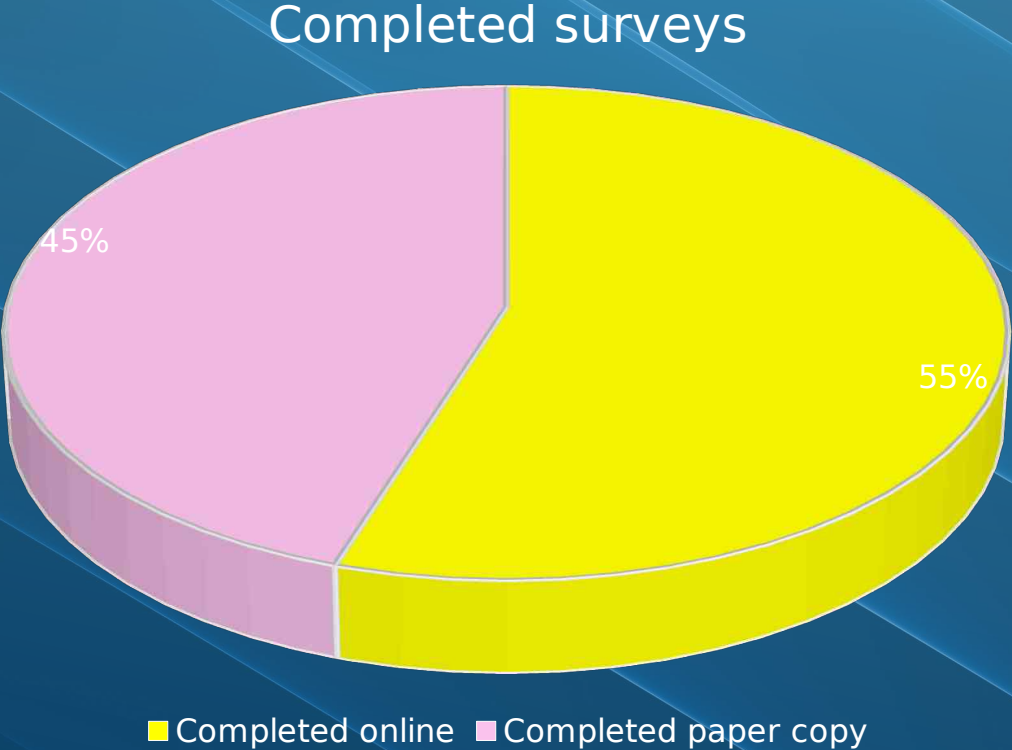


# CUMBERLAND HOUSE SURGERY

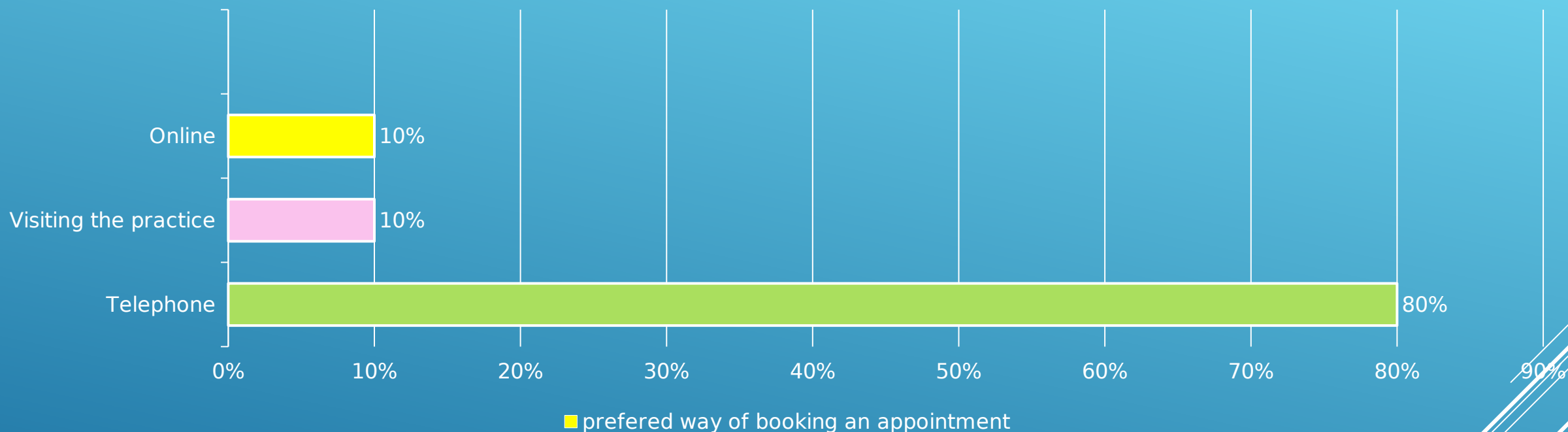
Patient survey: Spring 2022

In association with the PPG

A total of 825 surveys have been completed both online via the practice website and paper copies handed to patients during their visit to the practice.



