



Ivy Medical Group

Listening Exercise
What you've told us so far

1 November 2022



Lots of
positive
feedback!

“Dr P is an excellent and valued GP, very caring; I could not fault his approach to me and my health issues, thank you Dr Panesar”

“All the staff are good and doing the best they can”

“Amazing team, like a big family; Proud of the service”

“Flu clinics are great”

“Pharmacy reviews are excellent”

Our older
patients
have said...

I don't like phone
consultations.

Losing prescriptions

Not able to get
appointments

People
want to see
changes

It cannot stay
the same



We need to
see change
and action

But we haven't
heard from
everyone yet...

Ivy Medical Group have over 7,100 patients; only 146 people have given feedback so far

Communication of the meetings could have been improved but was on websites, in surgeries and on social media

107 people attended a meeting

39 people returned a questionnaire

The average age was 67

One person was in their 20s, one in their 30s and one in the 40s and four people in their 50s

We need to do more to hear from those under 60 and those under 18

Five main themes emerging

Access and
choice

Valuing the
workforce and
volunteers

Adopting best
practice

Premises

Communication

What you have told us - Appointments



More Face to face
appointments



Better customer
service on the phone



Weekend and evening
appointments.

What you have told us – GP staff



See the same Doctor or Nurse.



Use technology to communicate.



Recognise and reward our staff.



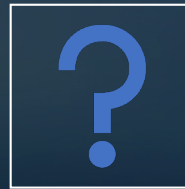
Customer service training

Communicate better with us



Tell

Tell people about the services they can and can't get and WHY



Ask

Ask patients how they want to be contacted.



Make

Make information easier to read.

Communicate better about services



Communicate better about NHS services.



Tell us when things aren't going well



Pictures of staff, and what they do.

Tell us what
services are
available or
NOT!

Help

- Help us know when to see a Doctor or Nurse.

Call

- Call us up for check ups.

Tell

- Tell us our results and help after we have been in hospital.

Improve

- Improve relations between the Surgery and Pharmacy.

Improve the premises

BETTER
ENVIRONMENT

GET A NEW
BUILDING

What you
have told us –
We want to
help



Tell us (the patients) what you
need help with so we can
volunteer



Use our skills and support

What does the National Patient Survey 2022 say about us

About the survey

GP PATIENT SURVEY

- The GP Patient Survey (GPPS) is an England-wide survey of patients aged 16+. It **provides GP practice-level data** about patients' experiences of general practice.
- Ipsos administers the survey on behalf of NHS England.
- This report sets out the national headline and summary findings for the **2022 GPPS survey**.
- **2,471,497** questionnaires were sent out nationally, and **719,137** were returned completed between 10 January and 11 April 2022. This represents a response rate of **29.1%**.
- Minor changes were made to the questionnaire in 2022 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. This followed more substantial changes in 2021. Prior to this it was significantly redeveloped in 2018 in response to changes to primary care services as set out in the GP Forward View. The 2018 changes are fully documented in a report available on the website at www.gp-patient.co.uk/surveysandreports2018.
- The questionnaire (and past versions) can be found here www.gp-patient.co.uk/surveysandreports. Note the question numbering may change with each publication due to the addition or removal of questions.

c. 2.47m
surveys to adults
registered with an
English GP practice

719,137
completed surveys

29.1%
national response
rate

Technical details

GP PATIENT SURVEY

- A stratified random sample of patients for each GP practice is taken from the national Personal Demographics Service (PDS). All patients aged 16 years or over and registered with the practice for at least 6 months are eligible to be sampled.
- As well as the online and paper versions, the questionnaire was available for online completion in British Sign Language and in 14 additional languages as well as over the phone, in large print or Braille.
- A weighting scheme has been applied to the data in this report to ensure it is as representative as possible of the GP registered population.
- All bases in the report are unweighted. Base sizes differ between questions as not all questions are completed by all patients. In addition, if a patient ticked more than one box when only one response was required or if they answered a question that is not relevant, then those responses are excluded.
- Trend data is shown where available for each question.
- In many cases the results exclude the non-specific response options (e.g. 'Don't know', 'Haven't tried', 'Can't say' and 'Doesn't apply') to provide a more accurate reflection of how those using a service evaluate it.
- All percentages are rounded to one decimal place; where combinations of answers do not sum to the percentage reported, or totals do not sum to 100%, this will for the most part either be due to rounding or cases where multiple responses are allowed.
- An asterisk (*) indicates a percentage greater than 0% but less than 0.5%.

