

# East PCN Patient Survey Report

February 2024

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## Introduction

Healthwatch Herefordshire have recently been asked to help evaluate the results from a patient survey that took place during August 2023 and January 2024 within the East Herefordshire PCN.

The Investment & Impact Fund is a scheme focussed on supporting PCNs to deliver high quality care to their population, and the delivery of the priority objectives articulated in the NHS Long Term Plan. The focus for this year is about improving the access patients have to a GP.

As a result, a patient survey took place during August 2023 at the GP practices within the East PCN (Colwall Surgery; Cradley Surgery; Ledbury Health Partnership & Nunwell Surgery) and the results were collated and evaluated into a report. This report analyses and evaluates the results from the repeated survey in January 2024.

The local results from the National Patient Survey 2023 have, once again, been used as a baseline for this work.

## Results

The total amount of responses received from this survey were 1074.

The analysis of all the results can be seen below, which details firstly, the data as a PCN and then broken down to a GP practice level where the patient has stated the individual surgery.

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Q1.) Generally, how easy is it to get through to someone at your GP practice on the phone?

Baseline data of PCN average from national survey 2023 (% Easy) : 59%

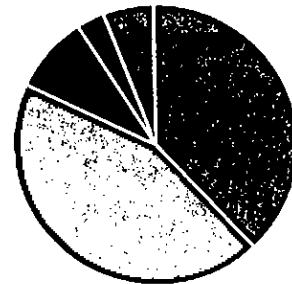
Target : Aim for all practices to improve on baseline scores to reach at least the 2022 National average (53%) or to improve on PCN average.

	Number of Responses	Percentage (%)	August 2023 Results (Responses / %)
Very Easy	408	38%	471 / 34.8%
Fairly Easy	473	44%	565 / 41.7%
Not Very Easy	95	9%	211 / 15.6%
Not Easy At All	34	3%	68 / 5%
I Haven't Tried	62	6%	38 / 2.8%

1. Generally, how easy is it to get through to someone at your GP practice on the phone?

More Details

- Very easy 408
- Fairly easy 473
- Not very easy 95
- Not at all easy 34
- I haven't tried 62



Colwall

Baseline data from national survey 2023 (% Easy) : 87%

	Number of Responses	Percentage	August 2023 Results (Responses / %)
Very Easy	241	38%	30 / 44.8%
Fairly Easy	301	47%	29 / 43.3%
Not Very Easy	44	7%	7 / 10.4%
Not Easy at all	15	2%	1 / 1.5%
I haven't tried	40	6%	0 / 0%

### Cradley

Baseline data from national survey 2023 (% Easy) : 98%

	Number of Responses	Percentage	August 2023 (Responses / %)
Very Easy	8	62%	30 / 62.5%
Fairly Easy	5	38%	16 / 33.3%
Not Very Easy	0	0%	1 / 2.1%
Not Easy at all	0	0%	1 / 2.1%
I haven't tried	0	0%	0 / 0%

### Ledbury Health Partnership

Baseline data from national survey 2023 (% Easy) : 40%

	Number of Responses	Percentage	August 2023 (Responses / %)
Very Easy	11	13%	24 / 13.2%
Fairly Easy	35	42%	68 / 37.3%
Not Very Easy	24	29%	60 / 33%
Not Easy at all	11	13%	26 / 14.3%
I haven't tried	1	1%	4 / 2.2%

### Nunwell

Baseline data from national survey 2023 (% Easy) : 64%

	Number of Responses	Percentage	August 2023 (Responses / %)
Very Easy	148	44%	136 / 39%
Fairly Easy	132	39%	124 / 35.5%
Not Very Easy	27	8%	58 / 16.6%
Not Easy at all	8	2%	20 / 5.7%
I haven't tried	21	6%	11 / 3.1%

Q2.) How easy is it to use your GP Practice's website to look for information or access services?

