

LYME VALLEY PRACTICE



**Patient Participation Group**  
**Annual Survey 2019/2020**

**Summary of Results**

Thank you for providing us with your feedback.

Your comments will be shared with all members of staff at the practice and the PPG will work with the practice, during the coming year, to make further improvements.

# Practice Annual Survey 2019/2020 – Summary (Actual Numbers)

<b>Gender</b>	Male	20
	Female	45
	Other/Prefer not to say	1

<b>Age Group</b>	18 and under	1
	19 to 30	9
	31 to 49	19
	50 to 65	23
	66 +	17

TOTAL NUMBER OF SURVEYS COMPLETED = 74

Please be aware that not all figures noted will add up to 74/100% as some patients did not respond to every question.

Question	Rating				
	Very Poor	Poor	Fair	Good	Very Good
<b>GENERAL QUESTIONS</b>					
How easy have you found it to make an appointment?	18	9	16	19	11
How easy is it to get an appointment that suits you?	15	7	18	27	4
How would you rate the reception team?	2	2	14	23	28
How would you rate the phone system?	13	18	18	13	6
How would you rate the overall experience of making an appointment?	15	9	17	19	10
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE DOCTOR</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the doctor?	3	4	20	29	14
How well do they listen to you?	4	4	14	26	20
How well do they explain the tests and treatments?	3	7	10	32	16
How well do they involve you in decisions about your care?	3	4	15	31	15
How much confidence and trust did you have in the doctor?	5	6	9	25	23
How satisfied are you with the overall quality of care?	7	4	11	28	18
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE ADVANCED NURSE PRACTITIONER and/or PHARMACIST</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the professional?	1	4	12	28	26
How well do they listen to you?		3	8	25	33
How well do they explain the tests and treatments?	1	2	7	30	28
How well do they involve you in decisions about your care?	2	3	7	27	29
How much confidence and trust did you have in them?	3		6	28	31
How satisfied are you with the overall quality of care?	3	1	7	28	30
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE PRACTICE NURSE and/or HEALTHCARE ASSISTANT</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the nurse?			7	27	28
How well do they listen to you?			3	23	34
How well do they explain the tests and treatments?			5	27	27
How well do they involve you in decisions about your care?		1	3	27	28
How much confidence and trust did you have in the nurse?			6	27	26
How satisfied are you with the overall quality of care?			6	25	29

<b>IF YOU HAVE A LONG-STANDING HEALTH CONDITION PLEASE COMPLETE THE FOLLOWING:</b>	<b>Yes fully</b>	<b>Yes in part</b>	<b>No</b>	<b>Not required</b>
Have you had enough support from this surgery to help you manage your long term physical health condition?	20	11	9	
Have you had enough support from other local services to help you manage your long term physical or mental health condition?	13	11	8	

<b>How likely are you to recommend our GP Practice to friends and family if they needed similar care and treatment?</b>	<b>Extremely Likely</b>	<b>Likely</b>	<b>Neither Likely or Unlikely</b>	<b>Extremely Unlikely</b>	<b>Don't know</b>
	<b>20</b>	<b>21</b>	<b>7</b>	<b>11</b>	

<b>Carers</b>	<b>Yes</b>	<b>No</b>
	14 (of which 7 patients supplied their names so were added to the carers register)	48

# Practice Annual Survey 2019/2020 – Summary (Percentages)

Gender		
	Male	27%
	Female	61%
	Other/Prefer not to say	12%

Age Group		
	18 and under	1%
	19 to 30	12%
	31 to 49	26%
	50 to 65	31%
	66 +	23%

TOTAL NUMBER OF SURVEYS COMPLETED = 74

Please be aware that not all figures noted will add up to 74/100% as some patients did not respond to every question.

