

Coleford Medical Practice Patient Participation Group May 2025 - Patient Survey Results and Action Plan

The results were discussed at our Patient Group Meeting on 2nd July 2025.

12442 SMS and emails were sent out to patients aged 16 years and over with a link to the survey and 1003 were completed. Hard copies were also available at the surgery and the results of any completed were entered by a patient group member via the online form.

1. Overall, how would you describe your experience of the GP Practice over the last 12 months?				
Answer Choices			Response Percent	Response Total
1	Very good		40.67%	403
2	Good		26.74%	265
3	Satisfactory		21.90%	217
4	Poor		8.17%	81
5	Very poor		2.52%	25
			answered	991
			skipped	12

Communications: telephone, face-to-face, online

2. Generally, how easy is it to get through to someone at the GP practice on the phone?				
Answer Choices			Response Percent	Response Total
1	Very easy		13.64%	136
2	Easy		38.01%	379
3	Difficult		31.09%	310
4	Very difficult		10.43%	104
5	Haven't tried		6.82%	68
			answered	997
			skipped	6

3. How helpful do you find the Care Navigators/Receptionists at the GP practice?

Answer Choices			Response Percent	Response Total
1	Very helpful		36.31%	362
2	Helpful		44.13%	440
3	Not very helpful		11.43%	114
4	Unhelpful		4.21%	42
5	Don't know		3.91%	39
			answered	997
			skipped	6

4. Which of the following general practice online services have you used in the past 12 months? (please select all that apply). By "online" we mean using a website or smartphone app.

Answer Choices			Response Percent	Response Total
1	Ordering repeat prescriptions online		65.06%	646
2	Accessing my medical records online		35.95%	357
3	Had an online consultation or appointment (for example completed an online form or had a video call)		18.63%	185
4	None of these		24.57%	244
			answered	993
			skipped	10

5. Do you visit the GP practice website?

Answer Choices			Response Percent	Response Total
1	Yes		50.35%	501
2	No		48.24%	480
3	I have no access to internet		1.41%	14
			answered	995
			skipped	8

6. How easy is it to use the GP practice's website to look for information or access services

Answer Choices			Response Percent	Response Total
1	Very easy		18.15%	141
2	Easy		51.61%	401
3	Difficult		23.42%	182
4	Very difficult		6.82%	53
			answered	777
			skipped	226

7. Are you aware if you register for Online Requests on the GP practice website, you can:

Answer Choices	Yes	No	Response Total
Order repeat medicines	94.83% 477	5.17% 26	503
View your medical records	85.43% 428	14.57% 73	501
		answered	503
		skipped	500

8. How do you normally order repeat medicines (please select all that apply):

Answer Choices			Response Percent	Response Total
1	Use the GP practice website Online Requests		87.31%	406
2	Telephone the GP practice		8.17%	38
3	Visit the GP practice		10.97%	51
			answered	465
			skipped	538

9. Which of the following ways of communicating with the GP practice do you use (please select all that apply):

Answer Choices			Response Percent	Response Total
1	Mobile phone for receiving texts		85.57%	427
2	Telephone (landline)		54.71%	273
3	e-Consult (or other online consultation service)		24.65%	123
4	Email		25.85%	129
5	Letter by post		4.61%	23
6	Video call		1.00%	5
			answered	499
			skipped	504

Appointments

10. As far as you are aware, what general practice appointment times are available to you? (please select all that apply)

Answer Choices			Response Percent	Response Total
1	Before 8am on at least one weekday		3.63%	36
2	Weekdays between 8am and 6.30pm		57.46%	570
3	After 6.30pm on a weekday		4.33%	43
4	On a Saturday		6.25%	62
5	On a Sunday		1.21%	12
6	Don't know		40.12%	398
			answered	992
			skipped	11

11. How satisfied are you with the general practice appointment times that are available to you?

Answer Choices			Response Percent	Response Total
1	Very satisfied		14.46%	142
2	Satisfied		44.09%	433
3	Dissatisfied		14.05%	138
4	Very dissatisfied		8.66%	85
5	I'm not sure when I can get an appointment		18.74%	184
			answered	982
			skipped	21

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

Answer Choices			Response Percent	Response Total
1	Very good		19.75%	191
2	Good		47.47%	459
3	Poor		23.58%	228
4	Very poor		9.20%	89
			answered	967
			skipped	36

