

## PATIENT SURVEY ANALYSIS 2019

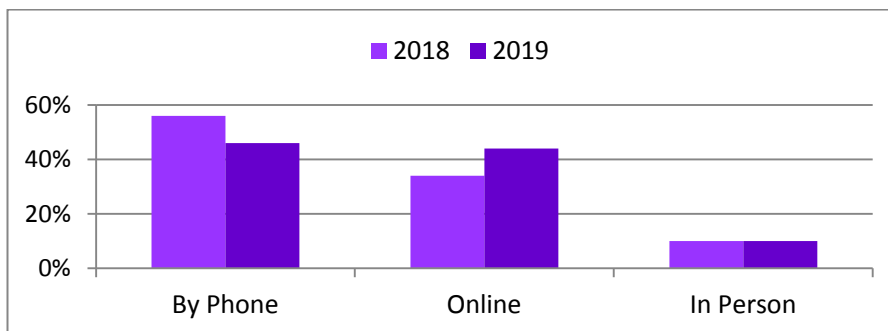
Thank you to all of you who took the time to complete the Annual Patient Survey 2019 - 755 patients responded. A summary of the results are shown below, along with comparison to previous years. Please be assured that each and every comment was read and discussed by the Surgery and Patient Participation Group (PPG). Recommendations were made to the Surgery based on your feedback, these along with the surgery response will be available to view in the waiting area and on the BRS website (under PPG section) via: [www.bassettroadsurgery.co.uk](http://www.bassettroadsurgery.co.uk)

Your feedback really can shape the service patients receive. It is important that the surgery gets to hear your views and as patients it helps to know why certain decisions/processes happen. The PPG will be addressing some of the comments raised in the survey in more detail in the quarterly PPG newsletters.

Patient Participant Group - email [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com)

### QUESTION 1

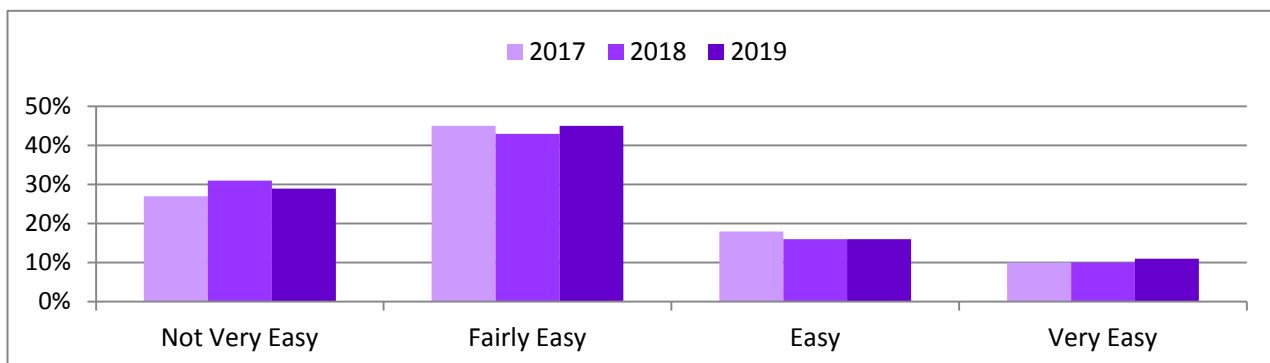
**What is your preferred method of booking an appointment?**



