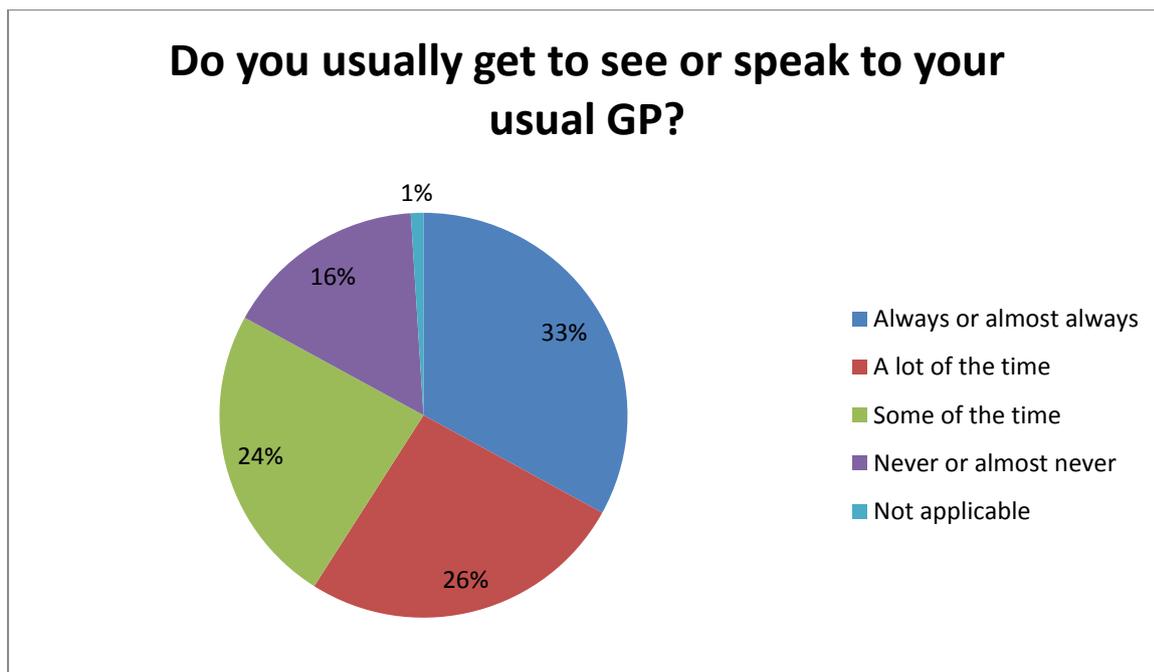


2016 Patient Survey Analysis, comparisons and Patient comments



As you can see by the percentages, 59% of patients that completed the survey felt that they see their usual GP a lot of the time or always or almost always. This compares to 60% in the National Patient Survey

As a practice we try to ensure that where possible patients have continuity of care from their usual GP. This is not always possible i.e. when a GP is on leave. Also the more popular GPs tend to get booked up in advance, which can result in longer waits for this GP.

The practice believes that the reason why only 59% of patients *see or speak to their usual GP* "always or almost always" and "a lot of the time," is due to the fact that St.David's Family Practice patients can access 14 Doctors, due to our status as a training practice. Generally, a non-training practice with a similar list size might only have access to 5 Doctors. The greater choice we are able to offer additionally means that patients have access to a greater number of available appointments.

Analysis compared to 2014 National Patient Survey:

	St.David's Family Practice 2014	Local Area CCG 2014	National 2014
Always or almost always	36%	32%	36%
A lot of the time	24%	21%	23%
Some of the time	33%	36%	32%
Never or almost never	7%	11%	8%
	Total respondents 58	Total respondents 2,821	Total respondents 406,214

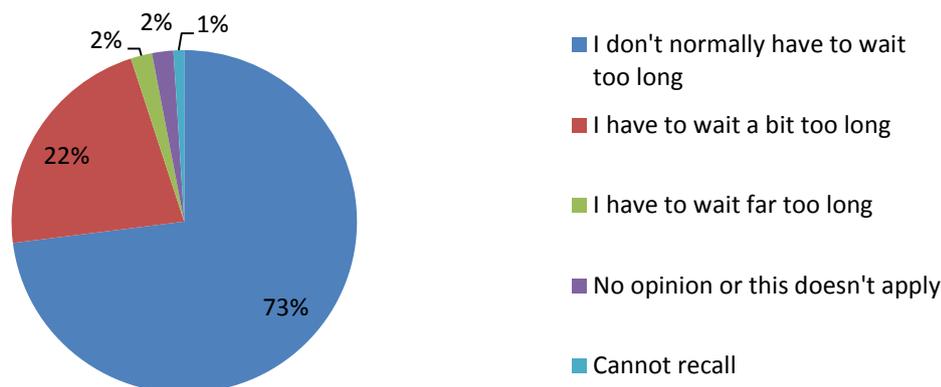
Patient comments:

"Shared between two special ones" - "He's left" - "I like to see Dr. Obrie but he seems busy a lot"

"Book online first available Doctor" - "Don't ask for any particular GP" - "Don't always ask for my Doctor"

"Annoying" - "Yes very good" - "Only when needed to see usual GP" - "No appointments"

Do you feel that you don't normally have to wait too long to be seen?