13. How do you usually try and book an appointment? (select all that apply)

Answer Choices			Response Percent	Response Total
1	In person		32.39%	319
2	By phone, through my practice		78.17%	770
3	By automated telephone booking		3.15%	31
4	In another way		7.92%	78
			answered	985
			skipped	18

14. Who was your last general practice appointment with?

Answer Choices			Response Percent	Response Total
1	A GP		36.86%	366
2	A nurse		47.83%	475
3	A general practice pharmacist		4.53%	45
4	A mental health professional		0.20%	2
5	Another healthcare professional		4.83%	48
6	Don't know / not sure who I saw		5.74%	57
			answered	993
			skipped	10

15. Last time you had a general practice appointment, how good was the healthcare professional at each of the following

Answer Choices	Very good	Good	Satisfactory	Poor	Very poor	Does not apply	Response Total
Giving you enough time	50.71% 502	28.59% 283	14.85% 147	2.22% 22	1.62% 16	2.02% 20	990
Listening to you	49.59% 488	28.25% 278	14.74% 145	2.85% 28	2.03% 20	2.54% 25	984
Treating you with care and concern	50.86% 502	28.06% 277	13.78% 136	3.14% 31	2.23% 22	1.93% 19	987
						answered	992
						skipped	11

16. Thinking about the reason for your last general practice appointment, were your needs met?

Answer Choices			Response Percent	Response Total
1	Yes, definitely		61.54%	608
2	Yes, to some extent		27.73%	274
3	No, not at all		8.00%	79
4	Don't know/prefer no to say		2.73%	27
			answered	988
			skipped	15

17. Have you accessed any of the following services or support in the last 12 months (please tick all that apply)?

Answer Choices			Response Percent	Response Total
1	Primary Care (GP)		66.62%	471
2	NHS Community service (e.g. Community Nursing) [Please provide details below e.g. Complex care at Home]		5.94%	42
3	Outpatient Hospital Service		52.05%	368
4	Specialist Inpatient Hospital Service [Please provide details of speciality below (e.g. Respiratory care)]		8.20%	58
5	Voluntary or community support related to your health and wellbeing		2.97%	21
6	Urgent care (e.g. 111, Minor Injury and Illness Unit, A&E)		19.94%	141
			answered	707
			skipped	296

Key Insights (from comments and results of the patient survey)

- ****Long Waiting Times:**** Many patients reported waiting ****weeks to months**** for appointments, with some stating it took ****up to 6 weeks**** to see a doctor.
- ****Receptionist Issues:**** Several comments highlighted ****rude or unhelpful receptionists****, causing frustration for patients trying to book appointments.
- ****Quality of Care:**** While some patients praised the ****care received from doctors and nurses****, others expressed dissatisfaction with the ****lack of follow-up**** and ****dismissive attitudes**** from GPs.
- ****Access to Appointments:**** Patients noted difficulties in accessing appointments, often being told to go to ****pharmacies or A&E**** instead of seeing a GP directly.
- ****Mixed Experiences:**** There were ****positive experiences**** shared about specific doctors and nurses, indicating that while the system has flaws, there are still ****dedicated staff**** providing good care.

Action Plan

Specific areas where improvement was needed were discussed at the patient group meeting and the following actions were suggested and agreed upon as below;

1. Reduce Waiting Times

Action: Implement strategies to decrease appointment waiting times to enhance patient satisfaction where possible.

What we have done to improve in this area:

- We have advertised for additional GPs
- Advertising and booking locum GPs for any gaps or GP absences
- We have recruited additional Clinical Pharmacists

2. Improve Reception Training

Action: Provide customer service training for reception staff to improve patient interactions and ensure a welcoming environment

What we have done to improve in this area

- Customer service training with Head Receptionist
- Additional Lead Receptionists to provide support and guidance to receptionists

3. Enhance Communication

Action: Establish clearer communications protocols for follow-ups and test results to keep patients informed

What we have done to improve in this area:

- GPs and clinical staff reminded to send text messages regarding test results.
- Test results protocol reviewed and updated.

4. Streamline Appointment Booking

Action: Improve the online booking system to make it more user-friendly and accessible.

What we have done to improve in this area:

- We have developed a new website form to improve the online booking facility. The new online form allows patients to give time ranges when they are free, and the receptionist/care navigator will book them the relevant appointment and text them the confirmation.