

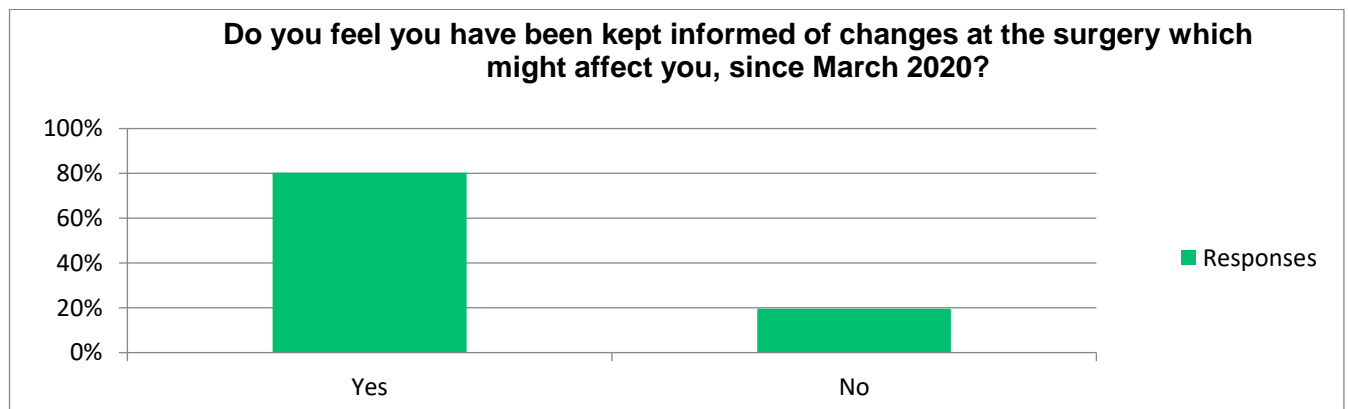
**INTRODUCTION**

In 2020, in the light of the COVID-19 pandemic’s impact on Bassett Road Surgery’s (BRS) operations, it was agreed that a revised survey, focusing on the period since March and comprising mostly new questions, was required in order to elicit patients’ views on the extent to which patients:

- felt informed of the surgery’s revised operations during the pandemic.
- were aware of the altered consultation strategy.
- had sought the surgery’s help, had found access to healthcare professionals easy and whether their needs had been met.
- had chosen not to consult BRS, had sought help from alternative public and private services and patients’ health outcomes.
- who chose not to seek BRS help, were still suffering from their illness or complaint, and;
- the extent to which patients with chronic diseases or life-limiting conditions were satisfied with the support received from BRS.

Questions also covered the arrangements for mass flu inoculations, patients’ propensity to recommend BRS and their age profile. Patients were asked what more the surgery could have done (which prompted a wealth of responses) and were offered the opportunity to discuss issues with a member of the PPG. The following lists all the results and the key messages from the data, together with a representative mix of favourable and unfavourable comments supporting patients’ views.

**QUESTION 1**

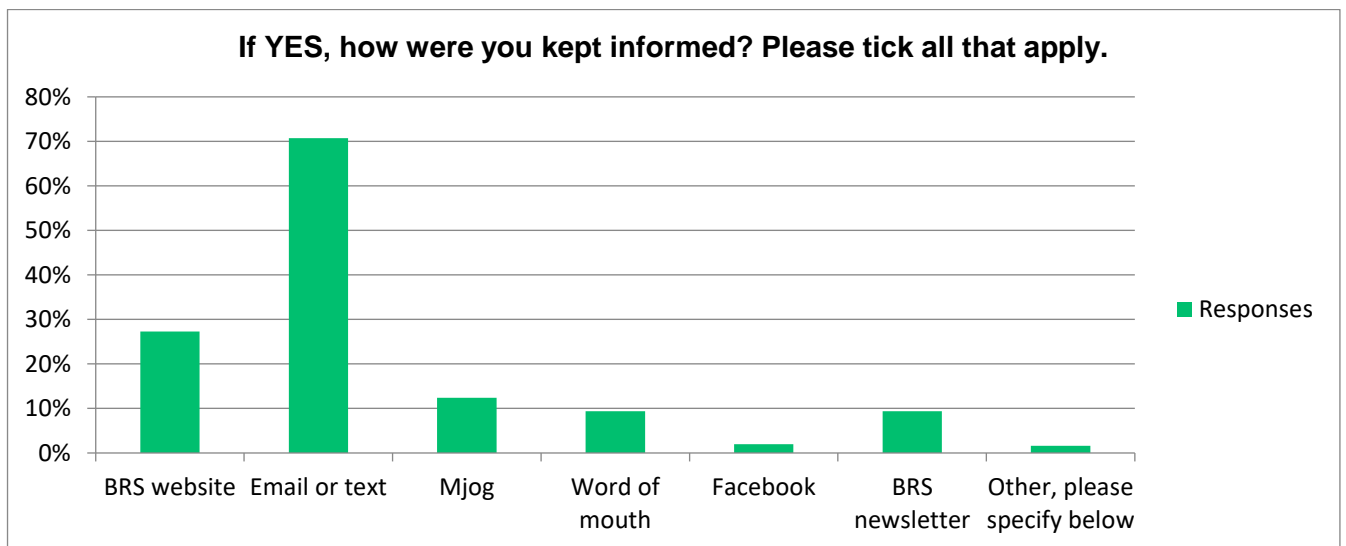


Answer Choices	Responses	
Yes	80.37%	1073
No	19.63%	262
	<b>Answered</b>	<b>1335</b>
	<b>Skipped</b>	<b>38</b>

**Key Messages:**

- 1373 patients responded to the survey - a record response and equal to the combined 2018 and 2019 returns (which were 617 and 755 respectively).
- This excellent response is a helpful indicator of patients' receptiveness to BRS communications by email.
- An encouraging percentage of respondents (80.37%) felt they had been kept informed of changes, (though 28% of these did not indicate how - see Q2).
- Almost 20% of respondents (262 patients) felt that they had not been kept informed. The responses to subsequent questions reveal more about lack of awareness amongst patients.

**QUESTION 2**

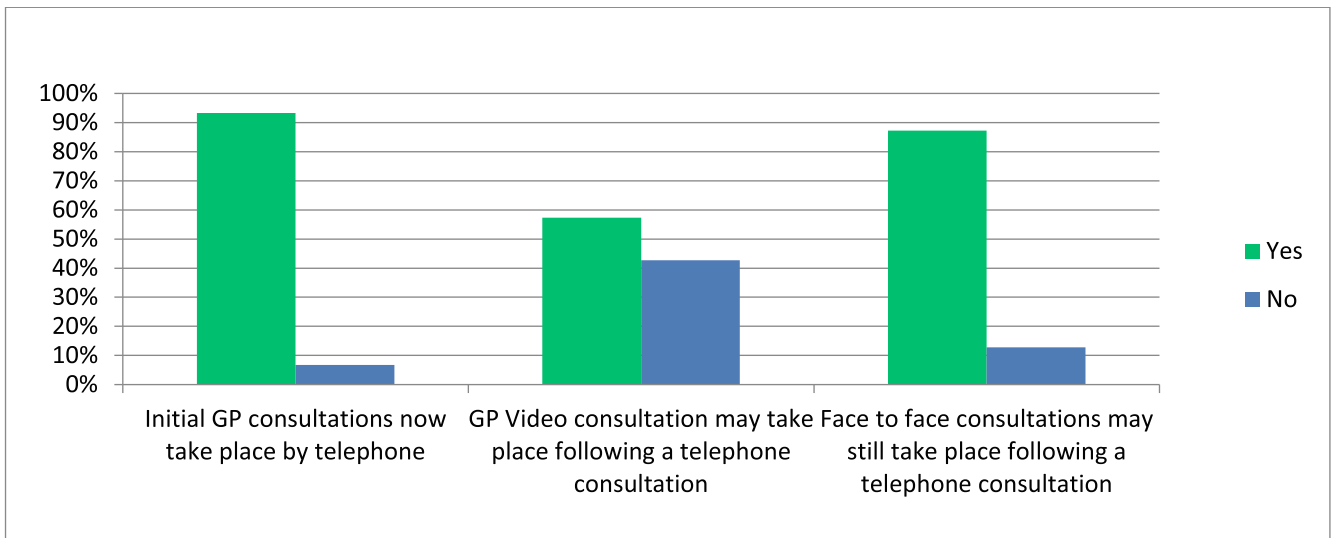


Answer Choices	Responses	
BRS website	27.26%	293
Email or text	70.70%	760
Mjog	12.37%	133
Word of mouth	9.40%	101
Facebook	1.95%	21
BRS newsletter	9.40%	101
Other, please specify below	1.58%	17
Comments		95
	<b>Options</b>	<b>1428</b>
	<b>Answered</b>	<b>1075</b>
	<b>Skipped</b>	<b>298</b>

**Key Messages:**

- Respondents were asked to 'tick all that apply'; the 1075 who answered this question ticked a total of 1428 options
- Compared to the 2019 survey, there has been a substantial switch in behaviour away from the BRS website and towards emails/texts. In 2019 the website was 71%, now 27%. Emails were 15%, now 71%.
- Mjog (12.37%) was not listed in earlier surveys.
- Word of mouth equalled the BRS newsletter (each 9.4%)
- The 93 comments reveal that many patients learned which services were available by listening to the BRS phone message or by contacting/visiting Reception. Roughly 15% commented that they felt uninformed.
- When considering how best to communicate with its patients, these results indicate that BRS mails and texts are well received. Further scope exists to reverse the sudden disinclination to use the website and, from comments in later questions, to publish more regular newsletters/newsletters. Based on these responses, Facebook is the least used medium.

**QUESTION 3**

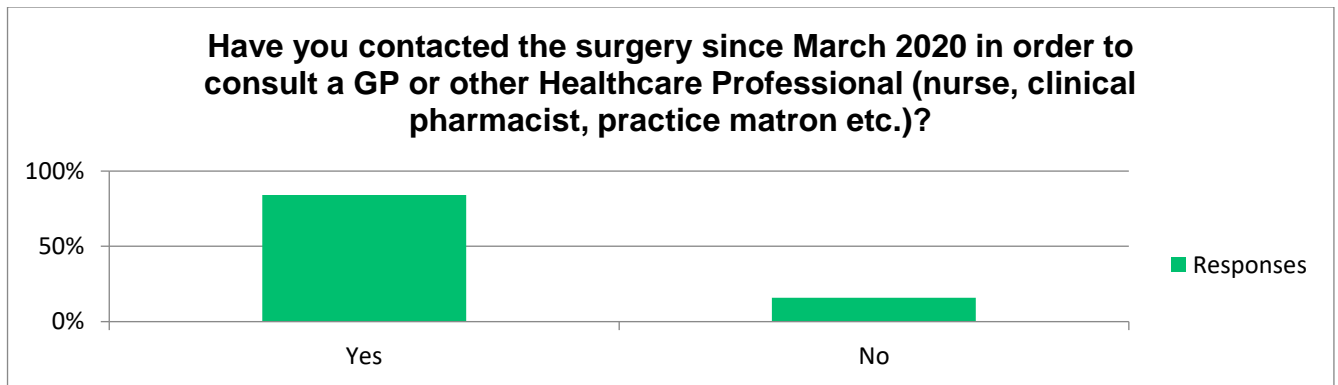


Answer choices	Yes		No		Total
Initial GP consultations now take place by telephone	93.25%	1271	6.75%	92	1363
GP Video consultation may take place following a telephone consultation	57.32%	767	42.68%	571	1338
Face to face (F2F) consultations may still take place following a telephone consultation	87.25%	1177	12.75%	172	1349
Comments					147
				<b>Answered</b>	<b>1366</b>
				<b>Skipped</b>	<b>7</b>

**Key Messages:**

- All but 7 respondents answered this question.
- Awareness of initial telephone consultation was high (93%).
- Awareness of face to face consultations was high (87%).
- Awareness of video consultations was less evident (57%).
- NB 84% of all respondents had contacted BRS since March 2020 - see Question 4.
- Of the 147 comments, 14% indicated that they were aware of the new system.
- 22.5% were unaware of the new process though some had deduced this would be the case from media coverage.
- 12% felt that phone consultations were inadequate or inappropriate in their own circumstances.
- 14% were either unaware of the existence of video calls or confused as to how these worked, some noting that not everyone had the knowledge/equipment to use this.
- 24% called for face to face appointments to be more readily available.