# Preferred way of booking an appointment

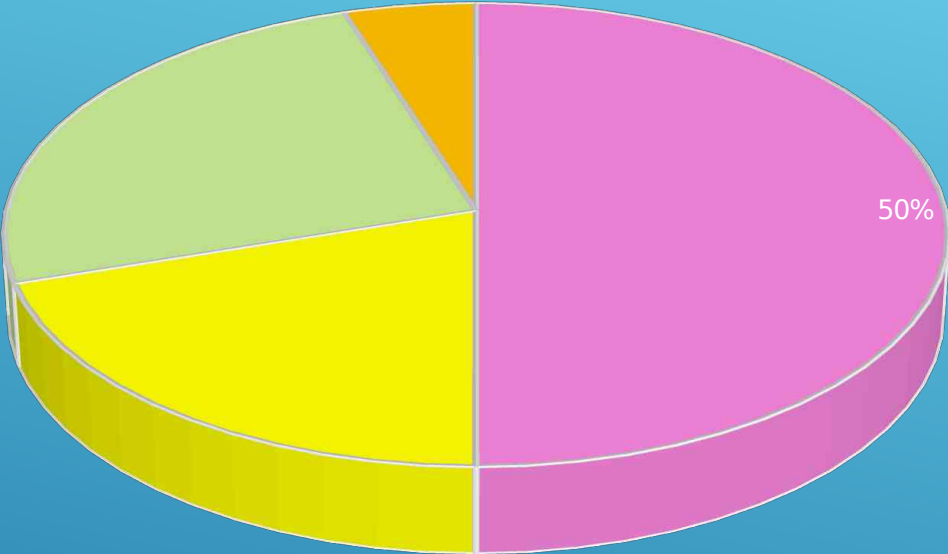


80% OF PATIENTS PREFER TO USE THE TELEPHONE

10% OF PATIENTS PREFER TO USE ONLINE ACCESS

10% OF PATIENTS PREFER TO VISIT IN PERSON TO BOOK AN APPOINTMENT

# How would you rate your experience when making an appointment?

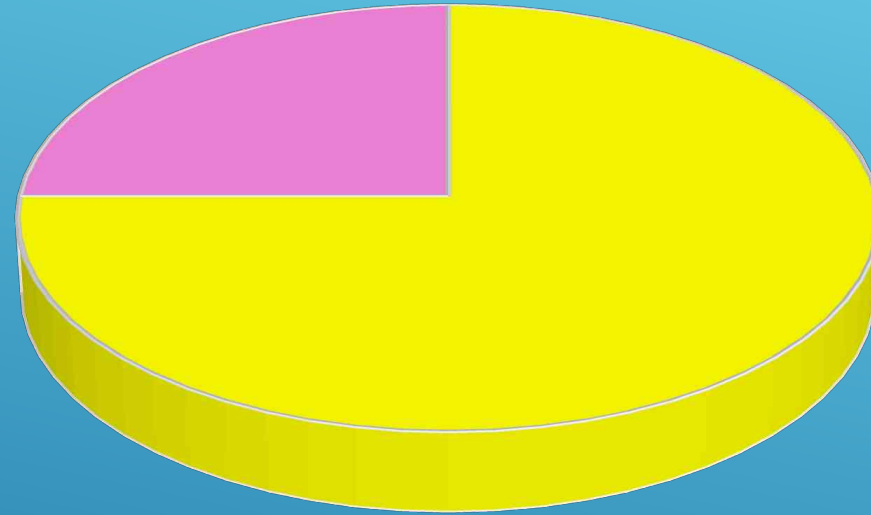


■ Scored 9 or 10   ■ Scored 6 or 7   ■ Scored 3 or 4   ■ Scored less than 3   ■ 10

WE ASKED PATIENTS TO SCORE THEIR EXPERIENCES BETWEEN 1 AND 10, 1 BEING VERY DIFFICULT, 10 BEING VERY EASY.

