



Great Harwood Medical Group

Patient Participation Group (PPG)

Analysis of GP Patient Survey 2017



79% find it easy to get through to this surgery by phone

Local (CCG) average: 76% | National average: 75%



90% find the receptionists at this surgery helpful

Local (CCG) average: 90% | National average: 90%



64% feel they don't normally have to wait too long to be seen

Local (CCG) average: 66% | National average: 63%



90% say the last GP they saw or spoke to was good at giving them enough time

Local (CCG) average: 89% | National average: 88%



91% say the last GP they saw or spoke to was good at listening to them

Local (CCG) average: 90% | National average: 90%



91% say the last GP they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 88% | National average: 88%



85% say the last GP they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 85% | National average: 84%



90% say the last GP they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 88% | National average: 87%



95% had confidence and trust in the last GP they saw or spoke to

Local (CCG) average: 96% | National average: 96%



94% say the last nurse they saw or spoke to was good at giving them enough time

Local (CCG) average: 95% | National average: 93%



95% say the last nurse they saw or spoke to was good at listening to them

Local (CCG) average: 94% | National average: 92%



91% say the last nurse they saw or spoke to was good at explaining tests and treatments

Local (CCG) average: 93% | National average: 91%



91% say the last nurse they saw or spoke to was good at involving them in decisions about their care

Local (CCG) average: 89% | National average: 87%



96% say the last nurse they saw or spoke to was good at treating them with care and concern

Local (CCG) average: 94% | National average: 92%



96% had confidence and trust in the last nurse they saw or spoke to

Local (CCG) average: 98% | National average: 98%



82% are satisfied with the surgery's opening hours

Local (CCG) average: 82% | National average: 79%



85% describe their overall experience of this surgery as good

Local (CCG) average: 88% | National average: 87%



81% would recommend this surgery to someone new to the area

Local (CCG) average: 80% | National average: 79%



35% usually get to see or speak to their preferred GP

Local (CCG) average: 62% | National average: 62%



84% were able to get an appointment to see or speak to someone the last time they tried

Local (CCG) average: 86% | National average: 87%



82% say the last appointment they got was convenient

Local (CCG) average: 85% | National average: 84%



75% describe their experience of making an appointment as good

Local (CCG) average: 78% | National average: 77%



58% usually wait 15 minutes or less after their appointment time to be seen

Local (CCG) average: 69% | National average: 67%

Analysis & Actions

The PPG and practice is pleased with the results overall.

Particular areas to be acknowledged are that the practice scored in line with or above the local and/or national average in the following areas:-

- Phone access
- Helpful receptionists
- Time spent with GP
- GP listening and explaining tests results and treatments
- GP involving patients in decisions about care
- GP treating patients with care and concern
- Nurse good at listening
- Nurse good at involving patients in decisions about care
- Nurse good at treating patients with care and concern
- Satisfaction with opening hours
- Would recommend surgery to someone new to area

Areas where the practice scored below the local and/or national average:-

- Usually get to see or speak to preferred GP
- Ability to get appointment to see or speak to someone
- Convenience of appointments
- Experience of making appointments
- Waiting less than 15 minutes after appointment time to be seen
- Waiting time
- Overall experience of surgery

To address the above areas we have made some changes to our appointment system. Most of our appointments are now available to book on the day, some early morning and early evening appointments can be booked up to 4 weeks in advance if you have to make appointments around work.

Each GP has appointments which can be booked on the day. These are released at 8am. You can phone to make an appointment, call in to the surgery or book online if you have signed up for Patient Access.

Once these have been booked up you can attend the Sit & Wait Clinic if you have an urgent medical problem where you will see our Duty GP who can see up to 18 patients in any one session. Once the session is full Reception will advise you of your options. The Sit & Wait Clinics are held at Gt Harwood and run each morning from 8.30 – 10.30am and each afternoon from 2 – 4pm (except Wednesday afternoon).

We also offer GP access appointments at Accrington Pals Health Centre on weekday evenings and weekends. These appointments can be booked through Reception.

You can email ghmg@nhs.net with a message for the GP, telephone and pass a message on to the GP or you can send the GP a message via Patient Access if you have signed up for this service.

We hope these changes will:-

- Improve the waiting times for appointments
- Offer more convenience
- Give patients a better chance to see their preferred GP
- Improve the experience for making an appointment overall.