**QUESTION 4**



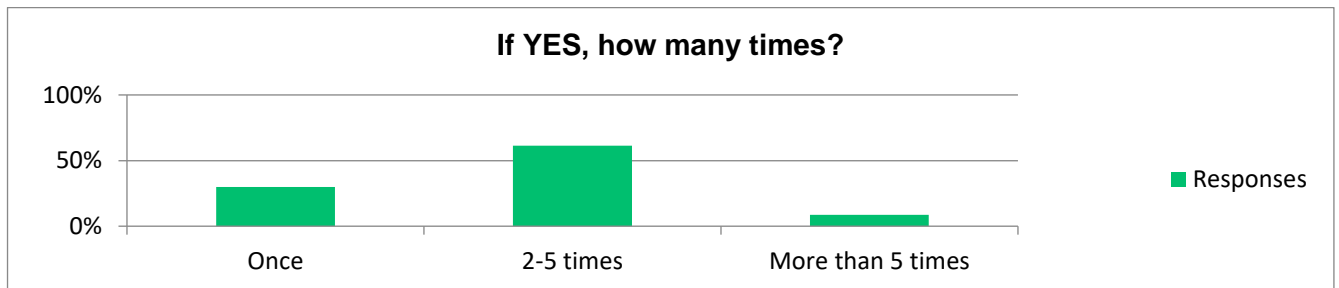
Answer Choices	Responses	
	Yes	84.20%
No	15.80%	216
	<b>Answered</b>	<b>1367</b>
	<b>Skipped</b>	<b>6</b>

**Key Messages:**

- 1367 patients had contacted the surgery since March, representing 84% of those completing the survey. These 1367 patients represent 7.6% of all BRS patients, including children.
- The correlation between the total numbers completing the survey and the proportion who have contacted BRS in the first 9 months of the pandemic, reflects the pattern seen in the 2018/2019 surveys.

- As might be expected, this pattern indicates that those patients who have needed to use BRS in the recent past are more inclined to complete the BRS survey as it is more immediately relevant to them.
- The participation of so many patients with experience of BRS provides helpful insights into patient experience in the current climate, including drawing attention to current issues. It also provides a welcome opportunity to convey patients' gratitude and praise to the BRS team.

**QUESTION 5**

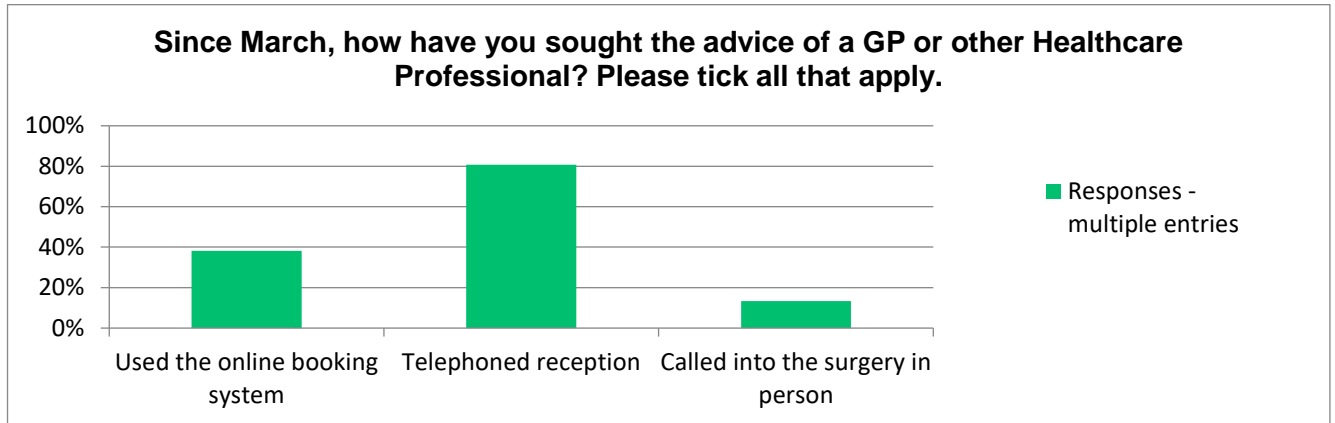


Answer Choices	Responses	
Once	29.81%	299
2-5 times	61.42%	616
More than 5 times	8.77%	88
	<b>Answered</b>	<b>1003</b>
	<b>Skipped</b>	<b>370</b>

**Key Messages:**

- This question has not been asked in previous BRS surveys.
- Of the 1367 patients who indicated in Question 4 that they had contacted BRS since March, only 1003 patients answered this question, a shortfall of 364 patients.
- Interestingly, of the 1003 patients who answered this question, only 30% had contacted BRS just once since March.
- The vast majority (70%) had contacted BRS on 2 or more occasions with almost 9% (88 people) needing to contact BRS on more than 5 occasions.

**QUESTION 6**



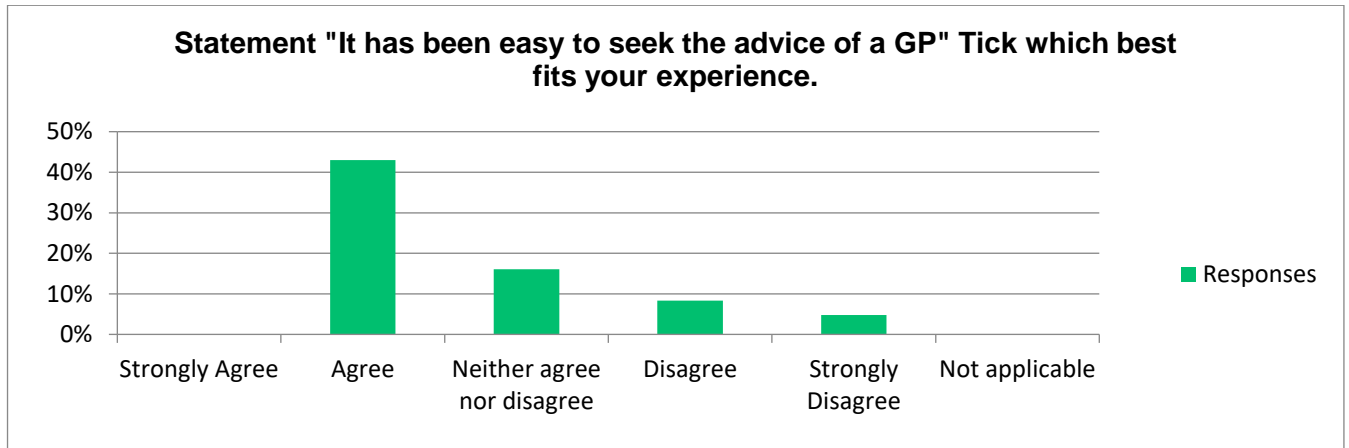
Answer Choices	Responses – multiple entries	
Used the online booking system	38.16%	377
Telephoned reception	80.67%	797
Called into the surgery in person	13.26%	131
Comments		114
	<b>Responses</b>	<b>1305</b>
	<b>Answered</b>	<b>988</b>
	<b>Skipped</b>	<b>385</b>

**Key Messages:**

- Respondents were asked to 'tick all that apply'. 988 respondents ticked 1305 responses. In earlier surveys, respondents ticked one option.
- 80% of respondents said they had telephoned reception. In 2018 & 19 telephones were cited as the preferred method by 46% and 56% respectively. (A direct comparison with preceding years is not possible as during earlier periods, respondents were asked for only one preferred method.
- 38% of respondents had used the online booking system. In 2018 & 19 online booking was preferred by 34% and 43% of respondents respectively.
- 13% of respondents called into the surgery. This compares to 10.3% in 2018 and 10% in 2019.
- Overall, 80% of all contacts were made by 'phone, 18% online and 2% by visiting the surgery. In part, the trend towards 'phone contact results from the online system being closed for 3 months.
- 114 patients left comments: of these:  
30 patients (26%) were highly complementary. 20 patients (26%) expressed concerns, principally regarding the waiting time on the telephone and issues surrounding the online booking system. 7 patients felt they had been poorly treated when booking appointments.



**QUESTION 7**



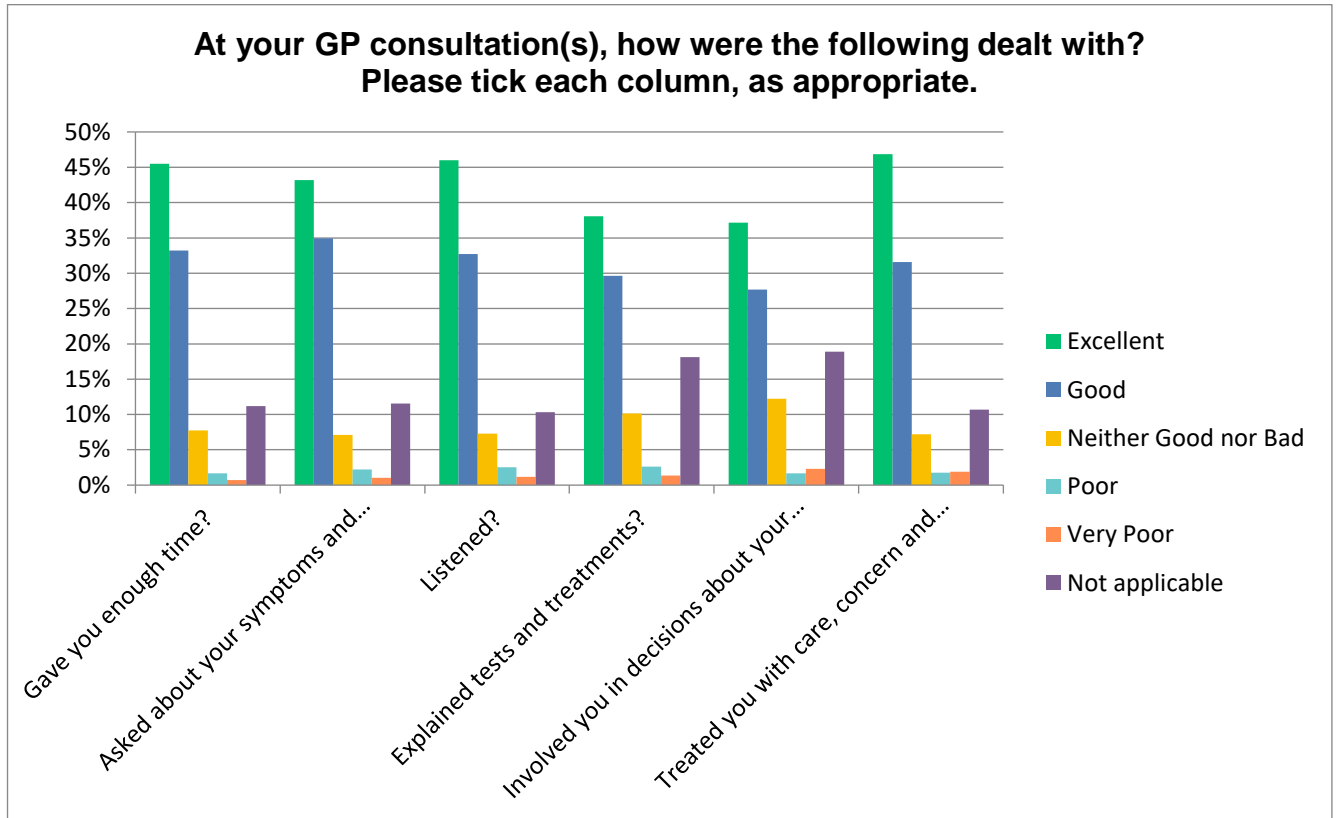
Answer Choices	Responses	
Strongly Agree	27.60%	252
Agree	43.00%	393
Neither agree nor disagree	16.10%	147
Disagree	8.30%	76
Strongly Disagree	4.80%	44
Not applicable		88
Comments		139
	<b>Answered</b>	<b>912</b>
	<b>Skipped</b>	<b>373</b>
	<b>N/A</b>	<b>88</b>