As you can see from the results above, 73% of patients that completed the survey feel that they are seen in good time and do not need to wait too long to be seen by a GP. Compared to the GP National Patient Survey of 76%, this illustrates that waiting times for appointments have slightly increased from those experienced at the time of the National Survey in late 2014. Whilst this is disappointing, our practice performance compared to the CCG and National outcome is very favourable.

In the weeks leading up to our 2016 Patient Survey, St David's Family Practice had been monitoring the impact of the numbers of patients failing to attend for their booked appointment, without informing us that they would not be attending. In the two weeks immediately before the Committee meeting of 3 March 2016, 61 and 79 patients respectively, did not attend. Had we been informed, these appointments could have been offered to other patients and which may have had a bearing on the outcome to this particular question.

Additionally, we sense from patient comments that there may have been some confusion with clarity of the question. The intention of the National Survey was in respect of the waiting time between seeking an appointment and the date of the appointment offered; not enquiring of the length of wait between checking in for the appointment and being "called" by the Doctor

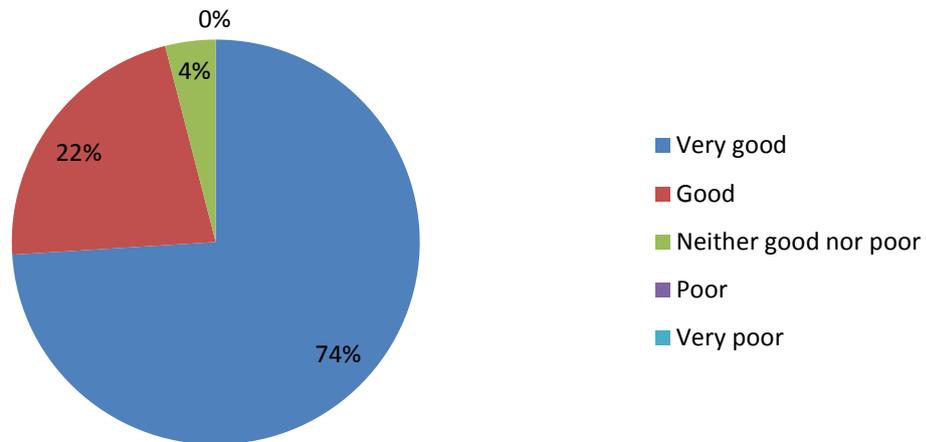
Analysis compared to 2014 National Patient Survey:

	St.David's Family Practice 2014	Local Area CCG 2014	National 2014
I don't normally have to wait too long	76%	58%	58%
I have to wait a bit too long	13%	25%	25%
I have to wait far too long	5%	9%	9%
No opinion or this doesn't apply	6%	7%	8%
	Total respondents 161	Total respondents 5,320	Total respondents 820,887

Patient comments:

"Usually less than 10 minutes" - "I had to wait a week for my appointment today" - "No wonderful people on desk" - "Always manage to get emergency on the day otherwise a couple of days for general" - "2 weeks for my doctor. Emergency not always convenient; daughter diabetic and have to take her out of school for this" - "I don't normally have to wait" - "The earliest appointment I would get as 5 days" - "Always ready for you" - "Usual doctor can take up to two weeks otherwise a couple of days" - "Appointments to see own Dr seem to take too long" - "Very good" - "A little long"

Was the last GP you saw or spoke to good at involving you in decisions about your care?



As the data above shows, 96% of patients felt that the GP was good or very good at involving them in decisions about their care. This is an increase from the 78% in the National GP Patient Survey.

Since the GP Patient Survey in late 2014, the GPs have been actively proactive and ensuring that patients are informed of all options when making decisions involving their care.

