

# 2024 Moatfield Patient Survey

## Contents

Introduction .....	1
Methodology.....	1
Results.....	2
Access & appointments: .....	2
Impact of practice team:.....	3
Prevalence:.....	4
Demographics .....	4
Other:.....	5
Appendix 1: Patient Poster .....	6
Appendix 2: Information for staff .....	7
Appendix 3: SMS Messages .....	8
Appendix 4: Contact with charity groups .....	9

Close Date: 03/06/2024

Number of responses: 1,384

Average completion time: 12 minutes

## Introduction

- It is crucial for us as a practice to regularly engage with our patients to better understand their experiences with our services. This helps us identify areas for improvement and prioritise key issues. We expect to receive feedback not only on specific practice-related concerns but also on broader issues impacting patient care.
- Currently, the GP Patient Survey (GPPS) is conducted annually with a select group of patients. In the most recent survey, 316 were sent out, with a 39% response rate (122 responses). As this represents only 0.74% of our registered patients, we cannot confidently say the results are fully representative. Furthermore, since a different patient group is surveyed each year, it becomes difficult to link changes in the results to specific practice-level changes.

## Methodology

We chose to align our survey with the national GP Patient Survey to ensure consistency and enable comparisons where needed

- Questions from the GPPS were extracted and used to create a new survey via Survey Monkey.
- Prior to the survey launch, posters were displayed in patient waiting rooms, and announcements were shared on social media (Appendix 1).
- Staff were briefed about the survey and provided with FAQs and an AccuRx template containing the survey link (Appendix 2 & 3).
- On May 7th, an SMS was sent to all patients with a mobile number on file (Appendix 3).
- Considering the online format and SMS invitations, we identified groups that might be disadvantaged and underrepresented in the survey results.
- On May 9th, we engaged the East Grinstead Community Support Group, which includes charities and third-sector organizations, to help reach harder-to-contact patient groups (Appendix 4).
- On May 10th, another SMS was sent to inform patients that the survey was live and ready to be completed (Appendix 3).
- Hard copy surveys were made available for those unable to participate online.
- To manage inquiries, we asked patients to wait until May 13th before contacting the practice with any issues.
- The survey closed on June 3rd, three weeks after its launch.

## Results

We received a total of 1,384 responses – 1,262 more than the National GP Patient Survey (GPPS). This represents 8.4% of our patient population.

### Access & appointments:

- 50% of respondents found it fairly or very easy to get through to someone at the practice on the phone. This is comparable to the 48% within the GPPS.
- 52% of patients had no preference of the GP they saw for their appointment. 20% had a particular GP they would prefer to see all of the time and 26% had a preference for some appointments but not others.
- 61% tried to make an appointment in the last 3 months
- 36% of patients skipped the question asking what they did before trying to get an appointment. 35% tried to use another service or seek advice elsewhere before making an appointment. 5% of all patients tried to use pharmacy before contacting the practice.

- 37% of respondents wanted their appointment to be on the sameday. 36% wanted the appointment 2-5 days. Only 4% wanted the appointment a week or more later. 22% didn't have a preference.
- 66% were satisfied with the appointment they were offered
- If the patient didn't get an appointment, the main reasons for this were:
  - o There weren't any appointments available for the time or day they wanted (36%)
  - o They couldn't book ahead (34%)
  - o They couldn't see their preferred GP (11%)
  - o They were not offered an appointment (35%)
- 22% of the 369 who answered the question didn't do anything else after not getting an appointment. Most got an appointment another day (22%) or decided to contact the practice another time (15%).
- 60% felt the experience of making an appointment was either fairly good or very good. 23% felt that the experience was either fairly or very poor.
- Of the 472 who completed the question (34% of all), 44% had avoided making an appointment in the last 12 months (19% of all respondents).
- 21% of respondents who tried to contact their GP practice when they were closed used another NHS service.
- Of these, 35% called a NHS helpline (111). 29% went to A&E. 7% went to a pharmacist.