**Key Messages:**

- 70.7% of respondents either agreed or strongly agreed with the assertion. 13.1% either agreed or strongly disagreed. Although previous surveys asked how easy it was to get an appointment with a GP, as opposed to seeking a GP's advice, in terms of GP access this year's results (70.7% satisfaction) exceed those achieved in 2018 and 2019 which were 50% and 66.5% respectively.
- 139 respondents left comments:  
30% were complementary  
51% had complaints or issues, principally around long waits for telephone appointments lack of availability of preferred GP/continuity, problems with open-ended timing of telephone appointments especially for working people, telephone consults felt to be inadequate and a call for more F2F appointments. Patients needing to telephone felt they had less choice of appointments having to negotiate availability with the receptionist and the duration from initial call to treatment.



**QUESTION 8**



	<b>Excellent</b>		<b>Good</b>	
Gave you enough time?	45.50%	440	33.20%	321
Asked about your symptoms and needs?	43.17%	414	34.93%	335
Listened?	45.98%	440	32.71%	313
Explained tests and treatments?	38.08%	361	29.64%	281
Involved you in decisions about your care?	37.17%	352	27.67%	262
Treated you with care, concern and understanding?	46.86%	448	31.59%	302
124 respondents left comments. 51% were highly complementary and grateful; 24% voiced concerns/dissatisfaction				

	<b>Neither good nor bad</b>		<b>Poor</b>		<b>Very poor</b>
Gave you enough time?	7.76%	75	1.65%	16	0.72%
Asked about your symptoms and needs?	7.09%	68	2.19%	21	1.04%
Listened?	7.31%	70	2.51%	24	1.15%
Explained tests and treatments?	10.13%	96	2.64%	25	1.37%
Involved you in decisions about your care?	12.25%	116	1.69%	16	2.32%
Treated you with care and understanding?	7.22%	69	1.78%	17	1.88%



	Not applicable	Total
Gave you enough time?	11.17%	108
Asked about your symptoms and needs?	11.57%	111
Listened?	10.34%	99
Explained tests and treatments?	18.14%	172
Involved you in decisions about your care?	18.90%	179
Treated you with care and understanding?	10.67%	102
Comments - 51% were highly complementary and grateful; 24% voiced concerns/dissatisfaction		124
	<b>Answered</b>	<b>971</b>
	<b>Skipped</b>	<b>402</b>

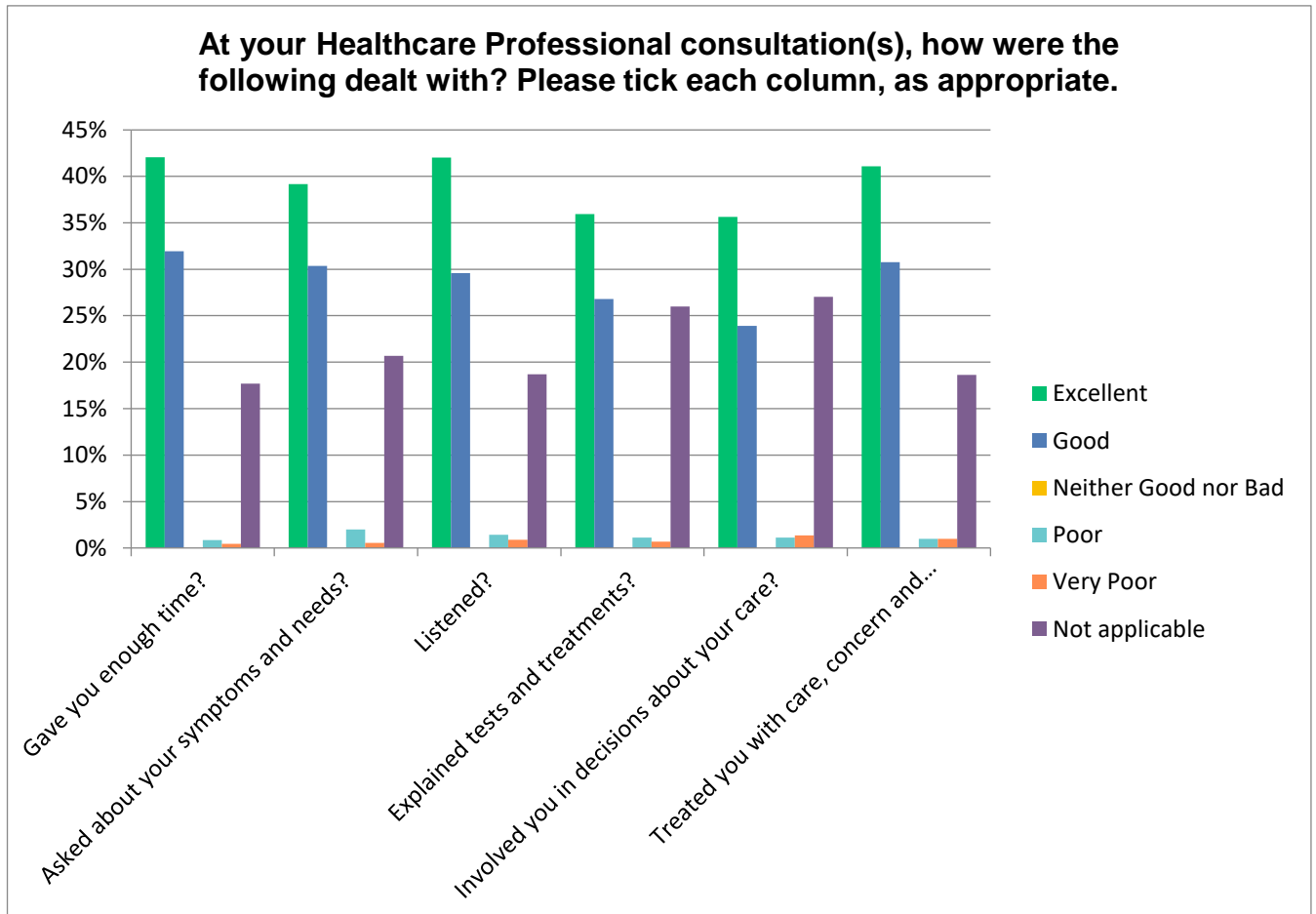
**QUESTION 9**


Answer Choices	Responses	Excluding N/A
Strongly Agree	29.00% 288	34.32% 288
Agree	35.45% 352	41.95% 352
Neither agree nor disagree	12.39% 123	14.66% 123
Disagree	4.93% 49	5.84% 49
Strongly Disagree	2.72% 27	3.21% 27
Not applicable	15.51% 154	TOTAL 839
Comments	80	
	<b>Answered 993</b>	
	<b>Skipped 380</b>	

**Key Messages:**

- No comparison with previous surveys is possible as categories were combined in 2020.
- Taken together, 76% of respondents either agreed or strongly agreed with this assertion.
- 9% of respondents either disagreed or strongly disagreed.
- 80 respondents added comments:  
21 (26%) were wholly complementary and grateful for the care they had received from the Practice Matron(s), Nurses and Clinical Pharmacy. 40% were upset/frustrated about a range of issues including: feeling abandoned with lung conditions, difficulties securing blood tests, difficulties with the pharmacist, the length of time it took to get through on the 'phone, feeling abandoned and challenges securing an appointment via reception.

**QUESTION 10**



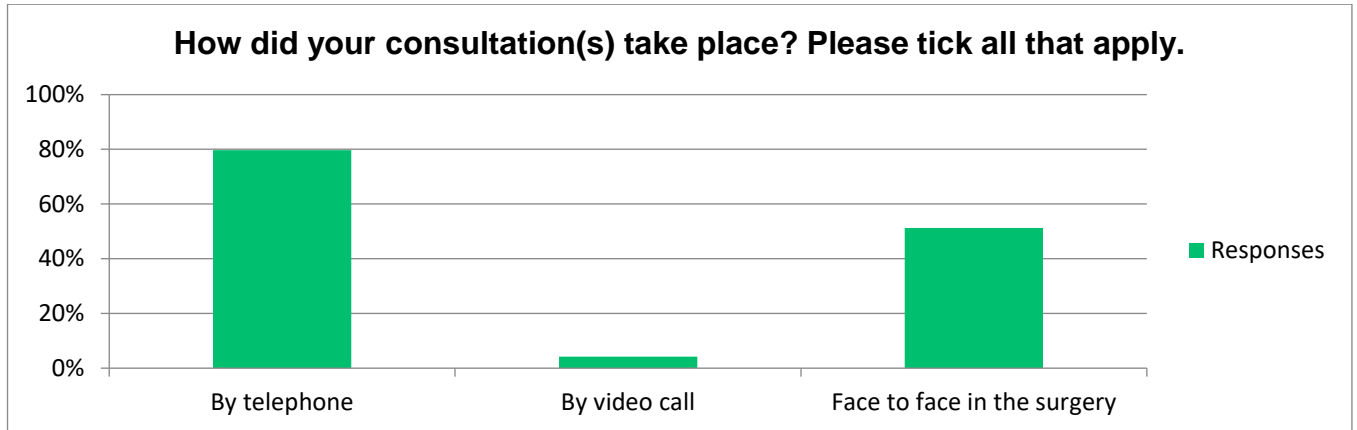
	<b>Excellent</b>		<b>Good</b>	
Gave you enough time?	42.07%	390	31.93%	296
Asked about your symptoms and needs?	39.16%	356	30.36%	276
Listened?	42.02%	382	29.59%	269
Explained tests and treatments?	35.94%	322	26.79%	240
Involved you in decisions about your care?	35.64%	319	23.91%	214
Treated you with care, concern and understanding?	41.07%	375	30.78%	281