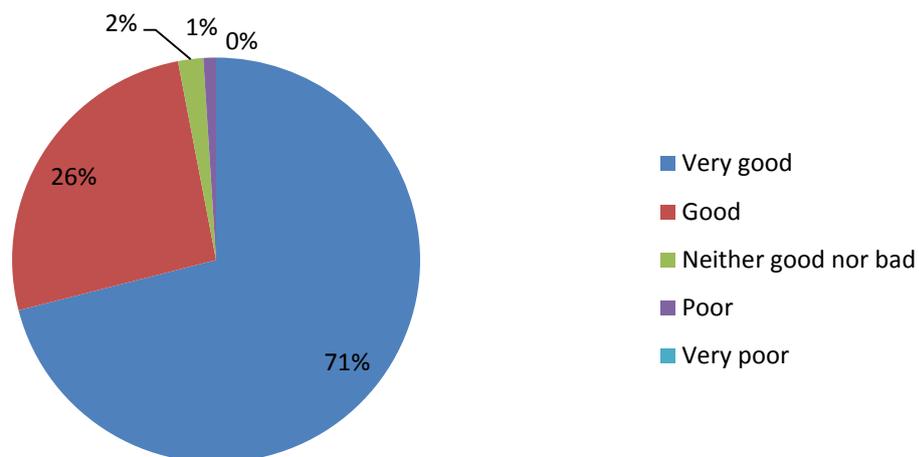
Analysis compared to 2014 National Patient Survey:

	St.David's Family Practice 2014	Local Area CCG 2014	National 2014
Very good	40%	40%	43%
Good	38%	39%	38%
Neither good nor poor	20%	15%	14%
Poor	2%	4%	3%
Very poor	0%	2%	2%
	Total respondents 147	Total respondents 4,818	Total respondents 748,613

Patient comments:

"Always" - "Yes Dr Obrie wonderful" - "Fantastic Doctor Cockett – very helpful" - "Excellent" - "Very thorough" - "I love my doctor" - "X-lent" - "Listens and friendly"

Was the last GP you saw or spoke to, good at treating you with care and concern?



The results above show that there has been an increase in the view of patients, that the GPs are treating them with care and concern. The 2014 National GP Patient Survey showed that 82% of patients felt that they were treated with care and concern, whilst our recent internal survey indicates that this has increased to 97%.

Analysis compared to 2014 National Patient Survey:

	St.David's Family Practice 2014	Local Area CCG 2014	National 2014
Very good	43%	45%	48%
Good	39%	39%	38%
Neither good nor poor	13%	11%	10%
Poor	2%	3%	3%
Very poor	2%	2%	2%
	Total respondents 159	Total respondents 5,170	Total respondents 798,915

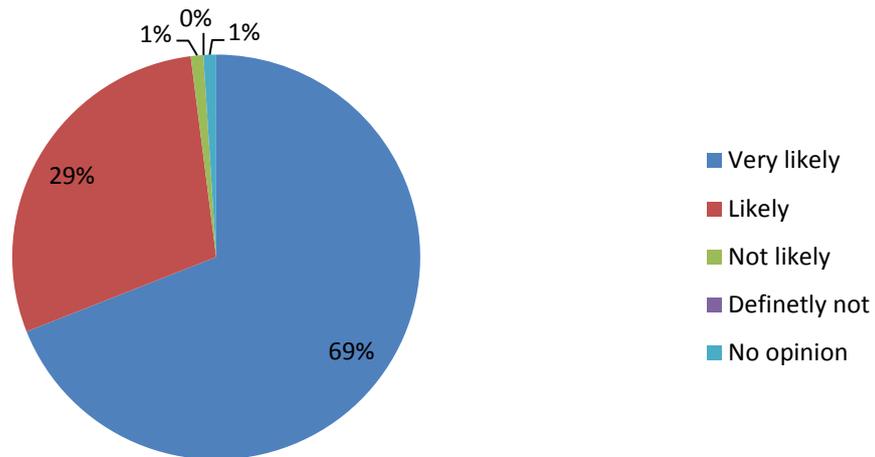
Patient comment:

"Excellent" - "Yes, she is a brilliant doctor"

"Extremely pleasant" - "Yes all the time when I see him"

"Always listens" - "Couldn't tell what wrong but send to A&E"

How likely are you to recommend St.David's Family Practice to other people?



As the results show, 98% of patients would recommend the surgery to someone else, an increase of 8% compared to 90% in the National Patient Survey.

Analysis compared to 2014 National Patient Survey:

	St.David's Family Practice 2014	Local Area CCG 2014	National 2014
Very likely	49%	45%	48%
Likely	41%	39%	38%
Not likely	6%	11%	10%
Definitely not	4%	3%	3%
No opinion	0%	2%	2%
	Total respondents 161	Total respondents 5,387	Total respondents 839,378

Patient comments:

"Always"

"Thank you for your care"

"Friendly"

St. David's Family Practice

11 March 2016