For more details please see:

- [National Results and Trends document](#).
- [Presentation of Statistics document](#).
- Survey methodology in the ['Technical Annex' for 2022](#).

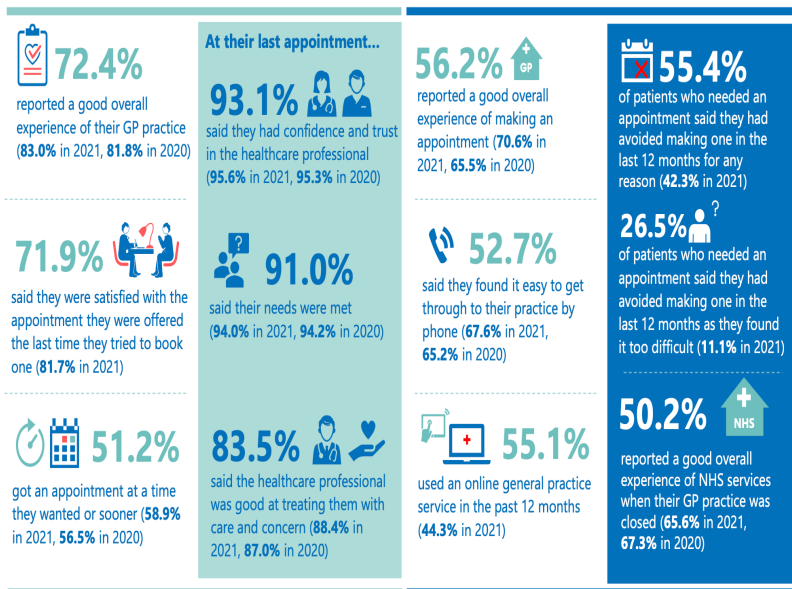
426,208
paper
questionnaires
completed

292,929
questionnaires
completed online

5,391
questionnaires
completed in a
foreign language

How we compare... Better than nationally!

Headline findings GP PATIENT SURVEY



ICS is the integrated care system covering the whole of Nottinghamshire GP practices

The Ivy Medical Group

Lambley Lane Surgery, 6 Lambley Lane, Burton Joyce, NG14 5BG

Practice Summary (PowerPoint)

Practice overview

Patient experience

Compare practice ▶

Where patient experience is highest compared with the ICS result

- 83% of respondents say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)
ICS result: 64% | National result: 65%
- 69% of respondents find it easy to get through to this GP practice by phone
ICS result: 56% | National result: 53%
- 67% of respondents are satisfied with the general practice appointment times available
ICS result: 58% | National result: 55%

Where patient experience is lowest compared with the ICS result

- 57% of respondents were offered a choice of appointment when they last tried to make a general practice appointment
ICS result: 61% | National result: 59%
- 89% of respondents felt their needs were met during their last general practice appointment
ICS result: 92% | National result: 91%
- 73% of respondents were satisfied with the appointment they were offered
ICS result: 74% | National result: 72%

Comparisons with the local ICS or national results are indicative only and may not be statistically significant.

264 Surveys sent out

104 Surveys sent back

39% Completion rate

Local comparison

	The Ivy Medical Group	Jubilee Park Medical Partnership
% of patients who find it easy to get through to this GP practice by phone	69% ICS result: 56% National result: 53%	25% ICS result: 56% National result: 53%
	Show breakdown 	
% of patients who find the receptionists at this GP practice helpful	93% ICS result: 84% National result: 82%	77% ICS result: 84% National result: 82%
	Show breakdown 	
% of patients who are satisfied with the general practice appointment times available	67% ICS result: 58% National result: 55%	36% ICS result: 58% National result: 55%
	Show breakdown 	
% of patients who usually get to see or speak to their preferred GP when they would like to	41% ICS result: 37% National result: 38%	27% ICS result: 37% National result: 38%
	Show breakdown 	