### Impact of practice team:

- 85% of respondents found our patient services team fairly or very helpful. This was slightly lower than the 92% through the GPPS. Within the GPPS, the question asks how helpful the reception team are whereas we asked how helpful our patient service team are.
- 88% of respondents felt the healthcare professional they last saw was either good (27%) or very good (61%). Only 2.7% felt they were poor or very poor.
- 90% of respondents felt the healthcare professional was either good (28%) or very good (62%) at listening to them.
- 89% of respondents felt the healthcare profession was either good (26%) or very good (63%) at treating them with care and concern.
- For those with mental health needs, 62% felt these needs were understood, 26% felt they were partially understood and 10% felt they weren't understood at all.
- 27% of respondents felt they either had partial involvement or no involvement in the decisions about their care and treatment. 62% felt they were definitely involved.
- 93% of respondents had trust in the healthcare they saw or spoke to.
- 92% felt the reasons for their appointment were met.

- 57% of those who answered the question (795) said they did not have a conversation about what is important to them when managing their condition.
- 44% of those who answered the question (390) said they had not agreed a care plan with the healthcare professional.
- For those who had agreed a care plan, 79% found it either very helpful (41%) or fairly helpful (38%)

### Prevalence:

- 13% of the 473 who completed the question said they had a problem with physical mobility. 6% said they were isolated from others.
- 53% of respondents said they have a long-term physical or mental health condition, disability or illness.
- The most prevalent conditions were:
  - o Arthritis or ongoing problem with back or joints (32%)
  - o A breathing condition such as asthma or COPD (27%)
  - o High blood pressure (29%)
  - o A heart condition (13%)
  - o Diabetes (12%)
  - o 'another long-term condition' (24%)
- 58% of those with a long-term condition said that their condition reduced their ability to carry out their day-to-day activities either a little (41%) or a lot (17%)
- 25% felt very confident in managing their condition, 59% felt fairly confident and 15% didn't feel confident.

### Demographics

- 64% of respondents were female. 35% were male. 1 patient identified as non-binary and 9 patients preferred not to say.
- 90% of respondents were white English, Welsh, Scottish, Northern Irish or British
- 5% were 'any other white background'.
- 3% of respondents were aged 25-34. 14% were 45 – 54. 24% were 55 – 64. 26% were 65-74. 18% were 75-84.
- 42% of respondents were fully retired from work and 31% were in full-time paid work. 15% were in part-time paid work. 3% (41) are permanently sick or disabled.
- 14% give 1-9 hours of support or care to family, friends, neighbours or others.
- 4 patients were deaf and use sign language

### Other:

- 16% of respondents found our website very useful and 37% found it fairly useful. Interestingly, 24% hadn't tried to access the website at all.
- 54% of respondents said their experience of their GP practice was very good, 26% felt it was fairly good and 20% felt it was poor, very poor or neither good nor poor.



# Patient Survey

We want to better understand your experience of our services. To do so we have released a patient survey covering all aspects of our services.

## How can you take part?

- Complete the survey link sent out on the 10th of May.
- Ask a member of our practice team to send you a survey link via email or text message.
- Scan this QR code



**Thank you!**

# Appendix 2: Information for staff

PATIENT SURVEY 10/05/24



## Patient Survey Information

### Contents

Patient Survey Information	1
Patient Requests/Queries	1
1. I haven't received a survey link yet	1
2. Please could I be sent a link to my email address?	1
3. Why are we releasing this survey?	1
4. What about patients who don't have access to a mobile phone or the internet?	2
Survey Message	2
Phone Message	2
Website information	2
FAQs	3
1. Why is Moatfield running this survey?	3
2. I haven't received a link yet, how do I receive one?	3
3. I received the link to my mobile phone but my phone can't open the survey, what are the other ways I can complete the survey?	3
4. Am I able to collect a hard copy of the survey?	4
5. What about patients who don't have access to a mobile phone or the internet?	4

