation indices.

Overall Experience of GP practice

Question 31: Overall – how would you describe your experience of your GP practice? % of Good

2020: Dawley 71%, CCG 75%, National 82%

2019: Dawley 62%, CCG 77%, National 83%

Dawley: **Improvement** from previous year of 9%, CCG decline of 2%, National decline of 1%

Local GP Services

Question 1: Generally, how easy is it to get through to someone at your GP practice on the phone - % of 'easy'

2020: Dawley 30%, CCG 52%, National 65%

2019: Dawley 25%, CCG 55%, National 68%

Dawley: **Improvement** from previous year of 5%, CCG decline of 3%, National decline of 3%

Question 2: How helpful do you find the receptionists at GP practice - % of 'helpful'

2020: Dawley 80%, CCG 85%, National 89%

2019: Dawley 70%, CCG 86%, National 89%

Dawley: **Improvement** from previous year of 10%, CCG decline of 1%, National – the same %

Access to online service

Question 6: How easy is it to use your GP practice's website to look for information or access services - % of 'easy'

2020: Dawley 70%, CCG 68%, National 76%

2019: Dawley 65%, CCG 66%, National 77%

Dawley: **Improvement** from previous year of 5%, CCG improvement of 2%, National decline of 1%

Making an appointment

Question 16: When you last tried to make a general practice appointment, were you offered a choice of appointment - % saying Yes

2020: Dawley 40%, CCG 50%, National 60%

2019: Dawley 33%, CCG 51%, National 62%

Dawley: **Improvement** from previous year of 7%, CCG decline of 1%, National decline of 2%

Question 17:- Were you satisfied with the type of appointment you were offered - % saying Yes

2020: Dawley 60%, CCG 68%, National 73%

2019: Dawley 48%, CCG 66%, National 74%

Dawley: **Improvement** from previous year of 12%, CCG improvement of 2%, National decline of 1%

Question 22: Overall, how would you describe your experience of making an appointment - % saying good

2020 Dawley 44%, CCG 55%, National 65%

2019: Dawley 40%, CCG 56%, National 67%

Dawley: **Improvement** from previous year of 4%, CCG decline of 1%, National decline of 2%

Managing health conditions

Question 38: In the last 12 months, have you had enough support to manage your condition(s)? - % saying Yes

2020: Dawley 77%, CCG 79%, National 77%

2019: Dawley 62%, CCG 74%, National 78%

Dawley: **Improvement** from previous year of 15%, CCG improvement of 5%, National decline of 1%

Satisfaction with general practice appointment times

Question 8. How satisfied are you with the general appointment times that are available to you - % that were satisfied

2020 Dawley 44%, CCG 54%, National 63%

2019: Dawley 34%, CCG 59%, National 65%

Dawley: **Improvement** from previous year of 10%, CCG decline of 5%, National decline of 2%

Summary of key indicators: The patient survey as noted is only indicative due to the numbers of patients that completed the survey, however the above key indicators show that although the practice still is below the CCG and National indicators for many measures, that is has shown improvement in ALL of the indicators since the 2019 survey.