	2018	2019
By Phone	56%	46%
Online	34%	44%
In Person	10%	10%

### QUESTION 2

**When you last 'phoned the surgery, how easy was it to get through?**

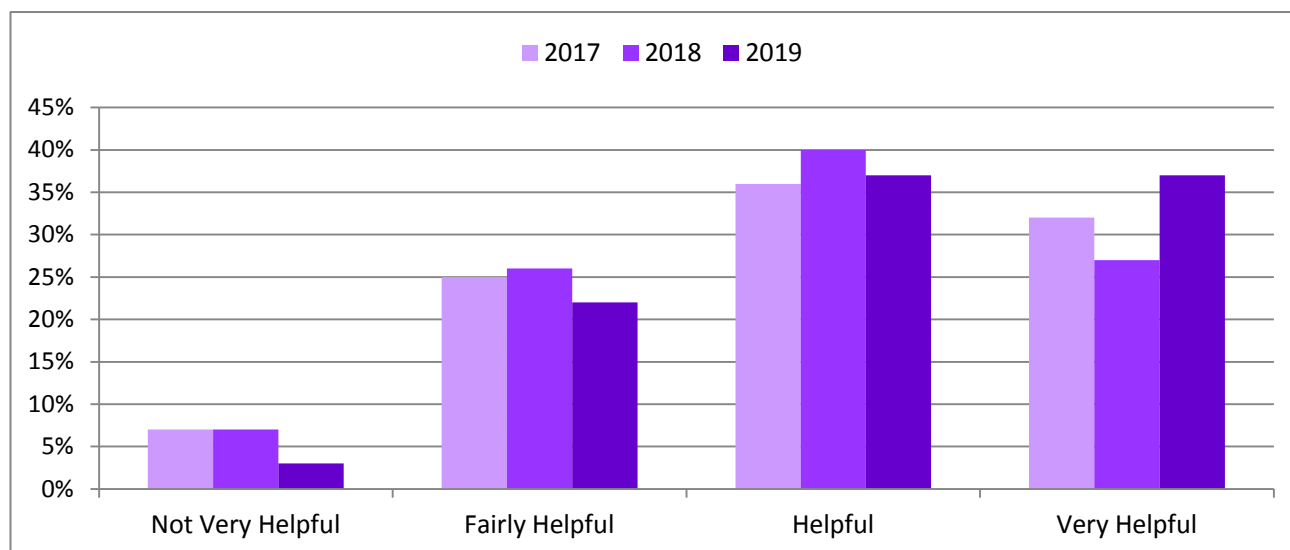


	2017	2018	2019
Not Very Easy	27%	31%	29%
Fairly Easy	45%	43%	45%
Easy	18%	16%	16%
Very Easy	10%	10%	11%

Note - Data for years 2017, 2018 reflects patients' experiences in the preceding 6 months only

### QUESTION 3

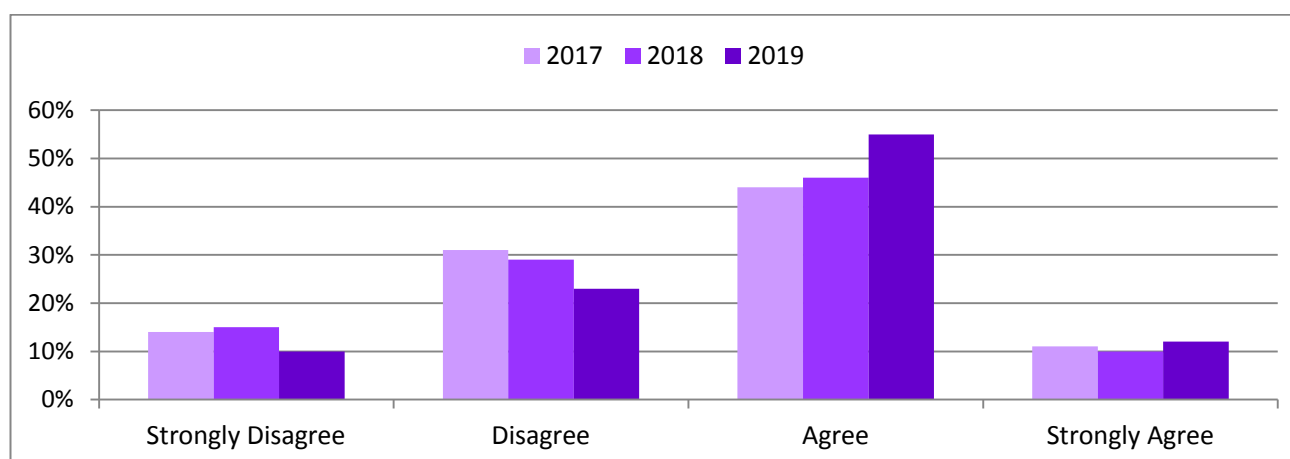
How helpful do you find the reception staff?