- 50% OF PATIENTS SCORED THEIR EXPERIENCE AS A 9 OR 10
- 20% SCORED THEIR EXPERIENCE AS A 6 OR 7
- 25% SCORED THEIR EXPERIENCE AS A 3 OR 4
- ONLY 5% OF PATIENTS GAVE A SCORE OF BELOW 3

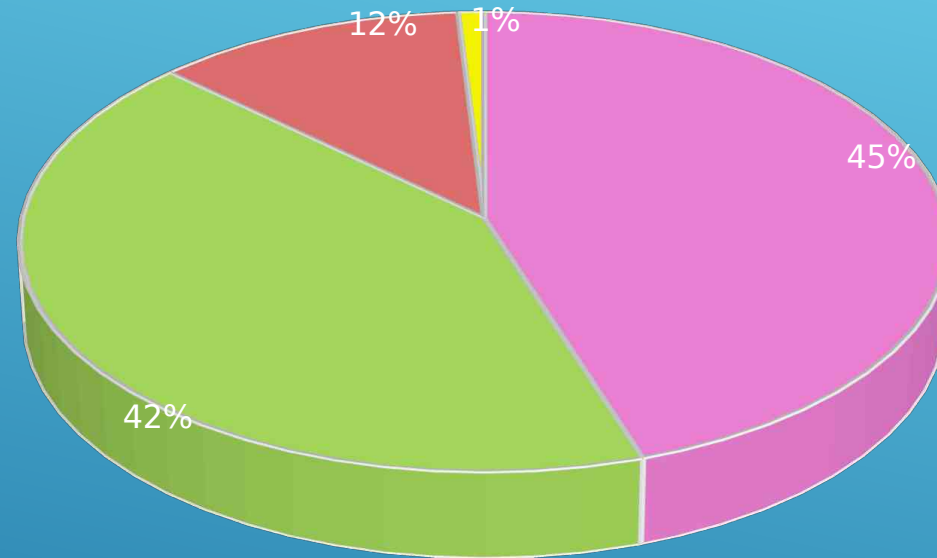
# When did you last see a member of the medical staff



■ Within the last month      ■ Between 1 and 3 months ago      ■ Between 3 and 6 months ago  
■ Between 6 and 12 months ago      ■ More than 12 months ago      ■ Can not remember or never

OF THE PATIENTS SURVEYED 75% OF THEM  
HAD SEEN A CLINICIAN WITHIN THE LAST  
MONTH, 25% WITHIN 3 MONTHS.

# Satisfaction with availability of appointments



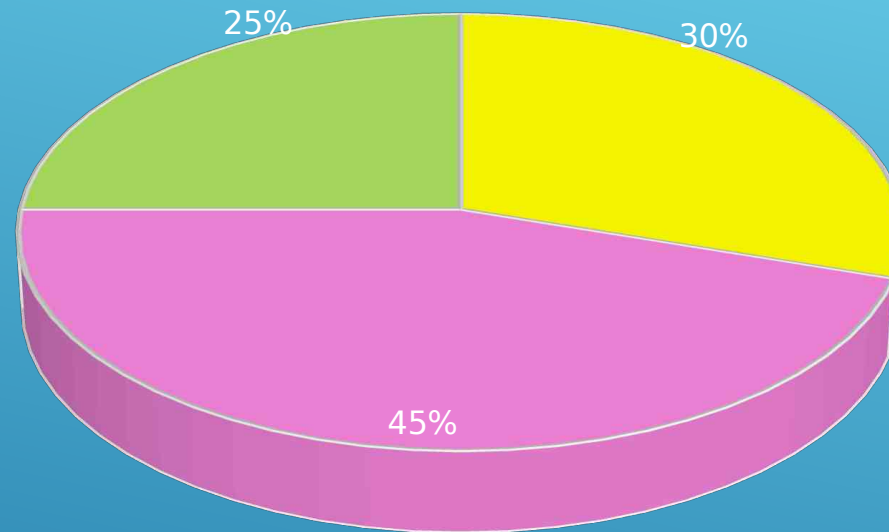
■ Scored 9 or 10 ■ Scored 7 and 8 ■ Scored 5 and 6 ■ Scored below 4

WE ASKED PATIENTS TO SCORE THEIR SATISFACTION WITH THE AVAILABILITY OF APPOINTMENTS.