### Patient Requests/Queries

- 1. I haven't received a survey link yet**
  - The survey is being sent out to all patients on the 10<sup>th</sup> in a batch message. This is done in waves so some patients will receive the link before others. If they haven't received a link by the 13<sup>th</sup>, we can send them an AccuRx with the link. The AccuRx template is titled 'Patient Survey'.
- 2. Please could I be sent a link to my email address?**
  - We can use the AccuRx to send the survey to patients via email. Again, the template name is 'Patient Survey'.
- 3. Why are we releasing this survey?**
  - As a practice, it is incredibly important for us to regularly engage with our patient population to understand your experiences of using our services. By doing so, we can better understand what areas to focus on and improve. We anticipate receiving feedback on specific issues relating to us as a practice but also feedback reflecting

PATIENT SURVEY 10/05/24



wider issues. It is no secret that general practice is currently experiencing a time of great difficulty. Patients and GP practices across the country are continually flagging and highlighting the current issues facing general practice. We hope that by collecting feedback, we can support changes on a national and local level. If you would like to understand more about the pressures facing general practice, we would recommend you visit the 'rebuild GP' website.

- 4. What about patients who don't have access to a mobile phone or the internet?**
  - We understand and appreciate that not all patients have access to a mobile phone or the internet. We will be putting out posters in waiting rooms and ensuring all staff are aware of the survey for those who may not receive the initial message. We have also engaged with local charities and services to inform them of the survey. They will be updating us with any patients who would like to provide some feedback but are not able to do so.

### Survey Message:

We are pleased to be releasing our patient survey. The purpose of this survey is to allow us to better understand how our patients feel about our services. We would be incredibly grateful if you could take the time to complete this for us. There are 53 questions which mirror the National GP Patient Survey questions. The estimated completion time is 8-10 minutes. Thank you in advance for your time and input.

### Phone Message:

This afternoon we will be releasing our online patient survey. The survey link will be sent out to all patients registered at Moatfield Surgery. This will be done in waves so there will be some patients who receive the survey before others. If you don't haven't received a survey link, please wait until next week to raise this with the practice. For more information about our survey, please visit our practice website.

### Website information

We are excited to have released an online patient survey.

The purpose of this survey is to allow us to better understand how our patients feel about our services. The 53 questions in this survey come from the National GP Patient Survey and cover everything from your experience of booking an appointment to the standard of care you received during your appointment.

The GP Patient Survey is an independent survey run by Ipsos on behalf of NHS England. The survey is sent out to over two million people across the UK. The results show how people feel about their GP practice. Although this is sent out to millions of patients across England, only 106 were completed by Moatfield Surgery patients.

PATIENT SURVEY 10/05/24



The survey link is being sent out to all patients registered at Moatfield Surgery on Friday 10 May 2024. If you have not received a message yet, please wait until next week (w/c 13 May 2024) to raise this with the practice.

### Important – This survey is for Moatfield patients only.

The survey is not available to patients registered with another practice such as Modality Mid Sussex (Ship Street, Judges Close, Crawley Down & Park View), Ashdown Forest or Lingfield Surgery.

If you have received the survey link, please do not share this on social media pages. We want to ensure the responses we receive accurately reflect the views of Moatfield patients. If you are aware that a Moatfield patient has not received the survey link, please ask them to contact the practice.

For more information about the National GP Patient Survey, please click the link below:

<https://gp-patient.co.uk/about>

### FAQs

#### 1. Why is Moatfield running this survey?

As a practice, it is incredibly important for us to regularly engage with our patient population to understand your experiences of using our services. By doing so, we can better understand what areas to focus on and improve. We anticipate receiving feedback on specific issues relating to us as a practice but also feedback reflecting wider issues. It is no secret that general practice is currently experiencing a time of great difficulty. Patients and GP practices across the country are continually flagging and highlighting the current issues facing general practice. We hope that by collecting feedback, we can support changes on a national and local level. If you would like to understand more about the pressures facing general practice, we would recommend you visit the 'rebuild GP' website:

<https://rebuildgp.co.uk/for-our-patients>

We have decided to mirror the questions used within the national GP Patient Survey to maintain consistency in results.