	2017	2018	2019
Not Very Helpful	7%	7%	3%
Fairly Helpful	25%	26%	22%
Helpful	36%	40%	37%
Very Helpful	32%	27%	37%

### QUESTION 4

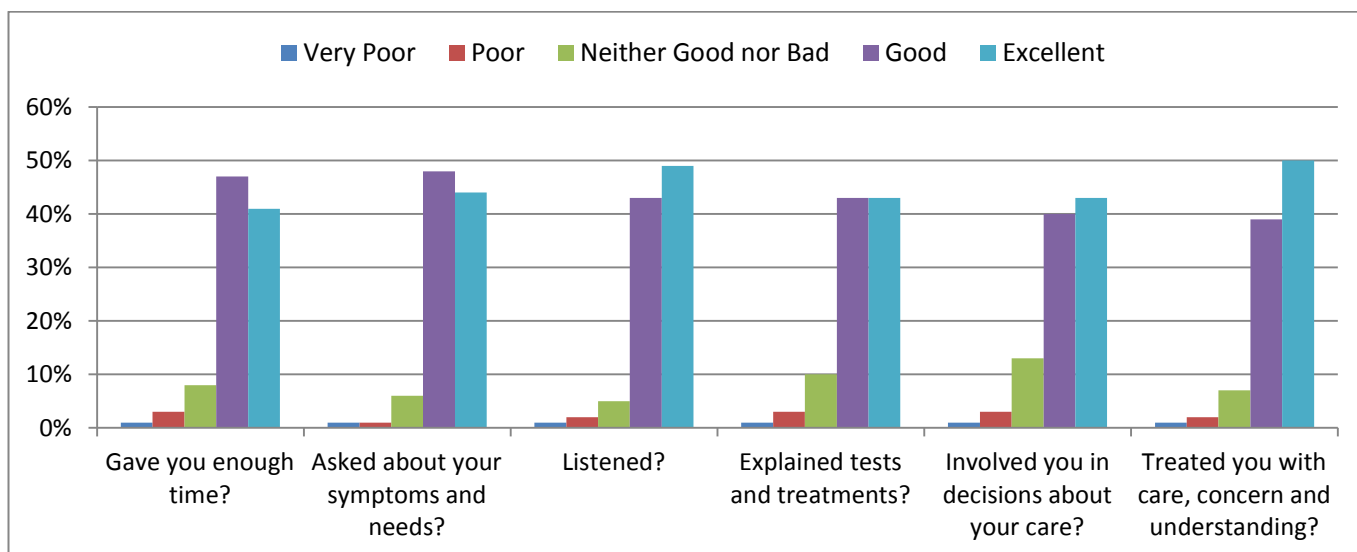
Statement: "It is easy to get an appointment with a doctor" - tick which best fits your experience



	2017	2018	2019
Strongly Disagree	14%	15%	10%
Disagree	31%	29%	23%
Agree	44%	46%	55%
Strongly Agree	11%	10%	12%

### QUESTION 5

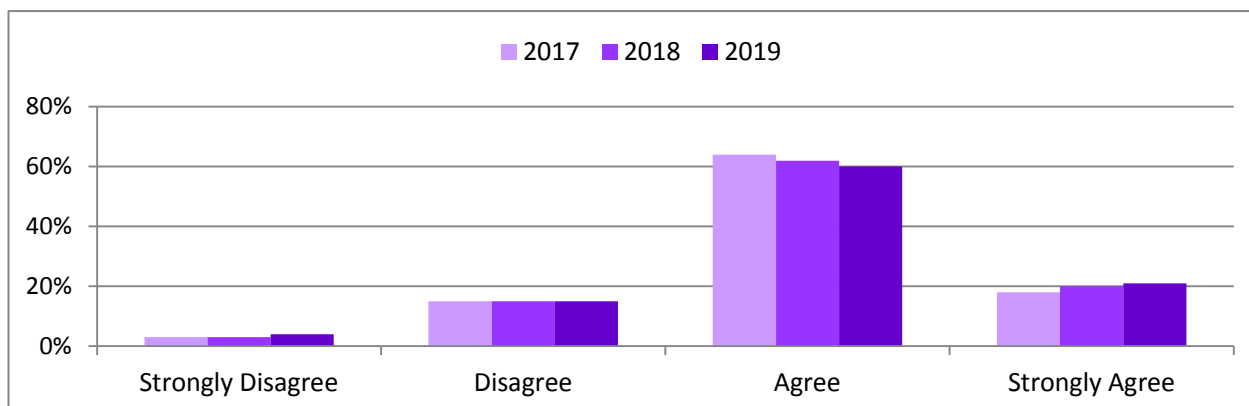
If you have had a doctor's appointment in the last 12 months, how were the following dealt with? Please tick each column as appropriate. If you have not seen a doctor in this time, please skip to the next question.