Making an appointment		
	Ivy	Jubilee
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	57% ICS result: 61% National result: 59%	38% ICS result: 61% National result: 59%
	Show breakdown 	
% of patients who were satisfied with the appointment they were offered	73% ICS result: 74% National result: 72%	57% ICS result: 74% National result: 72%
	Show breakdown 	
% of patients who took the appointment they were offered	97% ICS result: 97% National result: 96%	92% ICS result: 97% National result: 96%
	Show breakdown 	
% of patients who describe their experience of making an appointment as good	64% ICS result: 59% National result: 56%	35% ICS result: 59% National result: 56%
	Show breakdown 	

Local comparison

	Ivy	Jubilee
<p>% of patients who were given a time for their last general practice appointment</p> <p>91% ICS result: 90% National result: 90%</p> <p>Show breakdown </p>	<p>88% ICS result: 90% National result: 90%</p>	
<p>% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment</p> <p>89% ICS result: 84% National result: 83%</p> <p>Show breakdown </p>	<p>72% ICS result: 84% National result: 83%</p>	
<p>% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment</p> <p>90% ICS result: 85% National result: 85%</p> <p>Show breakdown </p>	<p>75% ICS result: 85% National result: 85%</p>	
<p>% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment</p> <p>86% ICS result: 84% National result: 83%</p> <p>Show breakdown </p>	<p>71% ICS result: 84% National result: 83%</p>	

	Ivy	Jubilee
<p>% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment</p> <p>82% ICS result: 80% National result: 81%</p> <p>Show breakdown </p>	<p>80% ICS result: 80% National result: 81%</p>	
<p>% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment</p> <p>94% ICS result: 91% National result: 90%</p> <p>Show breakdown </p>	<p>81% ICS result: 91% National result: 90%</p>	
<p>% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment</p> <p>96% ICS result: 93% National result: 93%</p> <p>Show breakdown </p>	<p>77% ICS result: 93% National result: 93%</p>	
<p>% of patients who felt their needs were met during their last general practice appointment</p> <p>89% ICS result: 92% National result: 91%</p> <p>Show breakdown </p>	<p>86% ICS result: 92% National result: 91%</p>	

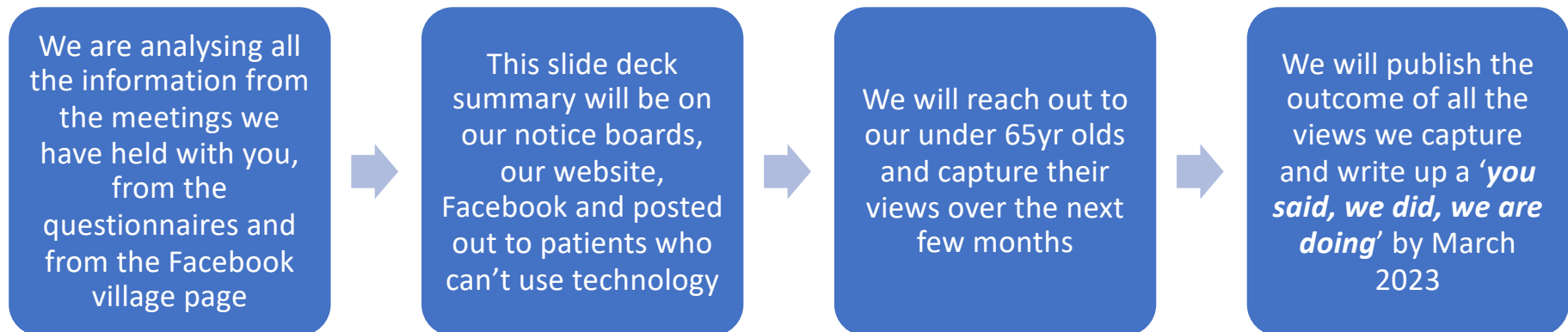
Local comparison

Your health		
	Ivy	Jubilee
% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	83% ICS result: 64% National result: 65%	51% ICS result: 64% National result: 65%
Show breakdown 		
Overall experience		
% of patients who describe their overall experience of this GP practice as good	80% ICS result: 75% National result: 72%	54% ICS result: 75% National result: 72%
Show breakdown 		

More information on the patient survey can be found at:

<https://www.gp-patient.co.uk/compare?practices=C84646,C84613,&s=0&w=1&g=0&a=0&e=0&h=0&l=0>

Next steps



Thank you for your feedback!



If you want to get involved in our future plans and have your voice heard join our Patient Participation Group!

To join please email:

tracy.madge@nhs.net

Or ask our reception staff.