Question	Rating				
	Very Poor	Poor	Fair	Good	Very Good
<b>GENERAL QUESTIONS</b>					
How easy have you found it to make an appointment?	24%	12%	22%	19%	15%
How easy is it to get an appointment that suits you?	20%	9%	24%	36%	5%
How would you rate the reception team?	3%	3%	19%	31%	38%
How would you rate the phone system?	17%	24%	24%	17%	8%
How would you rate the overall experience of making an appt?	20%	12%	23%	26%	13%
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE DOCTOR</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the doctor?	4%	5%	27%	39%	19%
How well do they listen to you?	5%	5%	19%	35%	27%
How well do they explain the tests and treatments?	4%	9%	13%	43%	22%
How well do they involve you in decisions about your care?	4%	5%	20%	42%	20%
How much confidence and trust did you have in the doctor?	5%	8%	12%	34%	31%
How satisfied are you with the overall quality of care?	9%	5%	15%	38%	24%
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE ADVANCED NURSE PRACTITIONER and/or PHARMACIST</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the professional?	1%	5%	16%	38%	35%
How well do they listen to you?		4%	11%	34%	44%
How well do they explain the tests and treatments?	1%	3%	9%	40%	38%
How well do they involve you in decisions about your care?	3%	4%	9%	36%	39%
How much confidence and trust did you have in them?	4%		8%	38%	42%
How satisfied are you with the overall quality of care?	4%	1%	9%	38%	40%
<b>HOW DO YOU RATE THE QUALITY OF CARE GIVEN BY THE PRACTICE NURSE and/or HEALTHCARE ASSISTANT</b>	<b>Very Poor</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>
How do you rate the amount of time spent with the nurse?			9%	36%	38%
How well do they listen to you?			4%	31%	46%
How well do they explain the tests and treatments?			5%	36%	36%
How well do they involve you in decisions about your care?		1%	4%	36%	38%
How much confidence and trust did you have in the nurse?			8%	36%	35%
How satisfied are you with the overall quality of care?			8%	34%	39%

IF YOU HAVE A LONG-STANDING HEALTH CONDITION PLEASE COMPLETE THE FOLLOWING:	Yes fully	Yes in part	No	Not required
Have you had enough support from this surgery to help you manage your long term physical health condition?	27%	15%	12%	
Have you had enough support from other local services to help you manage your long term physical or mental health condition?	17%	15%	11%	

How likely are you to recommend our GP Practice to friends and family if they needed similar care and treatment?	Extremely Likely	Likely	Neither Likely or Unlikely	Extremely Unlikely	Don't know
	27%	28%	9%	15%	

Carers	Yes	19%
	No	65%

# PPG Annual Survey 2019-2020 Summary

## (General Comments)

- The problem I have is that only one issue can be raised on each visit. As I have no long standing conditions, my infrequent need for a professional is compromised by too many visits where one visit covering two or three quick concerns would do. I do monitor and take interest in my own health and would welcome the practice calling me in for an MOT health check.
- All members of staff are very friendly and helpful.
- Had post flu earache, was prescribed ear-drops/olive oil for worst ear pain I've ever had. I'm never at the doctors and have had an ear infection but I was fobbed off with olive oil. If my hearing/health permanently suffers there will be a complaint – very disappointed.
- Was a new patient who had a number of problems. Saw Male GP who told me that he only had time for one symptom – not happy.
- I saw Alyson Phelan today. She was extremely good, she listened and reassured me, very happy with my appointment.
- Seems to be only one resident doctor.
- Hours not suitable for working people, very hard to get appointment if you work. You have no chance of an appointment with the doctor if you are not outside at 7.30 am if you are ill.
- Receptionists talk to you like dirt at times. If you make a 'cock-up' don't blame anything like the doctor on an emergency home visit. I know this doesn't happen or an access issue. Admit your mistake – I will think more of you.
- The main problem here is if you ring as soon as you can in a morning i.e. 8 am, you can't get through and even if you consistently keep trying when you do get through all appointments are gone and you can't book for the next day like you used to be able to, this was the best way.
- Appointments should be available for serious conditions that need a doctor. We have been told before that A&E which is wrong unless life threatening. Availability of the doctor is poor and the practice needs extra doctors to cope with the demand.
- I am 75 years old and have never been invited for a medical, so I don't know if I have high cholesterol or Type 2 diabetes.
- Very good staff and treatment.
- Some of the reception staff are friendly, professional and extremely helpful, some that have been here for a couple of years need training.
- Never any appointments even for a newborn baby which is disgusting they should be a priority.
- Love this doctors, flexible, lovely care, lovely doctors. Much better than my last.

- Car parking is difficult, rarely spaces on Lyme Valley Park to park car, surgery car park only available for staff and disabled but always spare spaces.
- Perfectly satisfied with surgery including all staff.
- Nurse Practitioner, Melanie was very professional during the smear test today. Thank you.
- You have to be outside to get an appointment on the same day. If you call by the time you get through all of the appointments are gone.
- I have numerous problems physically and mentally, would probably need a little more time with doctor.
- I have had issues with reception on a couple of occasions. One where my 2 year old was severely ill and we had to wait as an emergency appointment was booked in as we got to surgery. Babies are emergencies, the receptionist did not offer any sympathy.