	Very Poor	Poor	Neither Good nor Bad	Good	Excellent
Gave you enough time?	1%	3%	8%	47%	41%
Asked about your symptoms and needs?	1%	1%	6%	48%	44%
Listened?	1%	2%	5%	43%	49%
Explained tests and treatments?	1%	3%	10%	43%	43%
Involved you in decisions about your care?	1%	3%	13%	40%	43%
Treated you with care, concern and understanding?	1%	2%	7%	39%	50%

### QUESTION 6

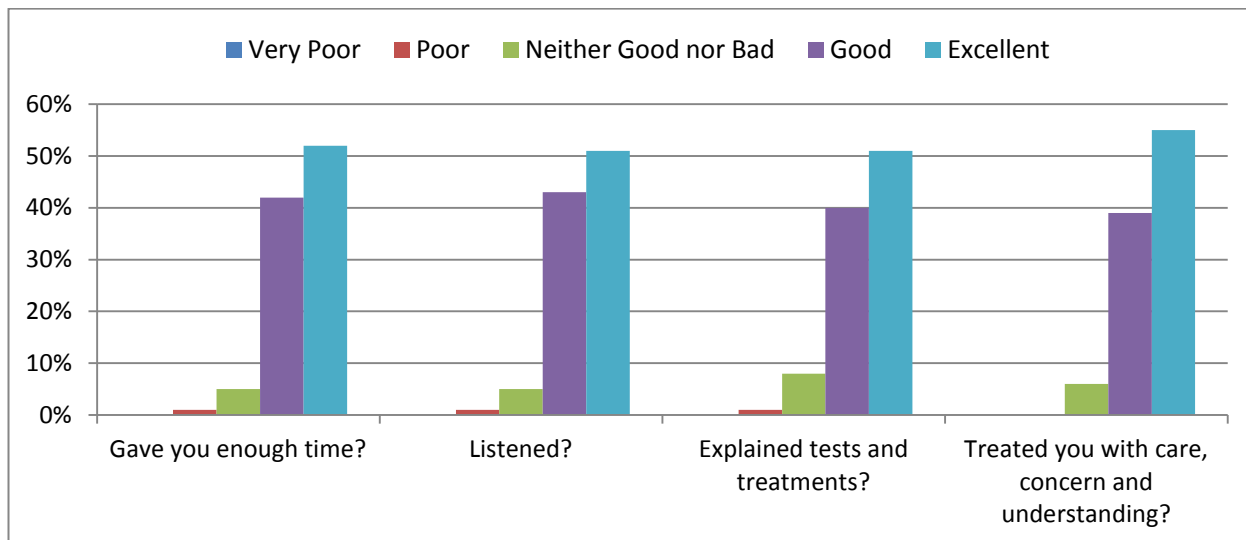
Statement: "It is easy to get an appointment with a nurse" - tick which best fits your experience



	2017	2018	2019
Strongly Disagree	3%	3%	4%
Disagree	15%	15%	15%
Agree	64%	62%	60%
Strongly Agree	18%	20%	21%

### QUESTION 7

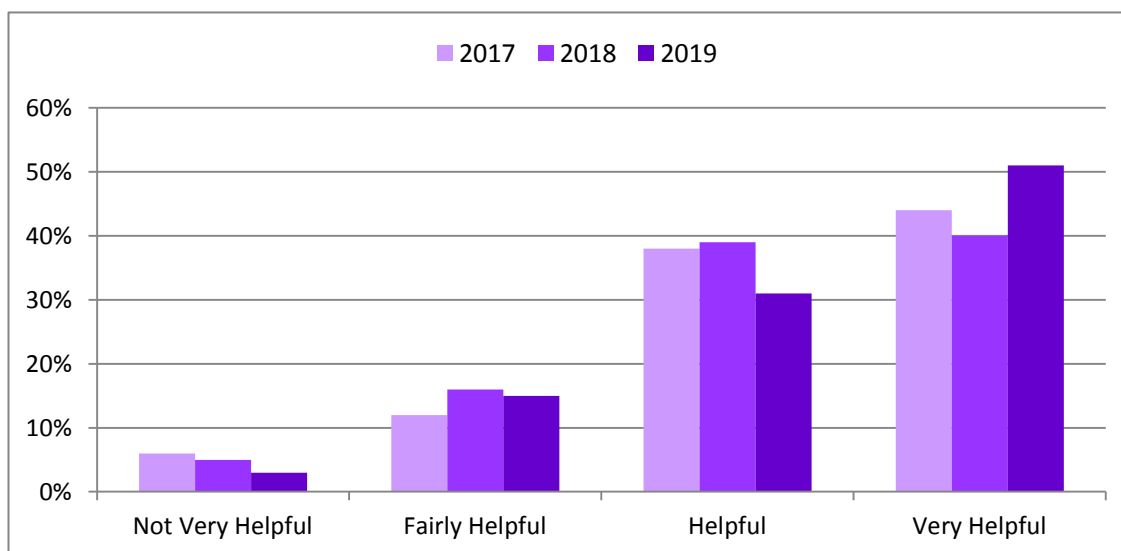
If you have had a nurse's appointment in the last 12 months, how were the following dealt with? Please tick each column as appropriate. If you have not seen a nurse in this time, please skip to the next question.