	<b>Neither good nor bad</b>		<b>Poor</b>		<b>Very poor</b>	
Gave you enough time?	7.01%	65	0.86%	8	0.43%	4
Asked about your symptoms and needs?	7.26%	66	1.98%	18	0.55%	5
Listened?	7.37%	67	1.43%	13	0.88%	8
Explained tests and treatments?	9.49%	85	1.12%	10	0.67%	6
Involved you in decisions about your care?	10.95%	98	1.12%	10	1.34%	12
Treated you with care, concern and understanding?	7.56%	69	0.99%	9	0.99%	9

	<b>Not applicable</b>		<b>Total</b>	
Gave you enough time?	17.69%	164	927	
Asked about your symptoms and needs?	20.68%	188	909	
Listened?	18.70%	170	909	
Explained tests and treatments?	26.00%	233	896	
Involved you in decisions about your care?	27.04%	242	895	
Treated you with care and understanding?	18.62%	170	913	
Comments - 51% were highly complementary and grateful; 24% voiced concerns/dissatisfaction		61		
		<b>Answered</b>	<b>930</b>	
		<b>Skipped</b>	<b>993</b>	

**Key Messages:**

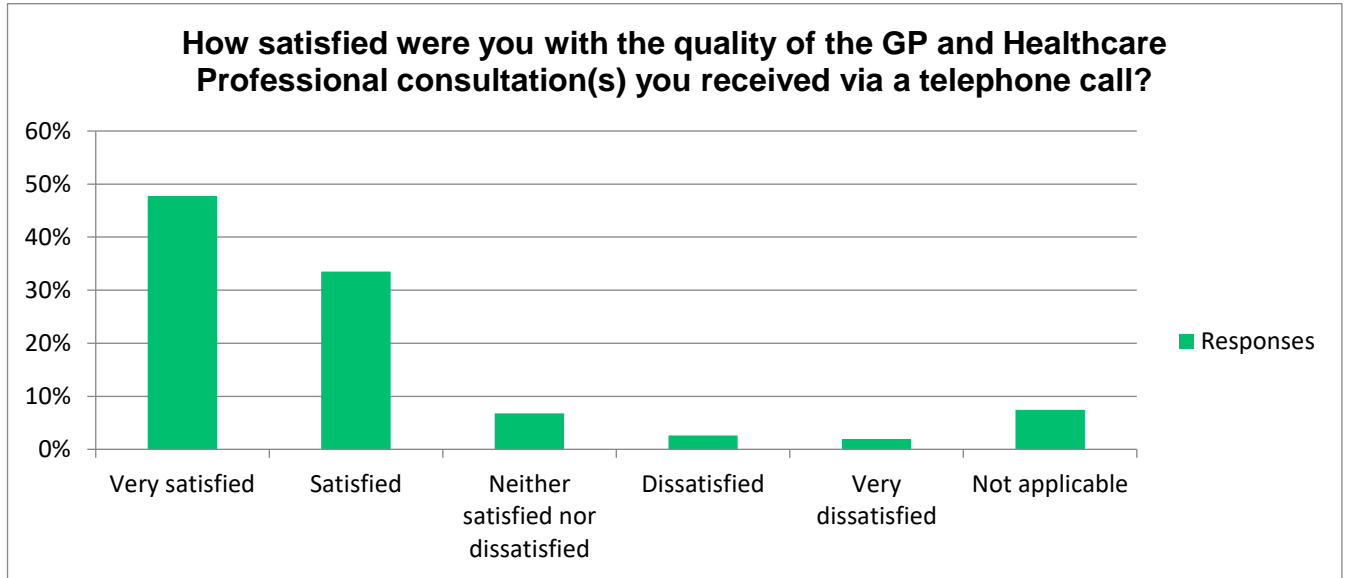
- No comparison with previous surveys is possible as categories were combined in 2020.
- 930 respondents answered this question.
- No more than 18 respondents ticked poor and no more than 12 ticked very poor for any specific question.
- 61 respondents added comments. (There was some duplication of comments relating to GPs.) 14 respondents expressed satisfaction with the care received. 11 respondents expressed dissatisfaction with the availability of healthcare staff, the service received and concerns about reception.

**QUESTION 11**


Answer choices	Responses to survey		Responses to consults	Percentage
By telephone	79.74%	724	724	59.0%
By video consultation	4.19%	38	38	3.09%
F2F in the surgery	51.21%	465	465	37.89%
Comments		53	1227	100.00%
	<b>Answered</b>	<b>908</b>		
	<b>Skipped</b>	<b>465</b>		

**Key messages:**

- This question was not asked in previous surveys so no comparisons can be drawn.
- 908 respondents answered this question. Multiple responses were permitted as more than one consultation may have occurred per respondent. Actual responses totalled 1227.
- Of the respondents, 80% had had a telephone consultation, 51% a F2F consultation and 4% a video consultation.
- Overall, 59% of respondents' consultations were by telephone; 38% were F2F and 3% were via video consultation.
- From the 53 comments, it was evident that many of the F2F consultations were for procedural consultations e.g. smear tests, BP checks, scans, ECGs, ear syringing and flu jabs. There were also 3 home visits. See concerns below.

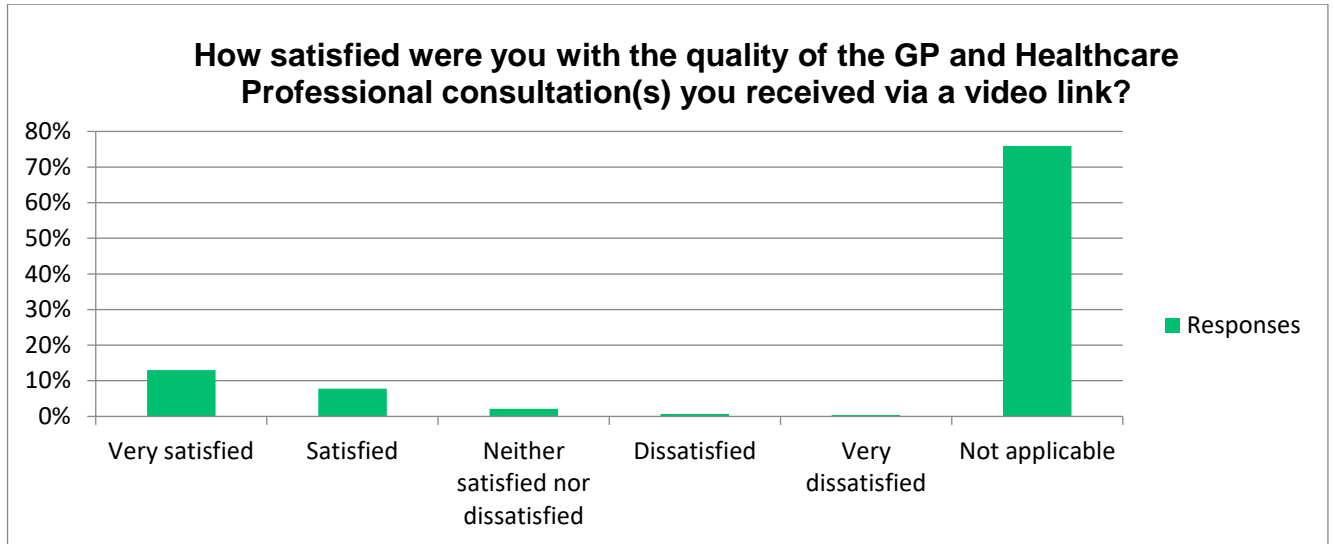
**QUESTION 12**


Answer Choices	Responses		Excluding N/As	
Very satisfied	47.72%	470	51.50%	470
Satisfied	33.50%	330	36.18%	330
Neither satisfied nor dissatisfied	6.80%	67	7.34%	67
Dissatisfied	2.64%	26	2.85%	26
Very dissatisfied	1.93%	19	2.08%	19
Not applicable	7.41%	73	100%	912
Comments		53		
	<b>Answered</b>	<b>985</b>		
	<b>Skipped</b>	<b>388</b>		

**Key Messages:**

- This question was not asked in previous surveys so no comparisons can be drawn.
- Excluding those who ticked 'not applicable, 912 patients answered this question.
- Encouragingly, over 87% of respondents were either satisfied or very satisfied with the quality of their consultation with 4.93% either dissatisfied or very dissatisfied.
- 53 respondents added comments: 21 (40%) were unhappy with telephone calls, commenting that F2F was better. Particular issues included – difficulty in arriving at an accurate diagnosis, difficulty hearing the clinician, difficulty understanding clinicians for whom English was a 2<sup>nd</sup> language and problems with 'phone signals/speakers. Several commented that they ended up needing to be seen F2F. Telephone calls were also problematic, particularly for those with work/caring responsibilities who need a more defined time slot.

**QUESTION 13**

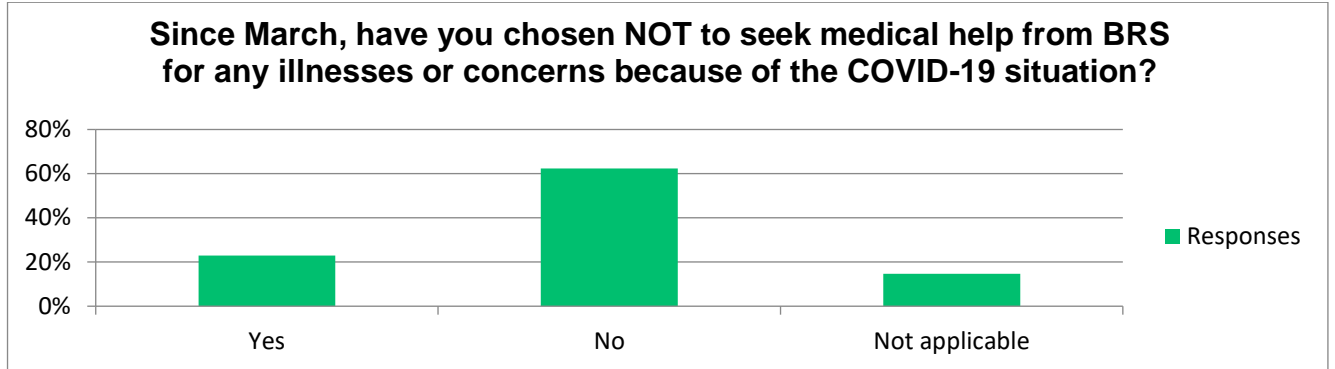


Answer Choices	Responses	
Very satisfied	13.04%	117
Satisfied	7.80%	70
Neither satisfied nor dissatisfied	2.12%	19
Dissatisfied	0.67%	6
Very dissatisfied	0.45%	4
Not applicable	75.92%	681
Comments		16
	<b>Answered</b>	<b>897</b>
	<b>Skipped</b>	<b>476</b>

**Key Messages:**

- In Question 1, only 38 respondents indicated that they had had a video consultation. In Question 13, some 216 respondents rated their video call.
- This significant disparity in the results indicates that data on video consultations is unreliable. In Q13, only one of the 16 comments were directly relevant to the question 'My condition was hard to see over the video link'.
- The small number of patients' comments throughout the survey on the use of video consultations may provide a more helpful and reliable insight into perceptions of video consults. Generally, these calls were viewed as potentially helpful for some conditions but not others and that F2F consultations were welcome particularly for those that are hearing impaired and may need to lip read.