#### 2. I haven't received a link yet, how do I receive one?

The survey is being sent out on Friday 10 May to all patients. Any message which is sent to all patients, like this one, is sent out in waves meaning there will be some patients who receive the survey link before others. Please wait until the 13<sup>th</sup> of May before contacting the practice for a survey link. If by the 13<sup>th</sup> of May, you still haven't received the survey link, please contact the practice or let any of the practice team know and they will be able to send a link directly to you.

As mentioned above, this survey is for Moatfield patients only so if you are registered with a neighbouring practice, we are afraid that you will not receive a survey link.

PATIENT SURVEY 10/05/24



#### 3. I received the link to my mobile phone but my phone can't open the survey, what are the other ways I can complete the survey?

If you are having difficulties accessing the survey on your mobile phone, we can resend the link to you via email. As mentioned above, please wait until the 13<sup>th</sup> of May before requesting this through the practice.

Unfortunately, we aren't able to provide hard copies of this survey. This is due to the cost and environmental impact of printing the required number of surveys. However, we are happy to accept hard copies if you know someone who can print a copy of the survey for you. You may also be able to print a copy of this survey from a local library.

#### 4. Am I able to collect a hard copy of the survey?

As mentioned above, unfortunately, we aren't able to provide hard copies of this survey. This is due to the cost and environmental impact of printing the required number of surveys. However, we are happy to accept hard copies if you know someone who can print a copy of the survey for you. You may also be able to print a copy of this survey from a local library.

#### 5. What about patients who don't have access to a mobile phone or the internet?

We understand and appreciate that not all patients have access to a mobile phone or the internet. We will be putting out posters in waiting rooms and ensuring all staff are aware of the survey for those who may not receive the initial message. We have also engaged with local charities and services to inform them of the survey. They will be updating us with any patients who would like to provide some feedback but are not able to do so.

## Appendix 3: SMS Messages

SMS sent on 07/10:

*'We are excited to be sending out an online patient survey later this week. The survey will be sent out on Friday 10/05 and will cover everything from your experience of booking an appointment to the standard of care you received during your appointment. It is incredibly important for us to better understand the experience of our patients so we thank you in advance for taking the time to complete this survey. Thank you Moatfield Surgery.'*

SMS sent on 10/10:

*'We are pleased to be releasing our patient survey. The purpose of this survey is to allow us to better understand how our patients feel about our services. We would be incredibly grateful if you could take the time to complete this for us. There are 53 questions which mirror the National GP Patient Survey questions. The estimated completion time is 8-10 minutes. Survey Link: <https://www.surveymonkey.com/r/KQML3Y9> Thank you in advance for your time and input. Thank you Moatfield Surgery'*

SMS sent to confirm survey close date:

*'We'd like to take a moment to say thank you to everyone who has completed our patient survey so far. We've had roughly 1,300 responses so far which is brilliant. The survey will close on Monday the 3rd of June so if you haven't completed the survey yet, please follow the link below: <https://www.surveymonkey.com/r/KQML3Y9> Thank you Moatfield Surgery'*

AccuRx Staff Message:

*'Thank you for your interest in our patient survey. Please use the link below to provide your feedback on our services. <https://www.surveymonkey.com/r/KQML3Y9>'*



## Appendix 4: Contact with charity groups

Thank you so much for sending this update, I will be sure to share it with the practice team.

On a different topic, we wanted to make local services aware that we are sending out an online patient survey tomorrow. Unfortunately, we aren't able to print out copies for the survey (16,000 x 4 pages becomes very costly) but if you talk with any Moatfield patients who don't have access to the internet or a mobile phone but would like to give some feedback, please could you let me know so we can print them a copy.

If you are able to share this with other services, I would be incredibly grateful as we want to make sure we are reaching all patients who may not be reached through our batch text/email communication.

Kind regards,  
Michael

Michael Bebbington  
Operations Manager

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Dear friends,  
Michael from Moatfield asked if we could spread the message about an online patient survey, to try to improve outreach and services. His message is below and the flyer attached, if you encounter Moatfield patients in the coming days  
Best regards



**East Grinstead Foodbank**  
Jubilee Community Centre  
Charlwoods Road  
East Grinstead RH19 2HL