	Very Poor	Poor	Neither Good nor Bad	Good	Excellent
Gave you enough time?	0%	1%	5%	42%	52%
Listened?	0%	1%	5%	43%	51%
Explained tests and treatments?	0%	1%	8%	40%	51%
Treated you with care, concern and understanding?	0%	0%	6%	39%	55%

### QUESTION 8

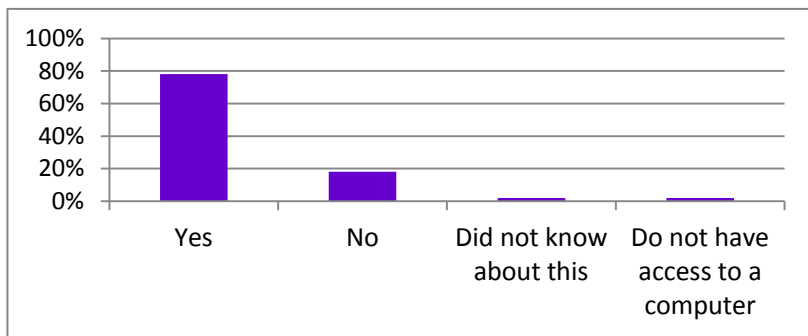
How helpful do you find the dispensing staff?



	2017	2018	2019
Not Very Helpful	6%	5%	3%
Fairly Helpful	12%	16%	15%
Helpful	38%	39%	31%
Very Helpful	44%	40%	51%

**QUESTION 9**

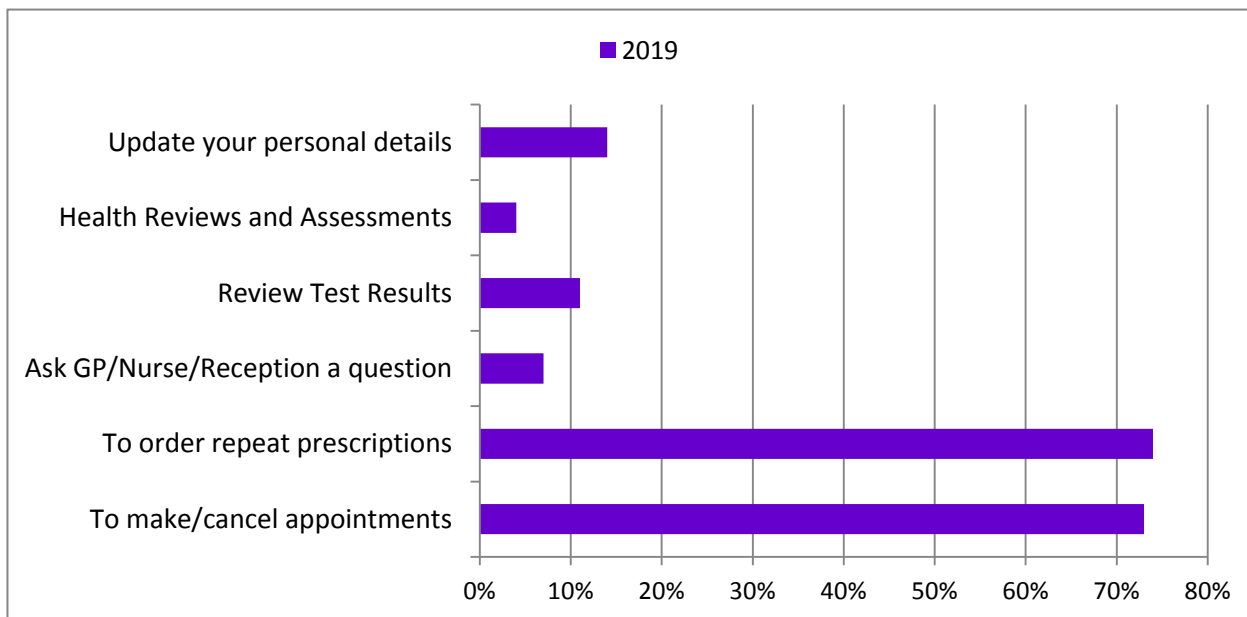
**Are you registered to use our Online Services?**