**QUESTION 14**

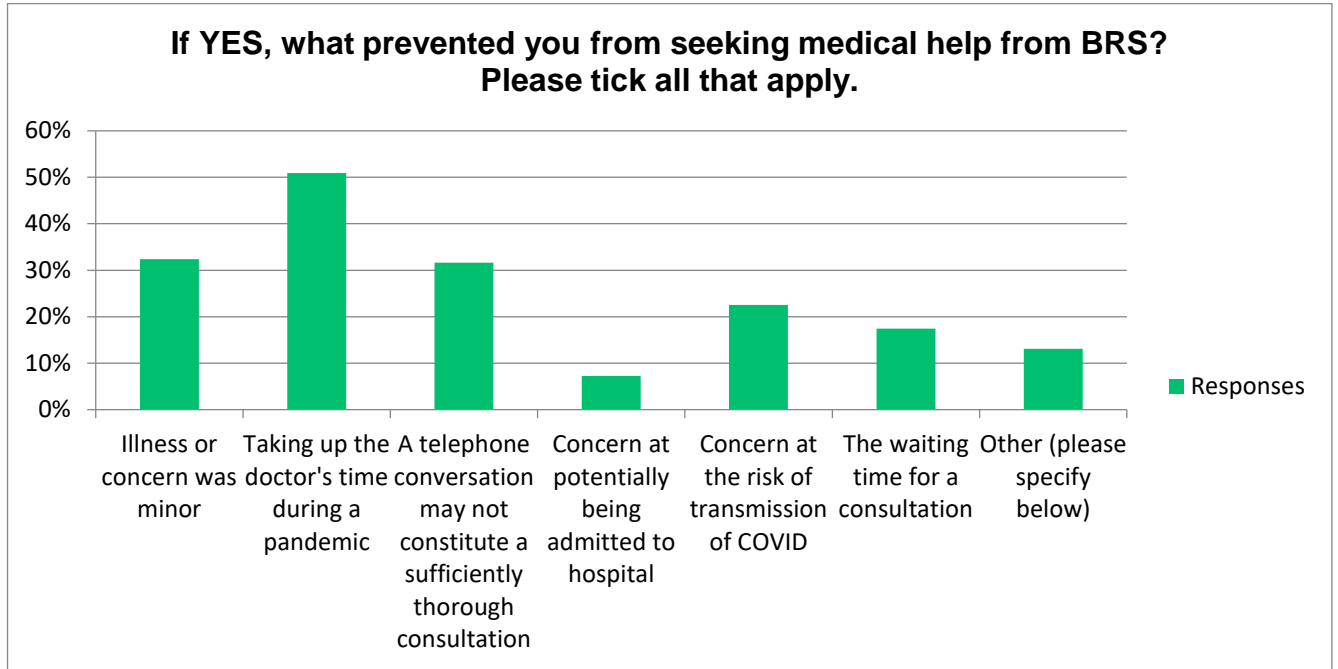


Answer Choices	Responses		Excluding N/As	
Yes	22.88%	254	26.80%	254
No	62.43%	693	73.17%	693
Not Applicable	14.68%	163	100%	947
	<b>Answered</b>	<b>1110</b>		
	<b>Skipped</b>	<b>263</b>		

**Key Messages:**

- Of the 947 respondents who answered this question, 27% (254 people) indicated that they had chosen NOT to seek medical help from BRS because of COVID-19.
- These 254 people represent 18.5% of the 1373 BRS patients who responded to the 2020 survey.
- 693 respondents (73%) indicated that COVID-19 had not prevented them from seeking medical help at BRS.

**QUESTION 15**



Answer Choices	Responses	
Illness or concern was minor	32.36%	89
Taking up a doctor's time during the pandemic	50.91%	140
A 'phone conversation may not constitute a sufficiently thorough consult	31.64%	87
Concern at being admitted to hospital	7.27%	20
Concern at the risk of transmission of COVID	22.55%	62
The waiting time for a consultation	17.45%	48
Other (please specify)	13.09%	36
Comments		54
	<b>Answered</b>	<b>275</b>
	<b>Skipped</b>	<b>1098</b>

**Key Messages:**

- 20% of those responding to the survey (275 people) indicated that one or more factors had prevented them from seeking help from BRS (21 more than answered 'yes' in Q14).
- No single factor was common across respondents, but many indicated more than one factor which had influenced their decision. 51% did not want to take up the doctors' time during the pandemic; 32% indicated that their illness or concern was minor; almost 32% indicated they thought a telephone conversation would not constitute a sufficiently thorough consultation; 22% were concerned re. COVID transmission; 17% cited the waiting time for a consultation and 7% had concerns that they themselves might be hospitalised.



**QUESTION 16**

If you decided NOT to seek medical help from BRS, did you seek help from another service e.g. pharmacist, podiatrist, optician, physiotherapist, A&E, mental health support, minor injuries service/walk in centre, ear examination and syringing or others? Please state the alternative service(s) you used and how long it took to access them.

<b>Answered</b>	<b>200</b>
<b>Skipped</b>	<b>1173</b>

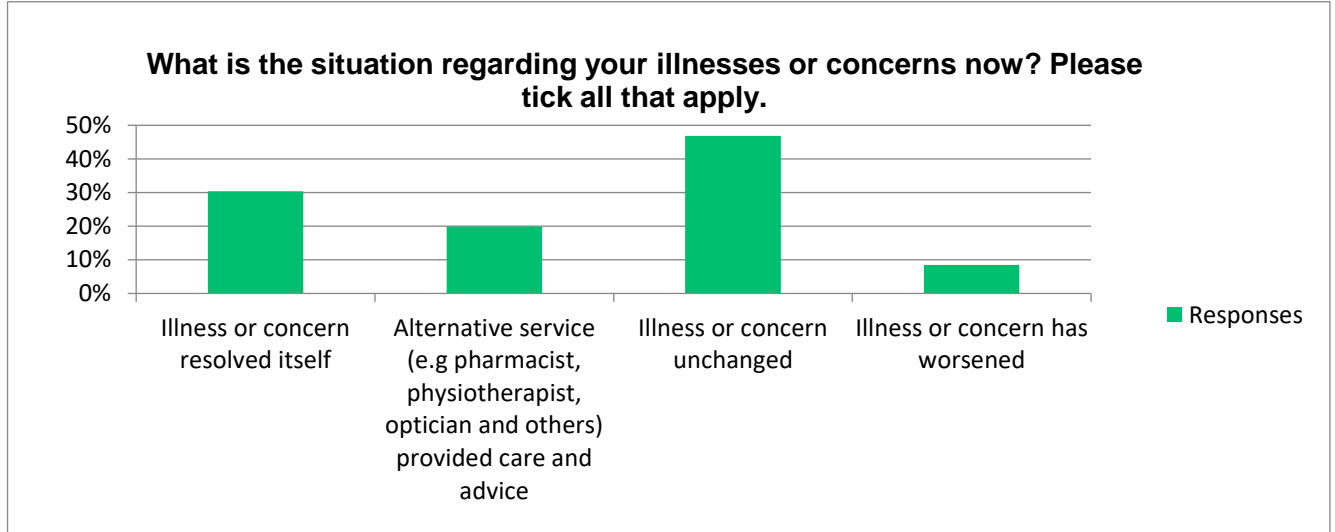
91 respondents indicated that they had used these alternative services

<b>Service used</b>	<b>No: of respondents</b>	<b>% of respondents</b>
Pharmacy	39	19.50%
A&E/MK Drop In	16	8%
Physio, podiatrist, osteopath, optician, homeopath, chiropractor	14	7%
Private healthcare for ear syringing	13	6.50%
Tel: 111	6	3%
Online resources including online GPs	3	1.50%
<b>TOTAL</b>	<b>91</b>	<b>45.50%</b>

**Key Messages:**

- 45.5% (91 patients) of the 200 respondents to Q15 sought the help of alternative services.
- 13.5% of the 200 respondents chose an alternative service which carried a fee, e.g. Podiatrist, Optician (information on waiting times is very limited).
- 40% (80 patients) chose not to do anything and were living with their condition (some awaiting treatment, some unable to afford private treatment), or using self-care such as over the counter medicines and exercises.
- Other respondents relied on friends, a counselling group and the mental health team.

**QUESTION 17**

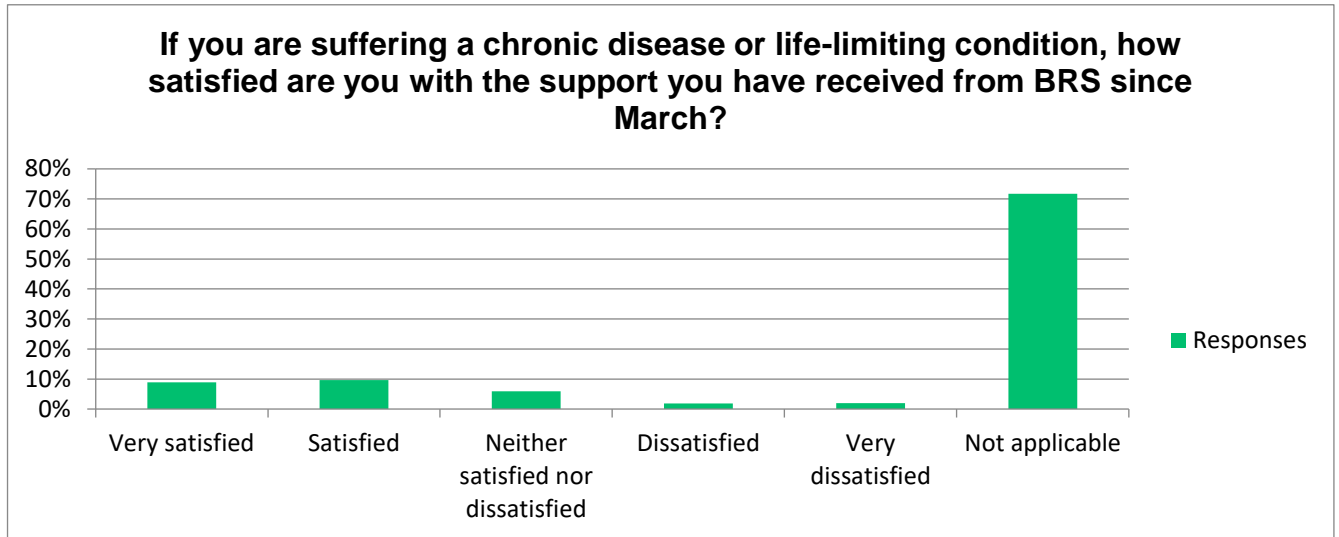


Answer Choices	Responses	
Illness or concern resolved itself	30.34%	189
Alternative service (pharmacy, physio, optician, other) provided care/advice	19.90%	124
Illness or concern unchanged	46.87%	292
Illness or concern has worsened	8.51%	53
<b>TOTAL ANSWERS (from 623 respondents)</b>		658
Comments		143
	<b>Answered</b>	<b>623</b>
	<b>Skipped</b>	<b>750</b>

**KEY MESSAGES**

- NB in Q14 only 263 patients indicated that they had elected not to seek help from BRS. Respondents to Q17 totalled 623 patients (658 responses). Direct comparison between Q14 & Q17 is unsafe.
- 30% (189 of the 623 respondents) indicated that their illness or concern had resolved itself.
- 20% (124 people) indicated that they had secured care and advice from an alternative service.
- 47% (292 people) said their illness/concern was unchanged.
- 8.5% (53 people) said their illness or concern had worsened.
- As at December 2020, a total of 345 respondents (25% of those completing the survey) had ongoing illness or concern. 32 patients had sought help from BRS, and many were receiving hospital care or awaiting referrals.

