Strawberry Hill Medical Centre

Patient Participation Group

Patient Survey – 2022 Q3

SHMC PPG SURVEY OVERVIEW

- As part of the commitment of Patient Participation Groups the SHMC PPG carried out an anonymous survey of patients during October and November 2022

- Questionnaire was created by the PPG and circulated using three mediums:
  - automated TEXT request for all patients who attended the surgery during the period (questions slightly modified to suit this medium)
  - paper copies of the survey available at the surgery
  - hand distributed paper copies in the local community

- All survey data was collected anonymously, and was entered into a database for analysis

- Appropriate data protections were carried out throughout

Summary Findings

- Large enough sample
  - 95% confidence at 9% margin of error
- Twice as many female respondents as male
  - is this the patient distribution?
- 68% got the kind of consultation they wanted
- 79% "satisfied" with (new) booking process
- 80% satisfied with consultation
- 83% consider their needs met …
- … but 25% consider consultation "bad"
- … and only 46% "satisfied" with SHMC
- Lower than expected "home health" monitors
  - but the question wasn't asked by TEXT (66% respondents)
- NHS app used by about 50% of the sample

N.B. SHMC have no targets for any of these measures to compare with

Demographic Analysis

- Total number of surveys returned: 112
  - TEXT   74   66% [8%]
  - SURGERY   11   10% [?]
  - HAND DELIVERED   27   24% [36%]
- Gender & Age Group

| Gender	<20	<30	<40	<50	<60	<70	<80	>80	total/% age
Female	10	1	7	9	11	14	16	9	*77 / 71%*
Male	1	0	4	5	4	8	8	2	*32 / 29%*
%age	*10%*	*1%*	*10%*	*13%*	*14%*	*20%*	*22%*	*10%*	

- Ethnicity
  - White: 105 [94% vs 80%] / BAME 3 [3% vs 10%] / not declared 4

Appointment Distribution

Patient	IN PERSON	PHONE	EMAIL	TEXT	Accepted	Refused
Female	36	13	4	1	22	1
%AGE	47%	17%	5%	1%	29%	1%
Male	12	7			13	
%AGE	38%	22%	0%	0%	41%	0%
n/s	1	2				
total	49	22	4	1	35	1
%AGE	44%	20%	4%	1%	31%	1%

Booking Satisfaction Results

CONTACT	V.DIF	DIFF	ACCEPT	EASY	V.EASY	SUM	%AGE
V.DIF	4	6	1	2	1	14	13%
DIFF	2	6	12	4	2	26	23%
ACCEPT	0	5	19	12	5	41	37%
EASY	0	0	6	10	6	22	20%
V.EASY	0	0	1	0	6	7	6%
		1			1	2	
SUM	6	18	39	28	21		
	5%	16%	35%	25%	19%		
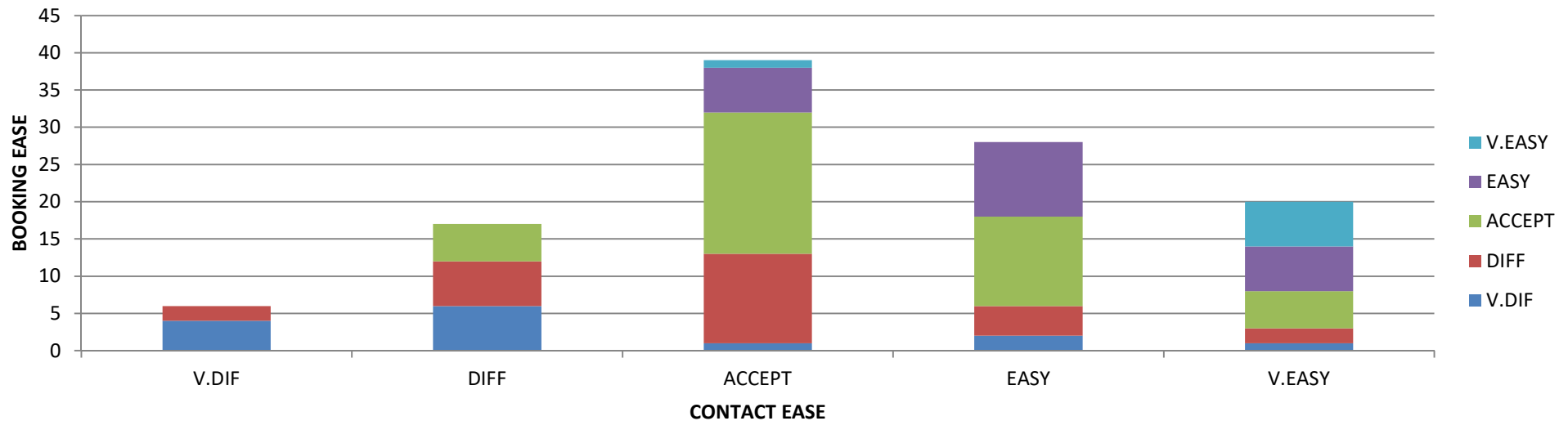
Consultation Satisfaction Results

WHO	V.DIS	DIS	S.DIS	S.SAT	SAT	V.SAT	DIS	SAT
My GP	1	3	7	9	17	32	16%	84%
Other GP	1	3	3	5	9	7	25%	75%
Other Medic	1	0	1	1	3	1	29%	71%
Not Seen	1	1	0	1	0	1	50%	50%
	DIS	22	20%	SAT	86	80%		

Needs Met Results

Yes	No	Refered	Ongoing	other
52	19	17	16	8
46%	17%	15%	14%	7%

Consultation Rating

Patient	Excellent	Good	Average	Poor	Bad	other	%age SAT
Female	22	27	10	13	3	2	77%
Male	5	11	7	3	3	3	72%
n/s		2			1		
total	27	40	17	16	7	5	
	SAT	84	75%	DIS	28	25%	

Overall SHMC Rating

Patient	V.DIS	DIS	S.DIS	NEUTRAL	S.SAT	SAT	V.SAT	% SAT
Female	7	4	12	18	15	11	10	47%
Male	2	4	7	5	5	5	4	44%
				21%				
	DIS	36	33%		SAT	50	46%	

Other Data

HOME DOCTOR

BP MONITOR	18
O2 MONITOR	2
HR MONITOR	3
THERMOMETER	29
HAY FEVER	5
PARACETEMOL	60
ANTI FUNGAL	10

NHS APP

	NHS APP	%AGE
FEMALE	35	45%
MALE	17	53%

NHS APP	Count	% age
Female	35	45%
Male	17	53%