	2019
Yes	78%
No	18%
Did not know about this	2%
Do not have access to a computer	2%

**QUESTION 10**

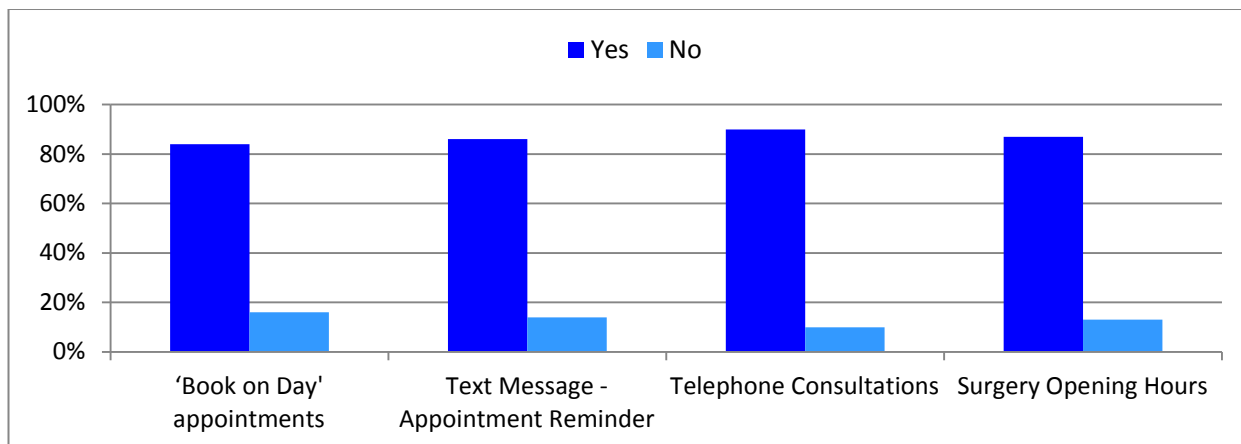
**For those of you that use Online Services, please tick each of the online service you have used?**



	2019
To make/cancel appointments	73%
To order repeat prescriptions	74%
Ask GP/Nurse/Reception a question	7%
Review Test Results	11%
Health Reviews and Assessments	4%
Update your personal details	14%

### QUESTION 11

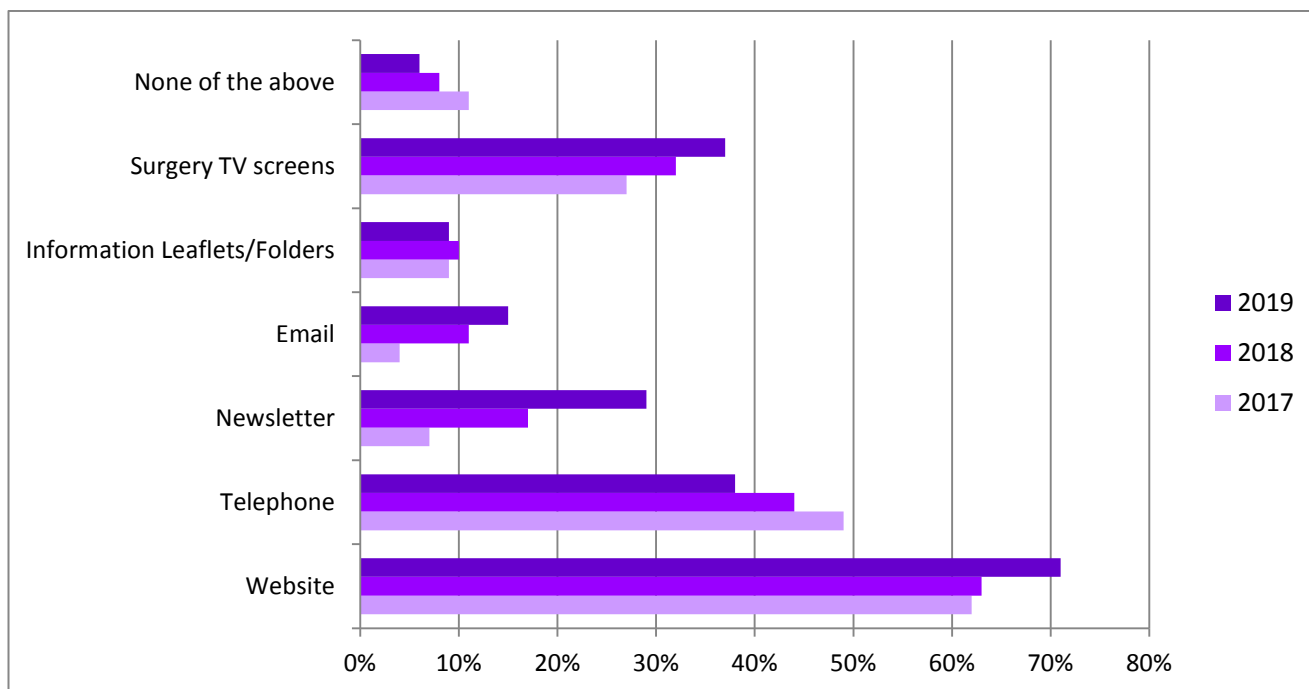
Did you know that Bassett Road Surgery offers the following services?