Baseline data of PCN average from national survey 2023 (% Easy) : 68%

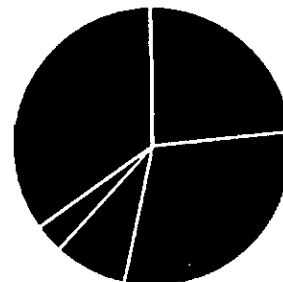
Target : Aim to increase the PCN score for ease of use of practice websites to a PCN average of 67% 'easy' (2022 national average)

	Number of Responses	Percentage (%)	August 2023 Results (Responses / %)
Very Easy	251	23%	236 / 17.4%
Fairly Easy	322	30%	345 / 25.4%
Not Very Easy	90	8%	116 / 8.5%
Not Easy At All	36	3%	56 / 4.1%
I Haven't Tried	372	35%	599 / 44.2%

2. How easy is it to use your GP practice's website to look for information or access services?

More Details

- Very easy 251
- Fairly easy 322
- Not very easy 90
- Not at all easy 36
- I haven't tried 372



Colwall

Baseline data from national survey 2023 (% Easy) : 69%

	Number of Responses	Percentage	August 2023 Results (Responses / %)
Very Easy	137	21%	6 / 9%
Fairly Easy	207	32%	6 / 9%
Not Very Easy	52	8%	7 / 10.4%
Not Easy at all	22	3%	1 / 1.5%
I haven't tried	223	35%	47 / 70.1%

**Cradley**

Baseline data from national survey 2023 (% Easy) : 85%

	Number of Responses	Percentage	August 2023 Results (Responses / %)
Very Easy	4	31%	19 / 39.6%
Fairly Easy	7	54%	14 / 29.1%
Not Very Easy	0	0%	1 / 2.1%
Not Easy at all	0	0%	0 / 0%
I haven't tried	2	15%	14 / 29.2%

**Ledbury Health Partnership**

Baseline data from national survey 2023 (% Easy) : 61%

	Number of Responses	Percentage	August 2023 Results (Responses / %)
Very Easy	19	23%	23 / 12.6%
Fairly Easy	23	28%	45 / 24.7%
Not Very Easy	10	12%	20 / 11%
Not Easy at all	4	5%	9 / 5%
I haven't tried	26	31%	85 / 46.7%

**Nunwell**

Baseline data from national survey 2023 (% Easy) : 70%

	Number of Responses	Percentage	August 2023 Results (Responses / %)
Very Easy	91	27%	69 / 19.8%
Fairly Easy	85	25%	75 / 21.5%
Not Very Easy	28	8%	24 / 6.9%
Not Easy at all	10	3%	19 / 5.4%
I haven't tried	121	36%	161 / 46.1%

**Q3.) Were you satisfied with the appointment (or appointments) you were offered?**

Baseline data of PCN average from national survey 2023 (% Satisfied) : 70%

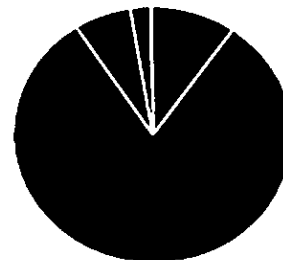
Target : Aim to increase the PCN average score to 77% satisfied

	Number of Responses	Percentage (%)	August 2023 Results (Responses / %)
I was not offered an appointment	103	10%	105 / 7.7%
Yes, and I accepted an appointment	845	79%	1056 / 78%
No, but I still took an appointment	69	6%	145 / 10.7%
No, and I did not take an appointment	25	2%	21 / 1.6%

**3. Were you satisfied with the appointment (or appointments) you were offered?**

More Details

- I was not offered an appointment 103
- Yes, and I accepted an appoint... 845
- No, but I still took an appointm... 69
- No, and I did not take an appoi... 25



Colwall

Baseline data from national survey 2023 (% Satisfied) : 74%

	Number of responses	Percentage	August 2023 Results (Responses / %)
I was not offered an appointment	73	11%	2 / 3%
Yes, and I accepted an appointment	481	75%	58 / 86.6%
No, but I still took an appointment	42	7%	7 / 10.4%
No, and I did not take an appointment	19	3%	0 / 0%

Cradley

Baseline data from national survey 2023 (% Satisfied) : 77%

	Number of responses	Percentage	August 2023 Results (Responses / %)
I was not offered an appointment	3	23%	2 / 4.1%
Yes, and I accepted an appointment	9	69%	44 / 91.7%
No, but I still took an appointment	1	8%	2 / 4.2%
No, and I did not take an appointment	0	0%	0 / 0%

Ledbury Health Partnership

Baseline data from national survey 2023 (% Satisfied) : 61%

	Number of responses	Percentage	August 2023 Results (Responses / %)
I was not offered an appointment	10	12%	15 / 8.2%
Yes, and I accepted an appointment	59	71%	141 / 77.5%
No, but I still took an appointment	10	12%	22 / 12.1%
No, and I did not take an appointment	2	2%	4 / 2.2%