1 NOT SATISFIED AND 10 VERY SATISFIED.

45% OF PATIENTS SCORED US A 9 OR 10 WITH ONLY 1% SURVEYED SCORING 4 OR BELOW.

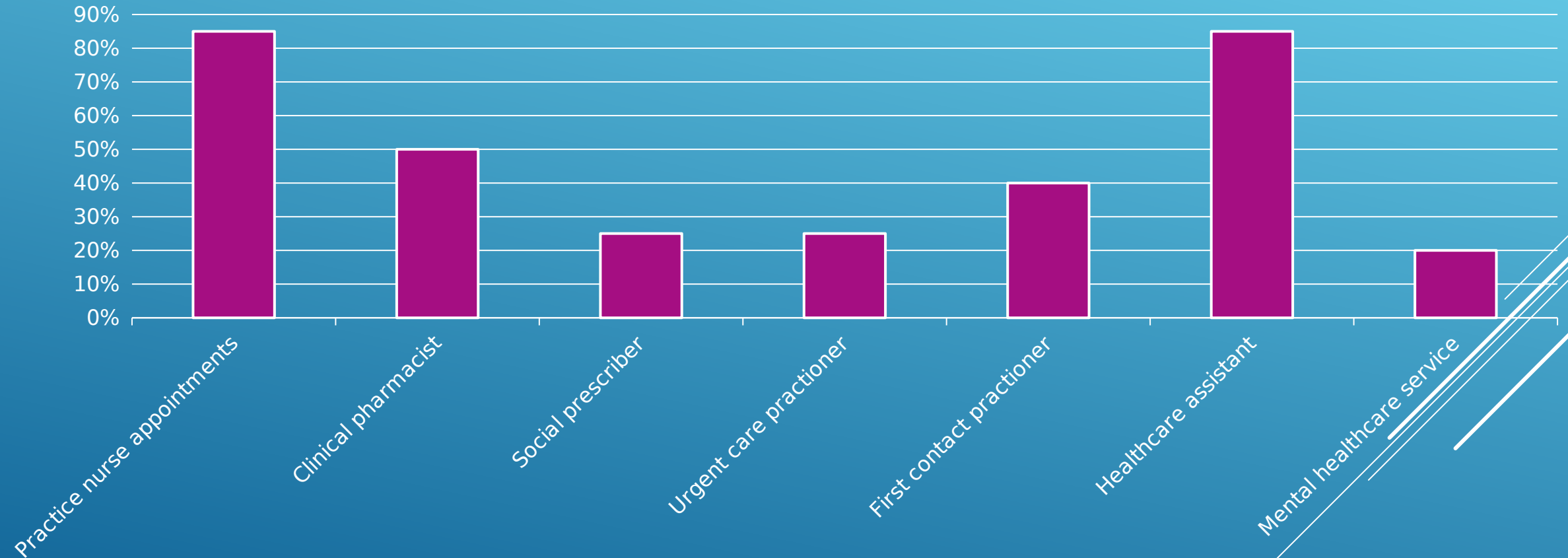
# What is the most important aspect of seeing a GP



- That the GP clearly explains what I need to know
- That the GP listens to me
- That I clearly understand the outcomes of my visit

WE ASKED PATIENTS TO RANK THE ABOVE QUESTIONS IN ORDER OF IMPORTANCE TO THEM.  
45% RANK THE GP LISTENING TO THEM AS THEIR NUMBER ONE REQUIREMENT.  
30% RANKED THE GP CLEARLY EXPLAINING WHAT THEY NEEDED TO KNOW AS MOST IMPORTANT.  
25% RANKED THEY LEFT THE APPOINTMENT WITH A CLEAR UNDERSTANDING AS MOST IMPORTANT.

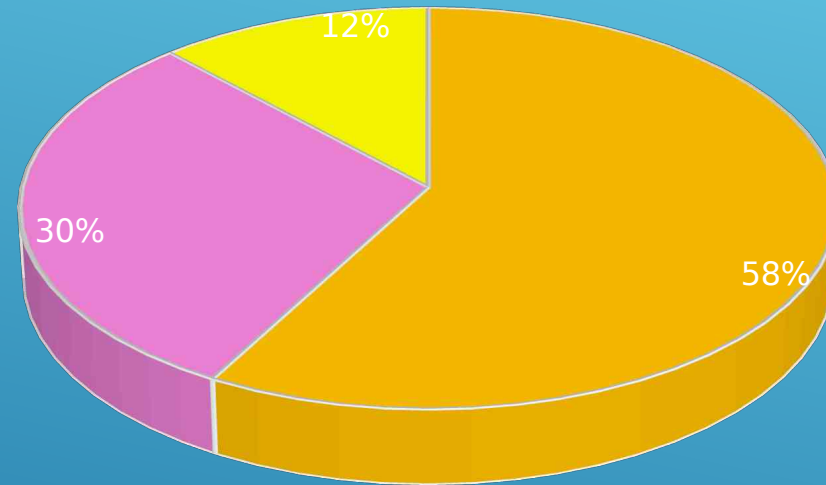
# We asked patients if they were aware we offered these services