	Yes	No
'Book on Day' appointments	84%	16%
Text Message - Appointment Reminder	86%	14%
Telephone Consultations	90%	10%
Surgery Opening Hours	87%	13%

### QUESTION 12

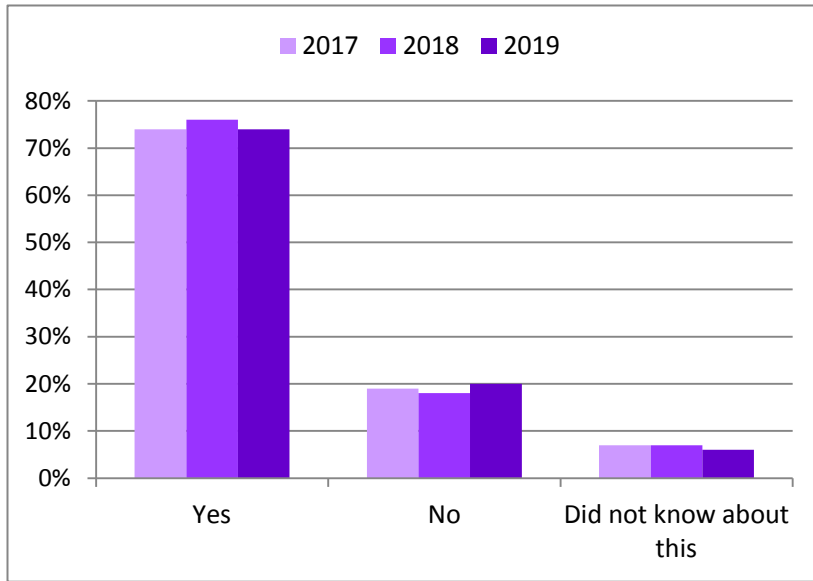
Which of the following do you use to find out information about the practice? Please tick all that apply



	2017	2018	2019
Website	62%	63%	71%
Telephone	49%	44%	38%
Newsletter	7%	17%	29%
Email	4%	11%	15%
Information Leaflets/Folders	9%	10%	9%
Surgery TV screens	27%	32%	37%
None of the above	11%	8%	6%