Nunwell

Baseline data from national survey 2023 (% Satisfied) : 77%

	Number of responses	Percentage	August 2023 Results (Responses / %)
I was not offered an appointment	17	5%	14 / 4%
Yes, and I accepted an appointment	296	88%	292 / 83.7%
No, but I still took an appointment	16	5%	42 / 12%



No, and I did not take an appointment	4	1%	1 / 0.3%
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**Q4.) Overall, how would you describe your experience of making an appointment?**

Baseline data of PCN average from national survey 2023 (% Good) : 59%

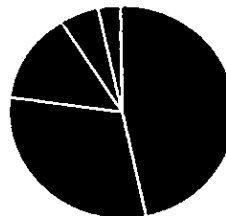
Target : Aim to achieve at least a PCN average score of 64% or more for 'good'.

	Number of Responses	Percentage (%)	August 2023 Results (Responses / %)
Very Good	495	46%	597 / 44.1%
Fairly Good	322	30%	403 / 29.7%
Neither Good Nor Poor	146	14%	174 / 12.8%
Fairly Poor	59	5%	108 / 8%
Very Poor	34	3%	59 / 4.4%

**4. Overall, how would you describe your experience of making an appointment?**

[More Details](#)   [Insights](#)

- Very good                    495
- Fairly good                    322
- Neither good nor bad        146
- Fairly poor                    59
- Very poor                      34



**Colwall**

Baseline data from national survey 2023 (% Good) : 71%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	238	37%	28 / 41.8%
Fairly good	212	33%	22 / 32.8%
Neither good nor poor	102	16%	9 / 13.4%
Fairly poor	47	7%	5 / 7.5%
Very poor	28	4%	3 / 4.5%

**Cradley**

Baseline data from national survey 2023 (% Good) : 78%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	7	54%	36 / 75%
Fairly good	5	38%	12 / 25%
Neither good nor poor	1	8%	0 / 0%
Fairly poor	0	0%	0 / 0%
Very poor	0	0%	0 / 0%

**Ledbury Health Partnership**

Baseline data from national survey 2023 (% Good) : 46%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	20	24%	47 / 25.8%
Fairly good	39	47%	58 / 31.8%
Neither good nor poor	13	16%	33 / 18.1%
Fairly poor	7	8%	26 / 14.4%
Very poor	3	4%	18 / 9.9%

**Nunwell**

Baseline data from national survey 2023 (% Good) : 66%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	230	68%	179 / 51.3%
Fairly good	66	20%	111 / 31.8%
Neither good nor poor	30	9%	39 / 11.2%
Fairly poor	5	1%	12 / 3.4%
Very poor	3	1%	7 / 2%

Q5.) Overall, how would you describe your experience of your GP practice?

Baseline data of PCN average from national survey 2023 (% Good) : 75%

Target : Aim to achieve PCN score of 72% 'Good' (2022 national average)\*

\*note target was set before the release of the 2023 national survey results.

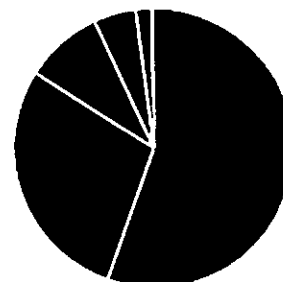
	Number of Responses	Percentage (%)	August 2023 Results (Responses / %)
Very Good	593	55%	725 / 53.5%
Fairly Good	305	28%	396 / 29.2%
Neither Good Nor Poor	96	9%	127 / 9.4%
Fairly Poor	52	5%	70 / 5.2%
Very Poor	20	2%	30 / 2.2%

5. Overall, how would you describe your experience of your GP practice?

[More Details](#)

 Insights

- Very good 593
- Fairly good 305
- Neither good nor poor 96
- Fairly poor 52
- Very poor 20



### Colwall

Baseline data from national survey 2023 (% Good) : 78%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	306	48%	31 / 46.2%
Fairly good	207	32%	27 / 40.3%
Neither good nor poor	67	10%	4 / 6%
Fairly poor	41	6%	4 / 6%
Very poor	13	2%	1 / 1.5%

### Cradley

Baseline data from national survey 2023 (% Good) : 98%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	11	85%	43 / 89.58%
Fairly good	2	15%	5 / 10.42%
Neither good nor poor	0	0%	0 / 0%
Fairly poor	0	0%	0 / 0%
Very poor	0	0%	0 / 0%