■ We asked patients if they were aware we offered these services



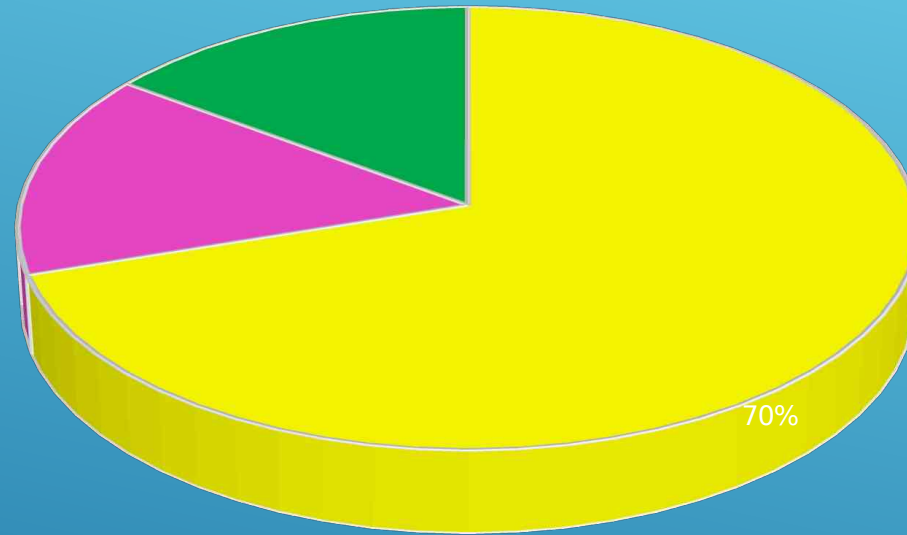
How helpful do you find the reception service (face to face or telephone)



■ Scored 9 or 10 ■ Scored 7 or 8 ■ Scored 6 ■ Scored 5 or below

WE ASKED THE PATIENTS TO SCORE THE HOW HELPFUL THEY FOUND THE RECEPTION STAFF. 1 BEING NOT HELPFUL TO 10 VERY HELPFUL

During your last appointment, did you feel you had enough time with the medical staff.



■ Scored 9 or 10 ■ Scored 8 ■ Scored 6 or 7 ■ Scored below 5

THE QUESTION ASKED THE PATIENTS TO RATE BETWEEN 1 AND 10. WITH 1 BEING NOT AT ALL TO 10 BEING VERY GOOD.

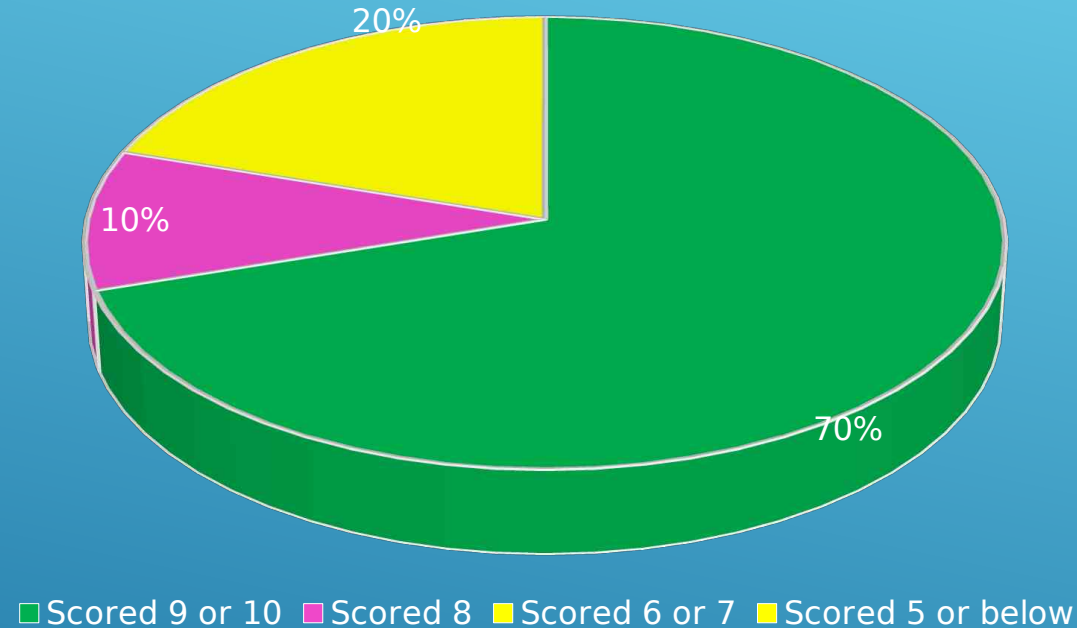
70% OF THE PATIENTS THAT COMPLETED THE SURVEY FELT THEY HAD ENOUGH TIME WITH THE MEDICAL STAFF.

