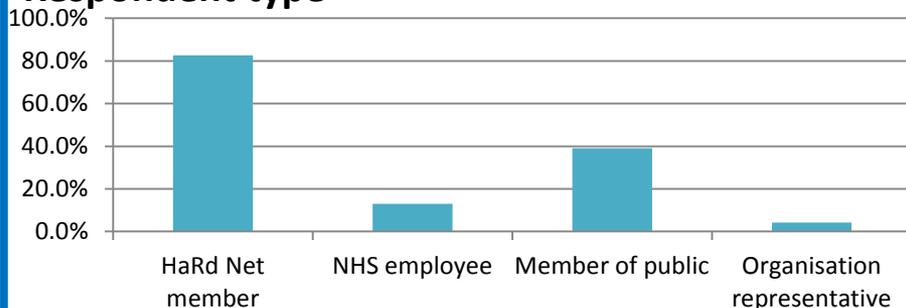


Hot topics survey of GP practice patients

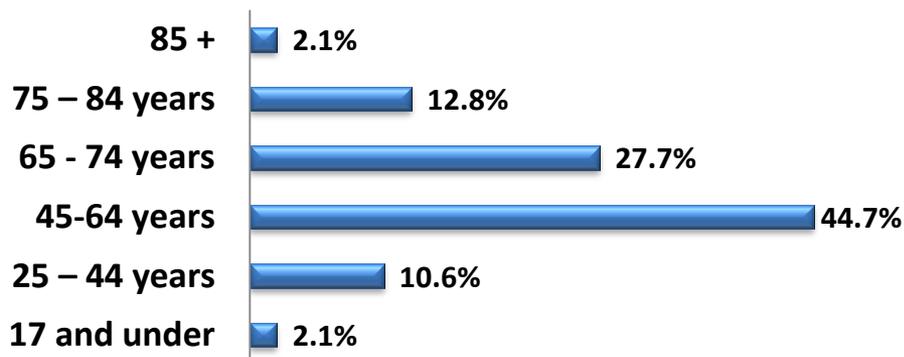
About the respondents

- A total of 49 people responded to the survey out of 120 (41% response rate)
- Nearly all respondents had attended a GP appointment within the last 12 months
- Around two thirds of respondents had attended a nursing appointment within the last 12 months

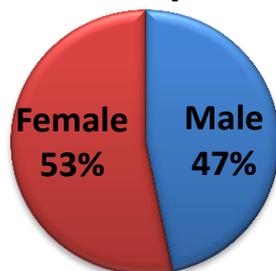
Respondent type



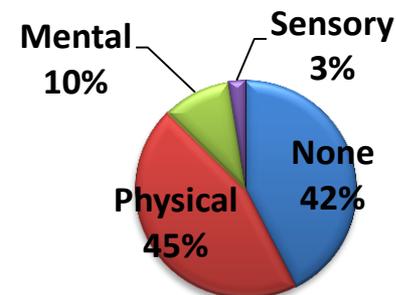
Respondent age groups?



Gender of respondents



Breakdown of respondents with a disability



Hot topics survey of GP practice patients

Are you satisfied with quality of services provided at your GP practice?

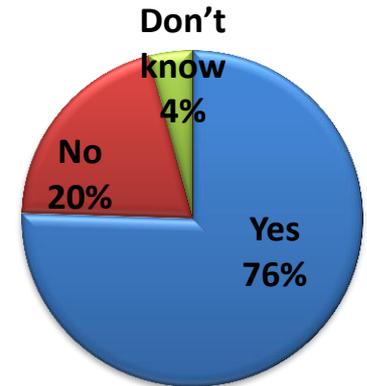
About **three quarters** of respondents made additional comments, the **majority** of these were **positive** and included:

Positive comments

- Satisfied with appointment system/ waiting times
- Clinical expertise/knowledge is valued
- Caring, friendly and helpful staff
- Advice is helpful and easy to understand
- Feel listened to

Negative comments

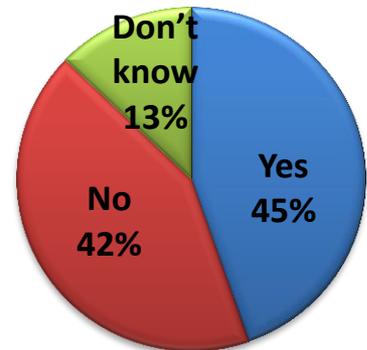
- Dissatisfied with appointment system/ waiting times
- Clinical expertise/knowledge could improve



Would you like to see additional services offered by your GP practice?

Most popular additional services suggested:

- diagnostics (such as x-ray and ultrasound)
- minor surgery
- hospital outpatient clinics



Hot topics survey of GP practice patients

Would you rather your specialist follow up appointments were undertaken by your GP, if safe and appropriate, rather than having to go to the hospital?

Just over half were supportive:

- More convenient
- As long as GP is supported to do this
- Better as closer GP relationship
- Better use of NHS resources

Two thirds did not support as they don't think GPs should be asked to do carry out tasks of a clinical specialist

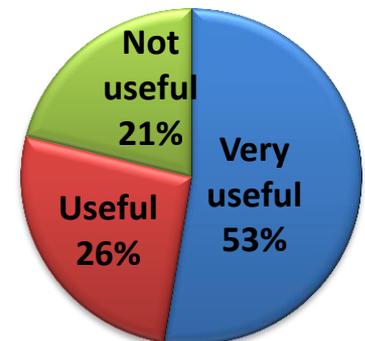


38 people had visited the hospital in the last 12 months for a specialist follow up appointment and stated whether this appointment helpful/useful

Of the 28 that provided further comments:

Just over half agreed that their appointment had been useful, with a quarter of these saying they felt cared for, involved and listened to.

A small number disagreed as they didn't feel cared for, involved or listened to/ the appointment was felt to be unnecessary.



Hot topics survey of GP practice patients

Additional comments

19 respondents made additional comments and the main themes are below in order of popularity:

- Ensure services are patient centred
- Praise for NHS staff
- People should be encouraged and supported to take greater responsibility for their own health
- The CCG should genuinely listen to patient and public views and act upon them
- More modern communication methods such as email could be used more to improve efficiency

Meeting diverse needs of our community

21 respondents fed back issues that they felt should be considered in relation to diverse needs and these are shown in order of popularity:

- The most popular theme, stated by one quarter of respondents, was that diverse needs carry equal importance and all should be considered.
- Individuals with a disability, for example, ensure that they are not prevented from being actively healthy by ensuring swimming pools and gyms are accessible.
- Particularly consider older people's health and wellbeing.