**QUESTION 18**

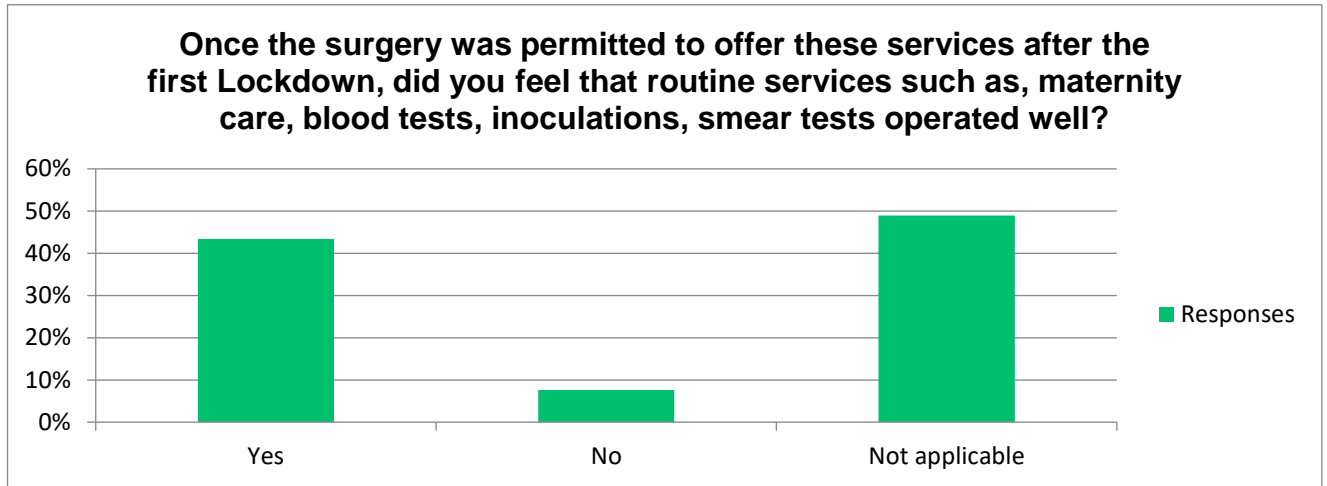


Answer Choices	Responses	
Very satisfied	8.85%	76
Satisfied	9.66%	83
Neither satisfied nor dissatisfied	5.94%	51
Dissatisfied	1.86%	16
Very dissatisfied	1.98%	17
Not applicable	71.71%	616
	<b>Answered</b>	<b>859</b>
	<b>Skipped</b>	<b>514</b>

**Key Messages:**

- Only 243 of the 616 responses to this question are relevant.
- Over 65% of respondents were either very satisfied or satisfied with the support received from BRS.
- 13.58% were either dissatisfied or very dissatisfied.
- This question has not been asked in earlier surveys, so it is not possible to compare the data with previous years.

**QUESTION 19**

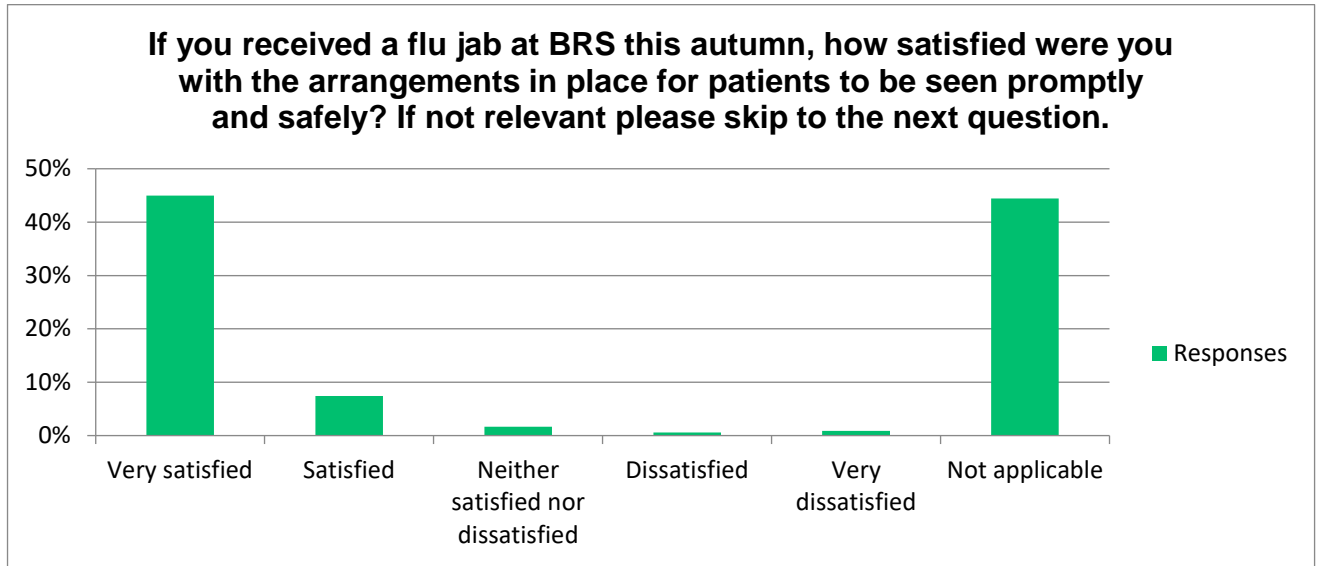


Answer choices	Responses	
Yes	43.44%	434
No	7.61%	76
Not applicable	48.95%	489
Comments		66
	<b>Answered</b>	<b>999</b>
	<b>Skipped</b>	<b>374</b>

**Key Messages:**

- Of the 999 respondents to this question, 489 were N/A.
- 85.1% of valid respondents (434 patients) indicated that they felt that, once the surgery was permitted to offer these services, they operated well.
- 14.9% (76 patients) did not feel this was the case.
- This question has not been asked previously so it is not possible to compare the results with previous years.
- Issues raised in the comments included: a lack of awareness that these services were being offered again and difficulty accessing blood test and smear test appointments. In some cases, patient missed out on routine tests and in one case, the patient's inability to access a blood test meant that they were denied access to the online repeat prescription process.

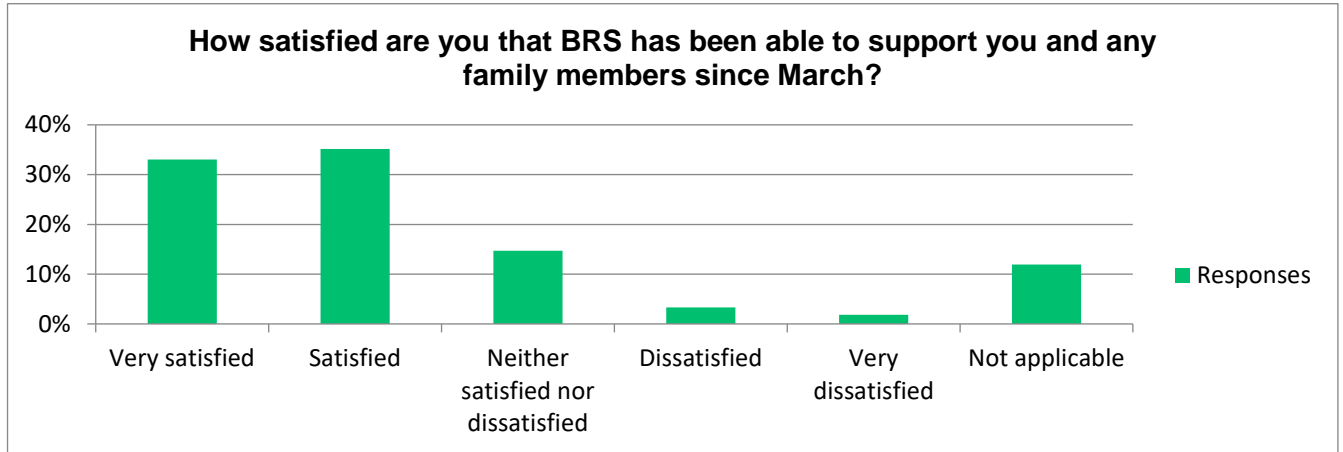
**QUESTION 20**



Answer Choices	Responses	
Very satisfied	44.95%	454
Satisfied	7.43%	75
Neither satisfied nor dissatisfied	1.68%	17
Dissatisfied	0.59%	6
Very dissatisfied	0.89%	9
Not applicable	44.46%	449
Comment		121
	<b>Answered</b>	<b>1010</b>
	<b>Skipped</b>	<b>363</b>

**Key Messages:**

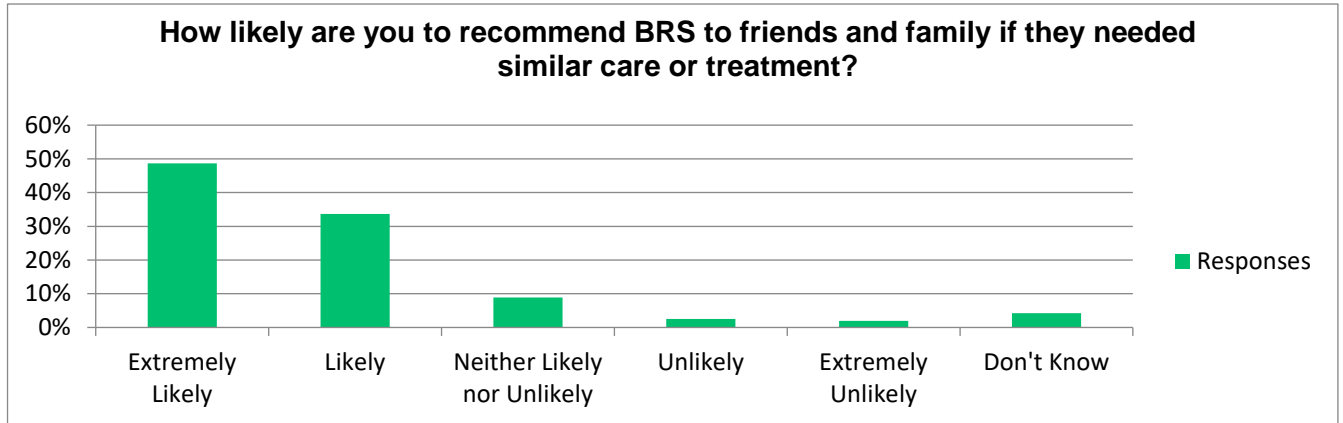
- 561 respondents indicated that this question was applicable (449 N/A & 363 skipped).
- 94.3% of respondents indicated that they were very satisfied or satisfied with the flu jab arrangements.
- 2.67% indicated that they were dissatisfied or very dissatisfied. This was the first-time feedback on the flu jab campaign had been sought and was most encouraging.
- Of the 121 comments, 39 (32%) were highly complementary.
- 15 (12%) had issues including delay in accessing the flu jab, problems with the booking process, lack of communication or problems with the arrangements on the day of attendance.
- 2 patients with visual/hearing impairment had difficulty with the physical arrangements 'fencing off' reception finding this 'unhelpful & upsetting' and the queuing system 'brusque and uncomfortable'.
- Some patients elected to get their flu jab from a pharmacy, either because this was what they'd done before, the wait at BRS was too long or they did not want to bother BRS.