0% SCORED 8

15% SCORED 6 OR 7

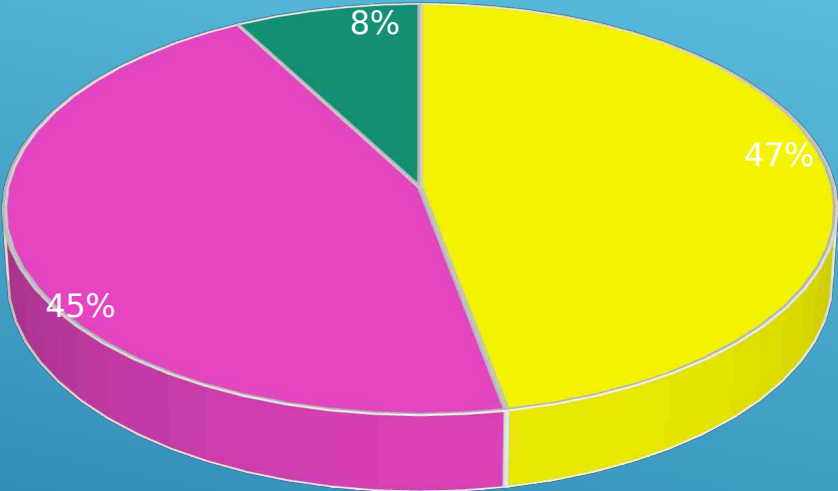
15% SCORED 5 OR BELOW.

During your last appointment with a member of the medical staff, did you feel that you had a quality experience?



PATIENTS WERE ASKED TO RATE THEIR EXPERIENCE BETWEEN 1 AND 10, 1 BEING POOR, 10 BEING VERY GOOD

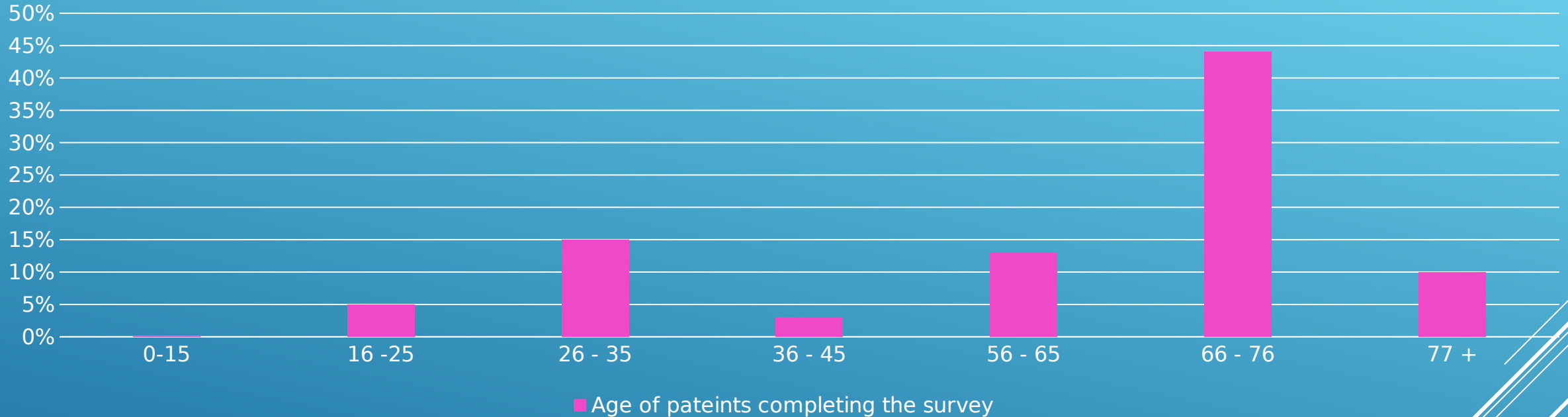
# Overall, how would you describe your experience using Cumberland House



