



Selsey Medical Practice

Report on the
Patient Group Survey
carried out this year

Survey 2019

A positive response

The results of this year's survey, which the Patient Group undertook during the summer, have now been collated and we are delighted to report that 95% of Selsey patients have expressed their overall satisfaction with the service they receive from Selsey Medical Practice, with 80% regarding the Practice as good or excellent. The survey ran from June through to August and received 686 responses – our best ever! If you kindly filled in one of our forms in the surgery or on-line during that time, may I take this opportunity to thank you for giving us your considered thoughts about the Practice.

Headline figures

The excellent 'headline' news reflects the community's rating of many parts of the service, and tells us that :

- **96%** of patients were content or pleased with the manner in which they were listened to by Practice staff.
- **95%** of patients were content or pleased that they were actively involved in decisions about their care.
- **96%** of patients were content or pleased with the manner in which tests and/or treatment were explained to them by Practice staff.
- **95%** of patients found reception staff to be polite and helpful.
- **94%** of patients respect the Practice website as a useful source of information.

Opportunities for improvement

There were, however, several areas where you've indicated that the Practice didn't meet your expectations. The survey showed with some clarity that 21% of patients are particularly concerned about non-urgent appointments often not being readily available, and that continuity of care (i.e. seeing the same practitioner on each occasion) is important to many people but is very often not achieved.

There are no easy answers to these issues, which the Patient Group and the Practice itself have been aware of for some time now, although we have succeeded somewhat in bringing an extra 200 appointments per month on the basis of having halved the number of missed appointments which 2 years ago were running in excess of 400 per month. There is further work to do on this "still too high" figure. Every appointment missed, for whatever reason, is one appointment not available for someone else.

These are on-going issues on all of our agendas with the Medical Practice which we will be returning to once again at our next meeting in January. If you believe you may have the solution to these issues I would welcome your joining our Patient Group so that we can move these on quickly and satisfactorily. Please speak to Reception at the Surgery.

This year's survey follows on from a similar (but smaller sample) survey undertaken earlier in the year by the independent company IPSOS MORI, on behalf of the NHS. The overall results of both surveys are broadly similar but the MORI survey

drew comparisons between the Selsey Medical Practice outcome and the average outcomes of all the Practices within the regional Clinical Commissioning Group (CCG), and comparison with the national picture too.

I'm pleased to say that, despite our issues, Selsey Medical Practice generally stands up well against comparison with others. For example, whilst Selsey was significantly lower than both the CCG and national results in respect of the two issues mentioned earlier, on other key comparable questions between the different surveys our results were generally around 4 percentage points higher than those in the CCG, and around 6 percentage points higher than national figures.

As we move into 2020, and despite difficult times for the NHS, the Patient Group will continue to work with the Practice to keep service matters under review and hopefully identify further improvements and community benefits in the year ahead.

Bob Arnold, Chair, Selsey Patient Group