**QUESTION 21**


Answer Choices	Responses		Excluding Not Applicable	
	Percentage	Count	Percentage	Count
Very satisfied	33.03%	359	37.51%	359
Satisfied	35.14%	382	39.92%	382
Neither satisfied nor dissatisfied	14.72%	160	16.72%	160
Dissatisfied	3.31%	36	3.76%	36
Very dissatisfied	1.84%	20	2.09%	20
Not applicable	11.96%	130	100%	
Comment		48		
<b>Answered</b>		<b>1087</b>	<b>100%</b>	<b>957</b>
<b>Skipped</b>		<b>286</b>		

**Key Messages:**

- 957 respondents answered this question (a further 130 ticked 'not applicable').
- Over  $\frac{3}{4}$  (77.4%) of those answering this question indicated they were either very satisfied or satisfied that BRS had been able to support them.
- 5.85% indicated they were either dissatisfied or very dissatisfied.
- This question had not been asked in earlier surveys, so no comparisons are possible.
- 48 respondents added comments. Of these, 16 (33.3%) praised BRS for its support. A further 14 (29%) expressed concerns.

**QUESTION 22**


Answer Choices	Responses	
Extremely Likely	48.63%	534
Likely	33.70%	370
Neither Likely nor Unlikely	8.93%	98
Unlikely	2.55%	28
Extremely Unlikely	1.91%	21
Don't Know	4.28%	47
Comment		48
	<b>Answered</b>	<b>1098</b>
	<b>Skipped</b>	<b>275</b>

**Key Messages:**

This question has been included all BRS patient surveys. A comparison with the previous 2 years reveals:

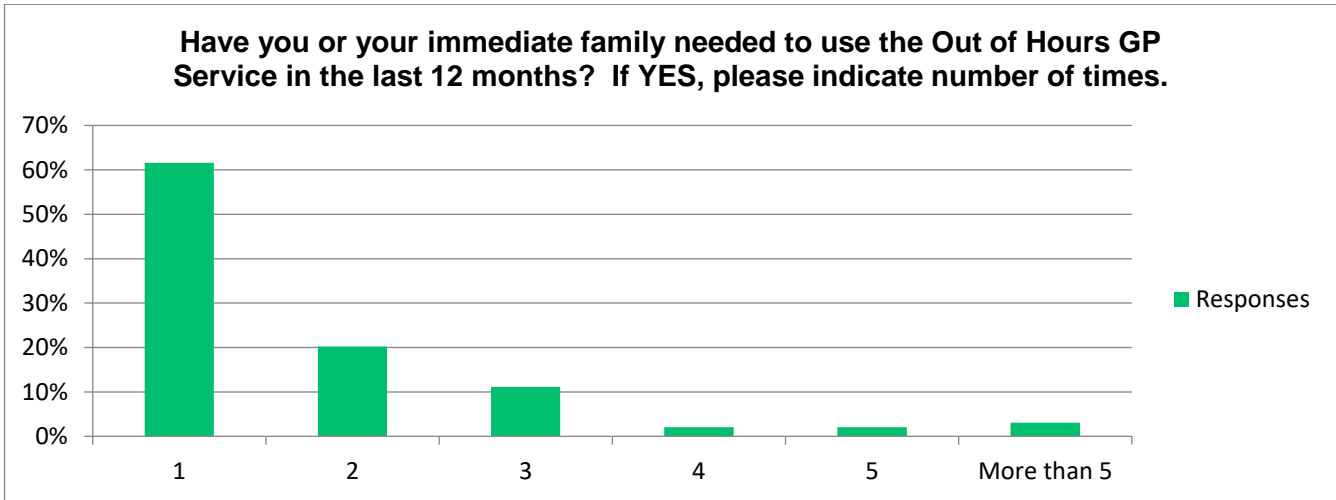
Year	2018	2019	2020
Extremely likely	44.54	51.36	48.63
Likely	35.93	33.79	33.7
Neither likely/unlikely	10.26	9.67	8.93
Unlikely	4.30	2.04	2.55
Very unlikely	2.15	1.50	1.91
Don't know	2.81	1.36	4.28

- 2020 saw a 2.73% fall in the percentage of respondents choosing Extremely Likely compared to 2019. However, this rating was still 4.09% above that for 2018. The percentage choosing Likely remained largely unchanged from 2019 and slightly down on 2018. Taking Very Unlikely and Unlikely together, there was a 0.92% reduction in patients' likelihood to

recommend BRS since 2019 but the 2020 figure is still 1.99% better than in 2018.

- 48 respondents added comments. These revealed: 40% (19 people) were happy/very happy with BRS; 14.5% (7 people) would not recommend BRS as they feel it is already too full or fear it will become so, and 31% (15 people) cited concerns with the service provided by BRS.
- Concerns cited mainly covered appointment waiting times/access to GPs/nurses, new patients not receiving expected level of care, quality of reception staff.

**QUESTION 23**



Answer Choices	Responses	
1	61.62%	61
2	20.20%	20
3	11.11%	11
4	2.02%	2
5	2.02%	2
More than 5	3.03%	3
	<b>Answered</b>	<b>99</b>
	<b>Skipped</b>	<b>1274</b>

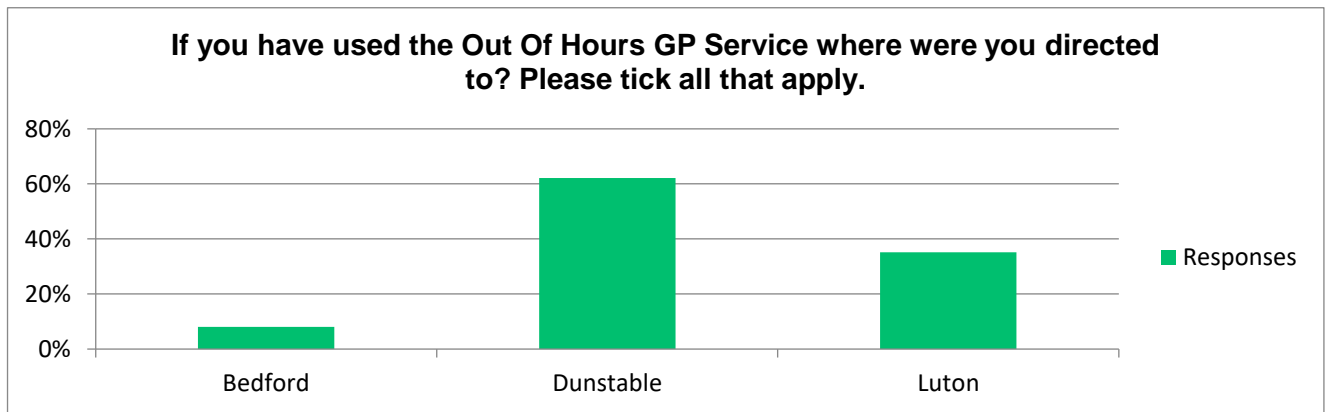
**Key Messages:**

- 7.2% of all respondents completing the survey (99 patients) indicated that they had used the Out of Hours GP Service.
- 61.6% used the service on one occasion.
- 20.2% used the service twice.



- 18.18% used the service on 3 or more occasions, including 3% (3 patients) who needed to use the service on more than 5 occasions.
- The 99 respondents indicated that, in total, they had needed to use the Out of Hours GP Service on 167+ occasions in the preceding 12 months.

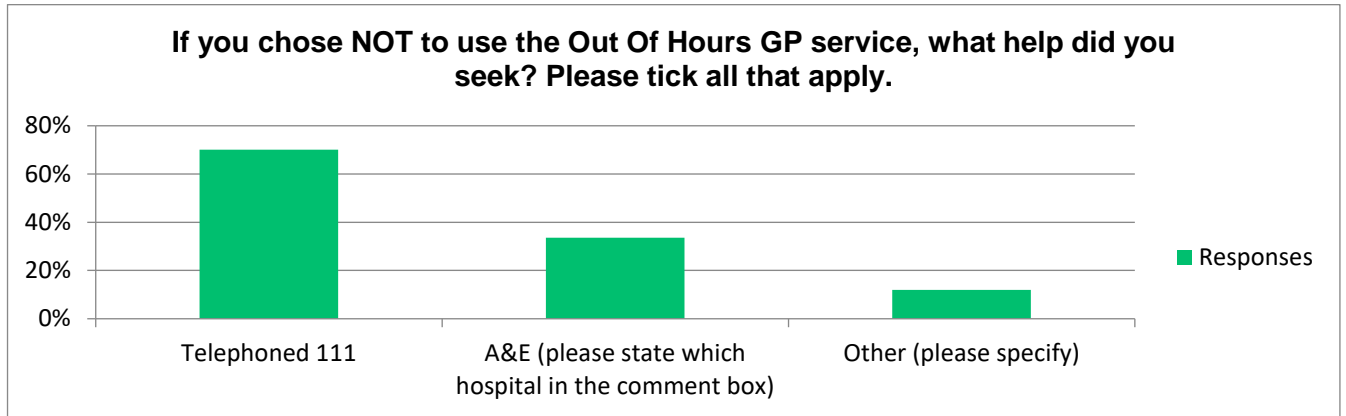
**QUESTION 24**



Answer choices	Reponses	
Bedford	8.11%	117
Dunstable	33.53%	56
Luton	11.98%	20
Comments		<b>30</b>
	<b>Answered</b>	<b>74</b>
	<b>Skipped</b>	<b>1299</b>

**Key Messages:**

- Although in Q23 99 respondents indicated that they had used the OOH service, only 74 went on to answer Q24 'Where were you directed to?'
- Respondents were asked to tick more than one option as appropriate.
- On 62% of occasions patients were directed to Dunstable.
- 35% of patient contacts were directed to Luton.
- 8% of patient contacts were directed to Bedford.
- The comments added by 25 respondents were largely uninformative.
- 3 respondents indicated they had either gone to MKUH or the MK Walk in Centre.
- 5 respondents mentioned contacting NHS 111.

**QUESTION 25**


Answer Choices	Responses	
Telephoned 111	70.06%	117
A&E (please state which hospital in the comment box)	33.53%	56
Other (please specify)	11.98%	20
Comments		67
	<b>Answered</b>	<b>167</b>
	<b>Skipped</b>	<b>1206</b>

**Key Messages:**

Respondents were asked to tick all that apply.