■ Scored 9 or 10 ■ Scored 7 or 8 ■ Scored 6 or below

WE ASKED THE PATIENTS TO RATE THEIR OVERALL EXPERIENCE OF THE PRACTICE BETWEEN 1 AND 10  
47% OF PATIENTS SURVEYED SCORED 9 OR 10 – EXCELLENT.

# Age of patients completing the survey



WE ASKED PATIENTS THEIR AGES, THERE WAS THE OPTION NOT TO SAY BUT ALL PATIENTS ANSWERED THIS.

5% OF PATIENTS SURVEYED WHERE 16-25

15% WERE 26 – 35

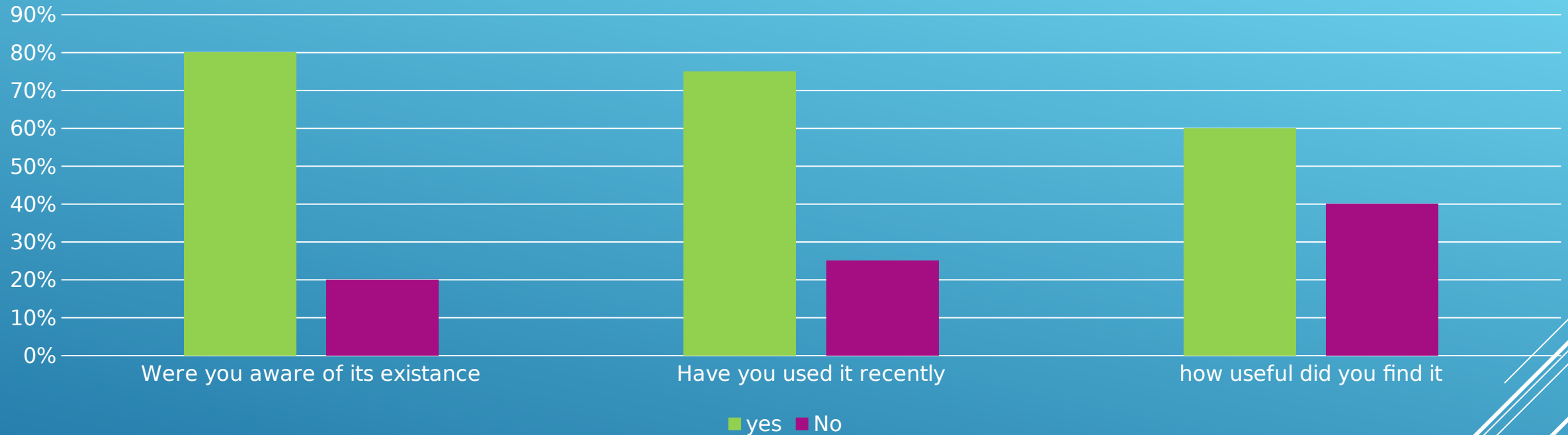
3% WERE 36 – 45

13% WERE 56 – 65

44% WERE 66 – 76

10% WERE 77+

# Questions about the practice website



WE ASKED THE PATIENTS SURVEYED:

\* IF THEY WERE AWARE OF OUR WEBSITE?

\* HAD THEY USED IT IN THE LAST YEAR?

\* HOW USEFUL THEY FOUND IT – BETWEEN 1 AND 10 –  
60% SCORED ABOVE 8

# The agreed action plan is as below:

- **Increase online appointment capacity** – enabling patients to book on-line could and should reduce the number of calls arriving at the Surgery's reception easing the pressure on that resource.
- **Advertise Patient Access/NHS app** – familiarising patients with the facilities offered by either of these apps will again reduce the number of calls arriving at the Surgery's reception.
- **Improve ordering of repeat prescriptions** – patient satisfaction can be improved by providing feedback on status of repeat prescriptions.