### Ledbury Health Partnership

Baseline data from national survey 2023 (% Good) : 64%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	29	35%	63 / 34.6%
Fairly good	35	42%	64 / 35.2%
Neither good nor poor	12	14%	28 / 15.4%
Fairly poor	3	4%	18 / 9.9%
Very poor	4	5%	9 / 4.9%

### Nunwell

Baseline data from national survey 2023 (% Good) : 79%

	Number of responses	Percentage	August 2023 Results (Responses / %)
Very good	247	74%	220 / 63%
Fairly good	61	18%	100 / 28.7%
Neither good nor poor	17	5%	21 / 6%
Fairly poor	8	2%	3 / 0.9%
Very poor	3	1%	5 / 1.4%

## Conclusions

A noticeable difference between the survey conducted in August 2023 and January 2024 is the overall number of responses. January 2024 has 1074 responses which is 280 less than the survey in August. It is difficult to compare the level of responses on a surgery level as the August survey had a large number of responses where the surgery wasn't stated. However, the results show that Cradley and Ledbury health partnership definitely saw decreases in the level of responses.

Question 1 results show that despite the lower level of responses, the percentage of people that answered 'Very' or 'Fairly' easy was 82% (compared to 76.5% in August) which is an increase from the last time patients were surveyed and still above the baseline data of PCN average from the national survey which was 59%.

These results indicate a positive response from patients when asked about how easy it is to get through on the phone. All surgeries showed a percentage increase of 'Very' or 'Fairly' easy.

With question 2, the results still show a percentage increase from the results in August from 42.8% to 53% of people that answered 'Very' or 'Fairly' easy to this question, however this is still below the baseline data of PCN average from the national survey which is 68%. All the surgeries apart from Cradley are showing a percentage below the baseline data from the national survey for their individual surgery. Cradley's result show 85% which is on par to their individual baseline data. This indicates that all surgeries could do work to improve their patient's experience of using their website to look for information and access services.

In August's survey, 44.2% of respondents had not tried to access the GP practice website, whereas in January 2024, even though there were less responses overall, 35% had not tried to access the GP practice website, indicating that more people are starting to visit the website to access services and look for information, which is positive.

Question 3 was positive in that overall, 79% said they were satisfied with and accepted the appointment they were offered. This is an increase of 1% from the last time they were surveyed and is above the baseline data of PCN average from the national survey which stands at 70%.

It is worth noting with this question that the next biggest percentage value for all the surgeries is from the result 'I was not offered an appointment'. This is hard to analyse as it doesn't indicate the level of satisfaction from the patient. The patient may not have needed an appointment and could have resolved an issue by other means.

Question 4 shows a percentage increase in patients that answered 'Very' or 'Fairly' good in how they would describe their experience of making an appointment. In August, the overall percentage result was 73.8% and in January 2024, it stands at 76%. These figures are also above the baseline data of PCN average from the national survey that stands at 59% and generally this is consistent with all the individual data for each GP surgery.

Question 5 continues to show positive results from all the individual GP practice breakdowns. Overall, the percentage of respondents that describe their overall experience of their GP surgery as 'Very' or 'Fairly' good is 83% which is a slight increase from when surveyed in August but well above the baseline data of PCN average from the national survey which stands at 75%.

Overall, there continues to be positive results from this survey. It is worth noting that, in every question, there were a few responses where the question was not answered, but in question 3, 32 people didn't answer and in question 4, 18 people didn't answer. This is consistent with results from the August. It could be worth exploring why this may be the case considering it is a very short multiple-choice survey.

## **Recommendations**

In future surveys, the aim would be to get a similar figure to the level of respondents in August 2023 and hopefully more, as fewer respondents in January has made the results harder to analyse and show improvement.

The main question where results were lower than all the other questions relate to accessing the GP website and whilst the January 2024 results indicate a slight increase in satisfaction and a slight decrease in the amount of people saying they haven't tried it, there is still work that could be done to understand people's experience with online services and helping them to be more confident in using them and consequently improving their experience.

Explore why there were some surveys where questions were not answered, particularly questions 3 and 4.

With very positive results being provided from the majority of questions, it would be good to communicate these results back to staff members, but also the public, particularly around people's experience of getting through to speak to someone on the phone/making an appointment as well as a high proportion of people are satisfied with the appointments they are offered.



# **healthwatch** **Herefordshire**

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