### QUESTION 13

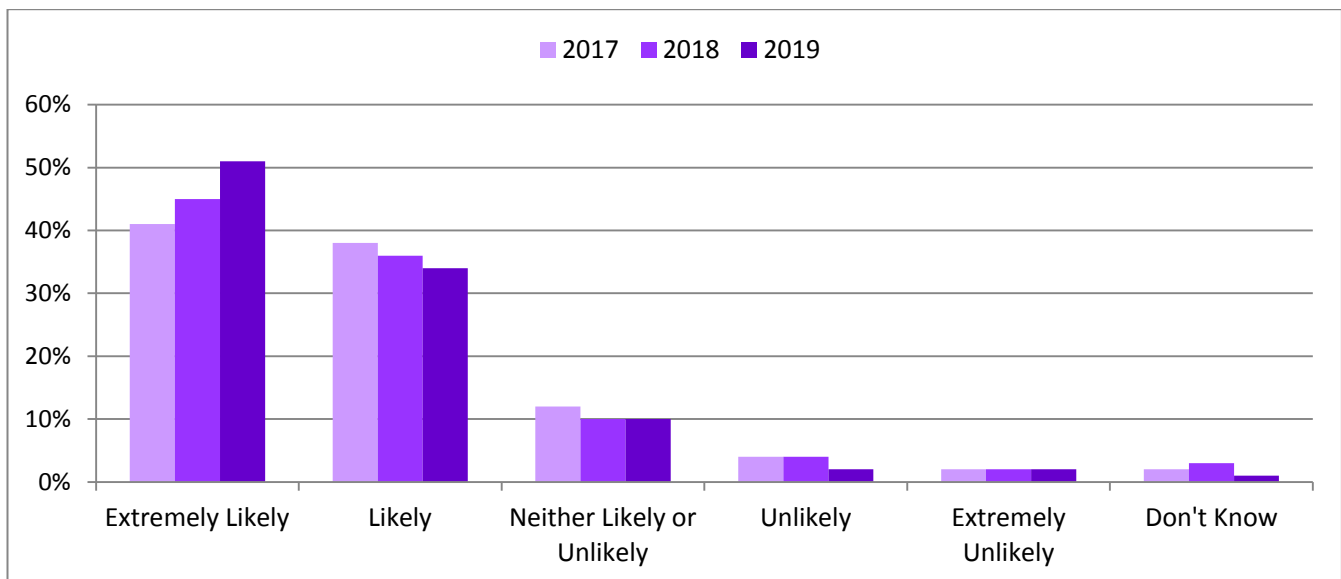
The surgery uses the Electronic Prescription Service (EPS). This is an NHS service that allows your GP to send your prescription direct to your chosen pharmacy, saving you time and visits to the surgery. Are you currently using this service?



	2017	2018	<b>2019</b>
Yes	74%	76%	<b>74%</b>
No	19%	18%	<b>20%</b>
Did not know about this	7%	7%	<b>6%</b>

### QUESTION 18

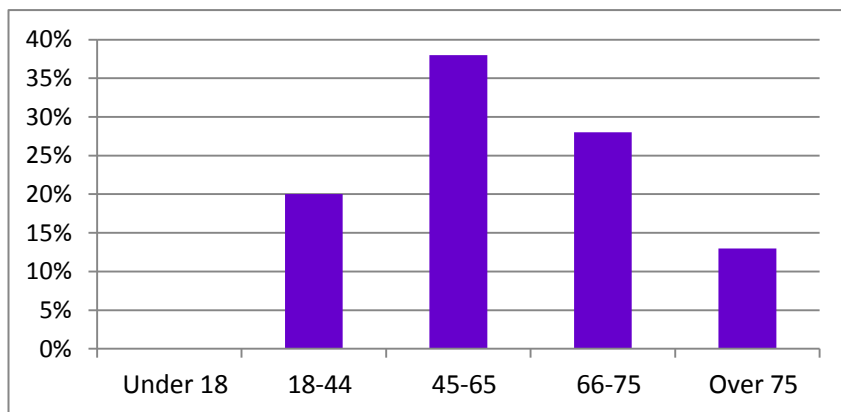
How likely are you to recommend us to friends and family if they needed similar care or treatment?"



	2017	2018	<b>2019</b>
Extremely Likely	41%	45%	<b>51%</b>
Likely	38%	36%	<b>34%</b>
Neither Likely or Unlikely	12%	10%	<b>10%</b>
Unlikely	4%	4%	<b>2%</b>
Extremely Unlikely	2%	2%	<b>2%</b>
Don't Know	2%	3%	<b>1%</b>

## QUESTION 19

Please indicate your Age Group



Under 18	0%
18-44	20%
45-65	38%
66-75	28%
Over 75	13%

**QUESTIONS 14, 15, 16, 17, 20 and 21 invited comments on:**

- the impact of the surgery's 'Active Signposting' approach to directing patients to the most appropriate health care (GP/nurse/etc);
- the additional services which patients would like to see offered locally;
- the Leighton Buzzard Voluntary Patient Transport service;
- exceptional service and kindness from BRS team;
- other suggested improvements which might be made at BRS;
- specific issues which individual patients would wish to take up directly with BRS or the PPG.

**All responses to these questions were considered at length by the surgery and PPG, together with the additional comments throughout the survey. Improvements arising from the extremely helpful comments received will be reported in future newsletters.**