

## **SMP Patient Survey – Overview and Action Plan 2018 – Final**

### **Introduction:**

The Practice list size as at 1.7.18 was 13498, with 6586 males and 6912 females.

The Practice and PPG conferred to establish a survey comprising questions identified as the key priorities as follows:

- Overall satisfaction with the service provided – Section 1
- Communications – Section 2
- Exercise – Section 3
- Health Awareness -Section 4

It was decided to keep the survey to one sheet of A4 which made it easier to handle and collect responses and the survey could also be completed online via links on the Practice website.

There was a separate information sheet for patients who wanted to find out more about the PPG, this could also be completed online. By so doing, it was ensured that personal data was not collected with survey responses.

Some PPG members assisted the Practice by coming in for one week to assist and encourage patients to complete the survey whilst waiting for their appointments. This was once again very successful and appreciated by the Practice.

In 2018 we received 169 completed surveys, this being a mix of those collected in the Practice and through patients who answered online. (2017- 217 received).

In 2017 the PPG had been able to attend for two weeks and this was reflected in the higher number of responses obtained last year.

The survey was reviewed by the PPG and discussed at their meeting on 12<sup>th</sup> September 2018

**Action: It was noted that the best day for collecting responses in waiting areas was Monday 8.30 – 10.30 and the thought was that consecutive Mondays could yield higher returns in future surveys.**

**Action: Give GPs and nurses copies to hand out**

### **Patient Demographics:**

The Practice and PPG were very happy with the overall demographics of the patients who completed the survey this year.

Of the 169 responses, 34% advised they were male and 66% female (2017 – 25% male, 55% female). The age range was good with responses from patients aged 17 to over 80. In terms of ethnicity, 70% of respondents stated they were white British (2017 – 60%) and those remaining were well spread across other ethnicities. 9% chose not to respond.

**Action: Review demographics ahead of future survey to ensure good representation**

## **Survey Results:**

### **1 Overall Satisfaction with the service provided**

The survey produced a very favourable response with 88% of respondents reporting overall satisfaction with the service provided.

The summary of the results will be available on the PPG page of the Practice website.

**Action: Review the question asked for the next survey**

### **2 Communications**

It was pleasing to see that take up of electronic communications was higher in all categories than last year.

Only Facebook and Twitter were of low interest.

Texts were the most widely used form of interaction.

**Action: The Practice is continuing to review the way it communicates with patients**

**Action: PPG to continue with Facebook and Twitter but not extend current coverage**

**Action: The Practice will arrange a short training session for PPG members to obtain feedback on how to promote online access**

### **3 How much exercise is taken?**

The highest number of those who reported that they “rarely or never” took exercise was in the 65-74 age group with nearly a third of those not taking any exercise.

As might be expected, those in younger age groups were more active.

**Action: Consider ways in which the 65+ age group could be targeted to become more active**

### **4 Health Awareness**

Over 40% of respondents were interested in information about Healthy Activities and Healthy Eating.

The other categories were of less interest and it was felt these could be taken up by the Health Champion.

The most popular methods to receive information were leaflets, Electronic Display (Jayex) and website.

**Action: Work with Health Champion to provide information about the medical conditions which had the most responses in the survey (in hand)**

**Action: Work with PPG to provide information on Healthy Activities and Healthy Diet (in hand)**

**Action: Improve leaflet provision (in hand\*)**

**Action: Review and improve Jayex (in hand\*\*)**

**Action: Use Healthwatch checklist to review and improve website (in hand\*\*\*)**

\*Leaflets

This was our patient’s most popular way of receiving information, so the leaflets are now regularly available and a wider variety than previously available. We also now have available in “Campaign Corner”, the selfcare leaflets.

\*\*Jayex Display & Calling Boards

A full review of the Jayex display and calling boards was seen as a priority. Some members of the PPG group have come to see both the displays and how they are made. Suggestions have been actioned where possible.

This has been successful. Accessibility is one area to look at in future eg signing; however available material for Jayex is limited.

### \*\*\*Practice Website

The Practice site is being regularly updated, to make sure that this is as up to date as possible, with links, telephone numbers etc. While news items, studies are put on the website, this is definitely a work in progress. Some PPG members at the meeting on 16<sup>th</sup> September volunteered and as there is still an amount of research being done, they will be asked for feedback, in due course. The aim is a more a user-friendly website.