- 176 patients (12% of those responding to the survey) sought help on 193 occasions.
- 70% of respondents had telephoned NHS 111.
- 33% had visited A&E.
- Of the 193 occasions help had been sought, 60.6% involved 'phoning NHS 111, 29% attended A&E and on 10.4% of occasions neither of the above were sought (typically help was attained from pharmacy, family and friends).
- Of the 67 respondents that added comments: 18 patients had gone or been taken to the L&D Hospital, 17 had gone or been taken to MKUH, 1 had been taken to Stoke Mandeville/Wycombe Hospital Trust and 2 respondents had gone to the MK Walk in Centre.

**QUESTION 26**

What more if anything, could the surgery have done regarding accessibility, communication, and treatment since March? Please list any ideas to maintain and improve services.

<b>Answered</b>	<b>239</b>	17.4% of respondents
<b>Skipped</b>	<b>1134</b>	

Of the 239 respondents, 57 (23.85%) expressed satisfaction and/or gratitude to the Bassett Road Surgery team.

Principal concerns and suggestions from the remaining respondents were:

<p><b>Patient Concern: unsatisfactory access to GPs &amp; quality of treatment received</b></p>	<p><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Telephone consultations considered inadequate/inappropriate - some patients feeling 'fobbed off', some demanding a return to F2F consultations, particularly as other medical care e.g. dentists, podiatrists, opticians have been operating largely as normal for months.</li> <li>• Availability of video/F2F consults not widely publicised so patient awareness of these options is limited.</li> <li>• Open-ended timing of telephone calls unacceptable and impossible for those at work.</li> <li>• Insufficient GPs available. Perception reduced hours are being worked. Continuity of care poor. Treatment times protracted now that process requires telephone call first before F2F consultation.</li> <li>• Elderly, vulnerable and physically or mentally disabled feeling ignored, abandoned, lonely and depressed.</li> </ul>	<ul style="list-style-type: none"> <li>• Enable more F2F appointments with PPE and make patients aware that this is possible.</li> <li>• Improved publicity/promotion via all media including hard copy newsletters.</li> <li>• Introduce more tightly defined time slots 30-60 mins. Allow patients to call back if they fail to answer a GP call promptly/not have to rebook the appointment.</li> <li>• Increase the number of online appointments, particularly with established GPs, to enable improved continuity of care and speed up time to treatment.</li> <li>• GP continuity and calls to vulnerable and shielding patients would be welcome. Enable patients with mental illness/hearing impairment/Asperger's and other disabilities to access F2F appointments more easily. Communication by Braille letter or audio cassette requested by a visually impaired patient. Consider those without IT in all communications.</li> </ul>

<p><b>Patient Concern: Difficulties booking GP appointments online</b></p>	<p><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Too few opportunities to book an appointment with preferred GP who knows the patient. Online booking opportunities are predominantly with new/unknown GPs.</li> </ul>	<ul style="list-style-type: none"> <li>• Review the availability of appointments with known/established GPs including via the online booking system.</li> </ul>
<p><b>Patient Concern: Difficulties booking Nurse appointments online</b></p>	<p><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Too few opportunities to book tests online, including bloods, blood pressure, smears. Difficulty in securing timely blood tests results in delayed treatment and can impact patients' ability to order repeat prescriptions online.</li> </ul>	<ul style="list-style-type: none"> <li>• Increase the number and availability of specialist nurses and/or press for a Walk-In clinic in LB.</li> </ul>
<p><b>Patient Concern: Lack of clarity around online booking process</b></p>	<p><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Online appointments are variously described as 'GP telephone call', 'GP appointments' and 'Locum Doctor'. All of these are actually 'phone appointments'. This risks patients, especially those who seldom need to consult a GP, turning up at surgery expecting a F2F appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved messaging on online booking page explaining all online appointments are by 'phone only (and how patients can escalate to video/F2F consultations). Address inconsistencies/confusion in appointment text.</li> </ul>
<p><b>Patient Concern: Difficulty getting ear syringing treatment</b></p>	<p><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Several patients were anxious and concerned that BRS no longer offers ear syringing and the cost of going elsewhere.</li> </ul>	<ul style="list-style-type: none"> <li>• Clarify, via all communications media, the situation regarding the availability or otherwise of ear syringing, including advice and guidance on patients' options.</li> </ul>

<p align="center"><b>Patient Concern: Unsatisfactory customer service from Reception</b></p>	<p align="center"><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• Some members of the reception team treat patients in a discourteous and unhelpful manner. (In some cases, this is having an adverse impact on patients' decisions as to whether to recommend BRS.)</li> <li>• Difficulty getting through on the 'phone to speak to a receptionist; waiting time to get through often cited at 20-35 mins.</li> <li>• Automated telephone messages are perceived as lengthy, officious and off-putting, patients feeling discouraged from engaging with the surgery.</li> <li>• Unacceptable having to call repeatedly over successive days to secure an appointment; this favour those able to use the online system.</li> </ul>	<ul style="list-style-type: none"> <li>• Improve customer service training and performance management and/or replace staff displaying these behaviours.</li> <li>• Increase the number of reception staff/ 'phone lines to relieve the pressure on the team and promote online booking.</li> <li>• Review the content and tone of the automated telephone message.</li> <li>• Enable reception to make bookings that are not just for 'on the day' problems.</li> </ul>

<p align="center"><b>Patient Concern: Unacceptable layout of the Reception Desk</b></p>	<p align="center"><b>Possible Solutions Suggested by Patients</b></p>
<ul style="list-style-type: none"> <li>• The use of chairs to distance patients from the Reception staff is considered inappropriate and unhelpful. Patients with hearing difficulties cannot hear what is being said to them and patients generally need to talk in a raised voice, thus negating any sense of confidentiality.</li> </ul>	<ul style="list-style-type: none"> <li>• Remove the chairs and erect suitable screens. (This was actioned as the chairs were only a temporary measure but having to raise one's voice/lack of confidentiality remains a concern.)</li> </ul>

<b>Patient Concern: Poor quality/infrequent BRS communication</b>	<b>Possible Solutions Suggested by Patients</b>
<ul style="list-style-type: none"> <li>To a large extent, patients became aware of the possibility of video/F2F consultations only after having 'phoned reception and/or spoken to a GP. Some patients chose not to seek help as it appeared 'phone consults were the only option.</li> </ul>	<ul style="list-style-type: none"> <li>Update all communications media to make clear that BRS is 'open for business', explain current processes as well as the services that are/not available.</li> <li>Produce regular electronic and printed newsletters (e.g. monthly) and texts/email updates on BRS' services, processes, staff changes, staff specialisms etc.</li> <li>Undertake a thorough review of the content of the website and check the currency of the information listed. Site a 'Log-in' function more prominently on the home page.</li> <li>Within their role profile, ensure allocated responsibility across all BRS communications to a senior member of staff to ensure the optimum use of all media and the accuracy/currency of all messages, including removal of out of date material.</li> </ul>

<b>Patient Concern: Patients unaware of timing of routine tests</b>	<b>Possible Solutions Suggested by Patients</b>
<ul style="list-style-type: none"> <li>Patients would welcome timely text alerts (or similar) to book their next appointment when they are due their routine blood, diabetes tests etc.</li> </ul>	<ul style="list-style-type: none"> <li>Explore introducing suitable systems/processes.</li> </ul>

<b>Patient Concern: Prescription changes without patient knowledge</b>	<b>Possible Solutions Suggested by Patients</b>
<ul style="list-style-type: none"> <li>Patients are concerned/upset when the Pharmacist changes prescriptions without prior consultation. (In one case, a drug was prescribed which the patient knew they could not tolerate. It took some time to resolve.)</li> </ul>	<ul style="list-style-type: none"> <li>Pharmacist to discuss and agree all prescription changes with patients in advance, ensuring batch prescription arrangements are not disrupted by the changes.</li> </ul>

<b>Patient Concern: In General</b>	<b>Possible Solutions Suggested by Patients</b>
<ul style="list-style-type: none"> <li>• Patient records.</li> <li>• Chairs in consulting rooms are inadequate.</li> <li>• COVID-secure measures.</li> <li>• Walk-in Clinic needed in Leighton Buzzard</li> </ul>	<ul style="list-style-type: none"> <li>• Allow patients to access all their records online.</li> <li>• Provide chairs with arms in all consulting rooms.</li> <li>• ‘Wave to open’ doors, removal of literature, ensuring sanitisers topped up, retain the one-way system, publicise COVID-secure policies and test temperatures on arrival.</li> <li>• Promote concept if/when possible.</li> </ul>

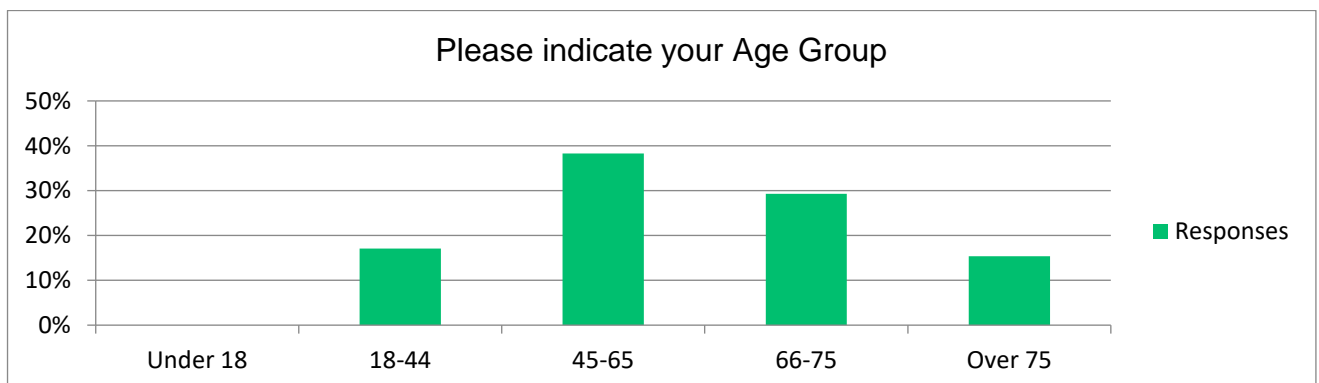
**QUESTION 27**

If you would like to discuss any of your comments further with the PPG. Please leave your email or contact telephone number (indicating the best time to call). The PPG email is [bassettroadppg@gmail.com](mailto:bassettroadppg@gmail.com). Your participation in this survey is completely anonymous, therefore the person contacting you will not have access to your comments.

(40 respondents answered this question; their answers are not listed to ensure patient confidentiality.)

**QUESTION 28**

**Please indicate your age group:**



<b>Answer Choices</b>	<b>Responses</b>	
Under 18	0.00%	0
18-44	17.07%	190
45-65	38.27%	426
66-75	29.29%	326
Over 75	15.36%	171
	<b>Answered</b>	<b>1113</b>
	<b>Skipped</b>	<b>260</b>

**Age of respondents compared with those in years 2018-20:**

<b>Answer Choices</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Under 18	0.00%	0.27%	0.00%
18-44	24%	19.95%	17.07%
45-65	42%	38.26%	38.27%
66-75	29%	28.22%	29.29%
Over 75	5%	13.30%	15.36%

Comparison of the age profiles of this year's respondents with those of the preceding 2 years, the most significant changes are the declining percentage of respondents aged 18-44 years and a marked increase in those aged over 75.

The extent to which this breakdown reflects the total number of BRS' patients over 18 is not known.