



Patient Group - Annual Patient Survey 2021

During the month of June the Selsey Patient Group carried out their regular annual Patient Survey. Volunteers gave out paper versions and subscribers were sent electronic versions. Chair of the group, Bob Arnold, summarises their activities below.

This past year has been an immensely difficult one for both staff and patients because of the pandemic. 15 of the 21 clinicians have either had Covid or have been required to self-isolate on occasions, and the Admin team have been similarly depleted at times. It is for this reason that face-to-face consultations were limited, in order that patients were not infected by staff or other patients whilst at the surgery. However, I can assure you that rumours that the surgery has been closed are pure myth.



During these unprecedented times the Patient Group has been very active in supporting the Practice, primarily in providing our members to assist as marshals at Covid and flu clinics and at other times when the normal resources have been depleted. Thanks go to our Members for their work at the Surgery handing out newsletters, encouraging patients to complete our survey forms, helping patients to use the blood pressure machine, and wiping down and cleansing chairs during the pandemic.

During the month of June this year we undertook our annual survey of patients to help us to understand what the community particularly appreciates about Selsey Medical Practice, and where there could be room for considering changes or enhancements.

This year's survey was responded to by fewer people (272 compared with 686 last time) and reflected a real concern amongst a significant number of patients that it is not easy to get through to the Practice by phone or to make an appointment. We've since discussed these outcomes with the Practice, and I'm pleased to say that work is already under way to find a means of improving matters.

There were one or two other matters arising from the survey that have caused us concern, and we have since taken these up with the Practice. I'm pleased to report that they have recognised the need to look closely at these and indeed have already started work, with our assistance, on a path to improvement.

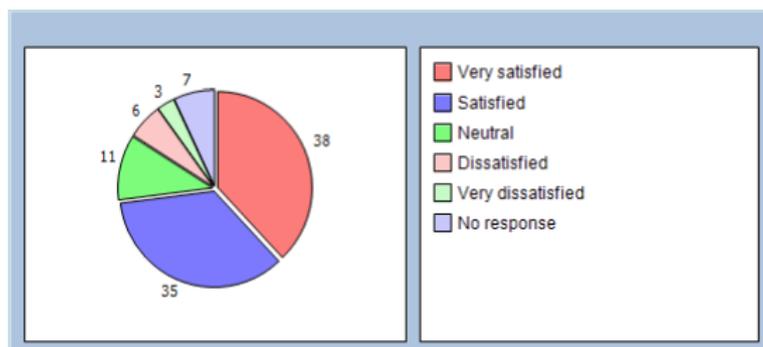
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Patient Satisfaction

The Patient Group asked patients how satisfied they were overall with the practice, and most of them were generally positive.

The practice's aim is to keep working hard for these patients, whilst addressing the concerns of the few who were dissatisfied.

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| Very satisfied | 38% |
| Satisfied | 35% |
| Neutral | 11% |
| Dissatisfied | 6% |
| Very dissatisfied | 3% |
| No response | 7% |



...Generally though (and recognising the quite considerable impact that Covid has had on the Practice), outcomes from the survey have been better than had been hoped for, and it's clear that the services provided by the Practice, and the people that work for it, are still highly respected. For example, in our survey 95% reacted positively to say that practitioners listen to them, and a similar percentage felt positive that patients were involved in decisions about their care. 89% considered that the Selsey admin/reception staff are helpful. The Patient Group were pleased to note that these figures are considerably better than those achieved more widely across both the West Sussex CCG area and nationally.

Finally, whilst on the survey, 11% of people said they were less than happy with their overall experience of the Practice. Although a relatively small figure, this is nevertheless disappointing, and the Patient Group would encourage anyone, in the future, who feels strongly that they have not received the services they anticipate, to use the Practice's formal complaints procedure at the time so that such concerns are duly recorded in detail and an opportunity is given for the matter to be considered further and wider.

The Patient Group are unanimous that it is NOT acceptable to take frustrations out on surgery staff by resorting to abuse, threats and violence as has happened in a very small but sadly growing number of instances this year.

The Group is an active and significant contributor to several wider bodies including ChAMP (Chichester Alliance of Medical Practices) and West Sussex CCG (Clinical Commissioning Group). Through these groups we have joined the discussion on wider issues; this year including the proposed amalgamation of regional CCG's into an ICS (Integrated Care System), the potential effect of new housing projects upon local Medical Practices, the proposed NHS Data Sharing with research companies, and a non-emergency patient transport consultation undertaken by South Central Ambulance Service.

Finally, as we look ahead to a New Year, we have big plans to work with the Practice staff to further develop and improve services across a range of areas. These plans include an Open Day next summer, the resurrection of our popular, themed evening medical seminars, which have been cancelled during the pandemic. We will also review the processes of (1) obtaining medication and (2) telephoning the surgery and making appointments. Look out for more information about these initiatives in due course on both the Medical Practice website and the Patient Group Facebook page.

Bob Arnold, Chair, Selsey Patient Group

To find out more, visit the Patient Group Page
www.selseymedicalpractice.co.uk/patient-group
or their Facebook page, www.facebook.com/SelseyPG