



## Survey of Patients' Opinions, 2019

### Key points

1. **Survey** took place between 10<sup>th</sup> November 2018 and 15<sup>th</sup> January 2019. 329 patients responded, about 4% of the patients registered with the practice. A majority were over 65.
2. **Deterioration in patient experience.** 55% of respondents considering the Practice to be very or fairly good—a significant decline compared to previous surveys. Just over half the comments on the quality of care were complimentary.
3. **Good clinical experience.** Most respondent were satisfied with the medical and nursing care. However, responders considered that mental health problems were poorly understood.
4. **Difficult to get an appointment.** 69% patients reported that they were successful in booking the appointments they requested; many respondents were critical of the difficulties and delays they encountered in getting appointments. A patient is unlikely to get an appointment if follow-up is required within a week because no appointment is available. An in-depth review of the appointment system and doctor availability is indicated. There was also concern at long weekends without access to a Practice doctor.
5. **Potential for better deployment of staff.** Most patients requested appointments with GPs rather than with nursing staff. Only 16% asked to see or speak to a nurse, even though nurses are qualified to carry out a large range of functions at the surgery.
6. **Concern at lack of continuity of care.** Respondents main concern was the inability to see the same doctor each visit. Respondents object to having to go over the same discussions each time they see a different doctor and value seeing a doctor who knows them. The named doctor system was notional. Respondents also were unhappy that follow-up had to be initiated by them rather by their doctor.
7. **Dissatisfaction with urgent care.** Only 38% of respondents found the present system for urgent (same day) appointments to be satisfactory, while 46% thought it to be fairly or very unsatisfactory. There can be a long wait for the duty doctor to ring back and telephone triage is not always popular.
8. **Delays in getting through on the phone.** 34% reported difficulties, though 75% of respondents found the receptionists helpful.

Read the full report at [www.dartpatients.co.uk](http://www.dartpatients.co.uk)