



Patient NHS Experience Survey

Background

The Patient NHS Experience survey is a requirement of the GMS Wales Contract. The survey was made available to patients at the Practice in English and Welsh, in both paper format and electronically via MS Forms, over a four week period in Autumn 2023. Links to the electronic version were shared on our Facebook page and website. Posters were displayed in the waiting rooms and reception staff asked patients to complete when attending Practice.

Results

209 surveys returned. 20 online 189 on paper

All were in English. (thought 1 form had comment from a patient on the front page "this should be available in Welsh")

None of the Welsh forms in paper or online were completed.

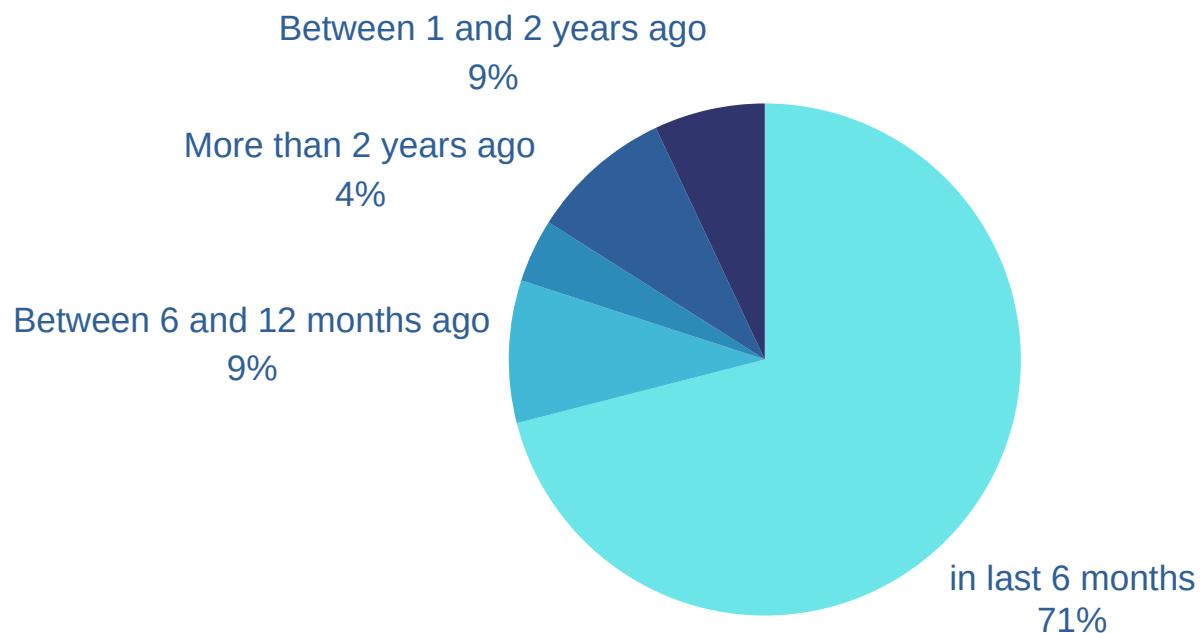
7 were discarded as only partially completed.

Analysis of 202 surveys is attached.

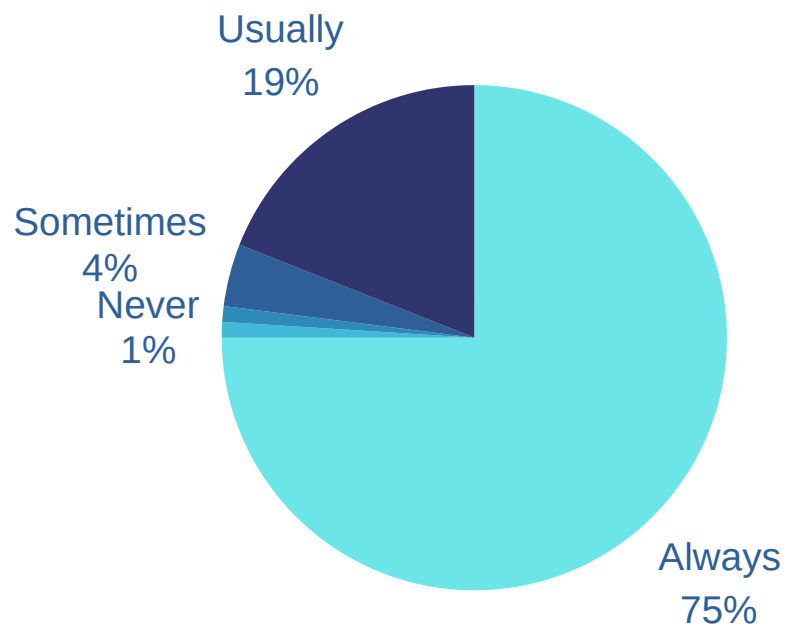
Thank you to all those who completed the NHS Wales Patient Experience Survey during the latter part of 2023



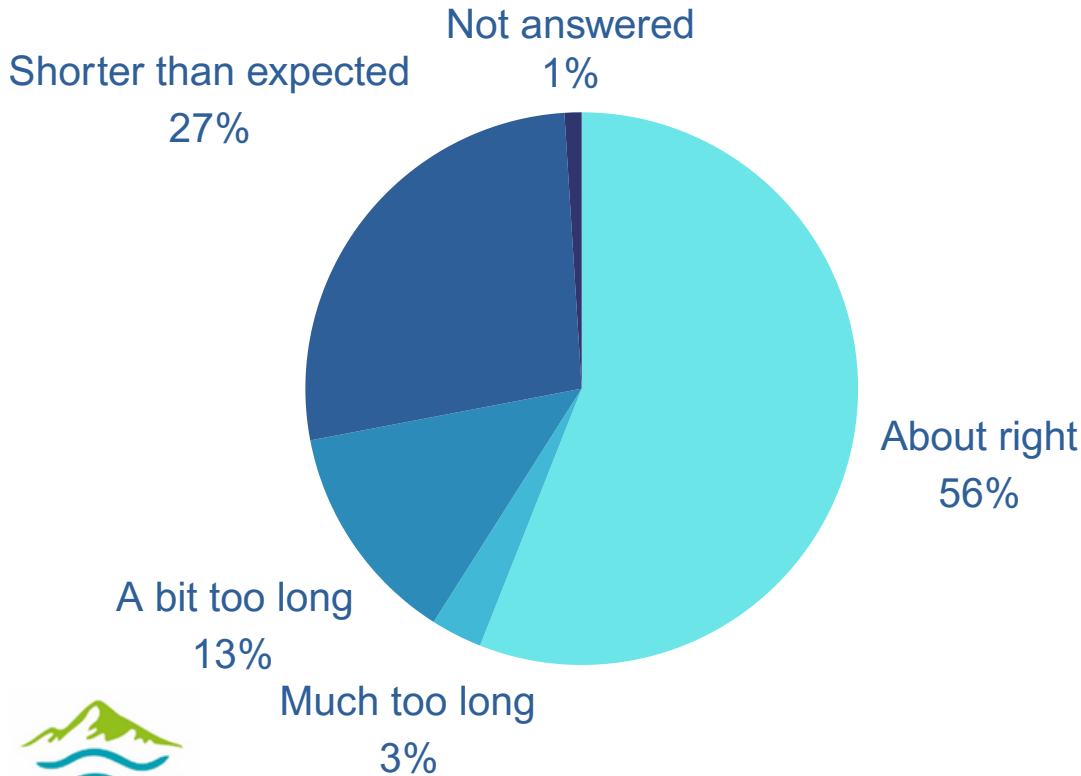
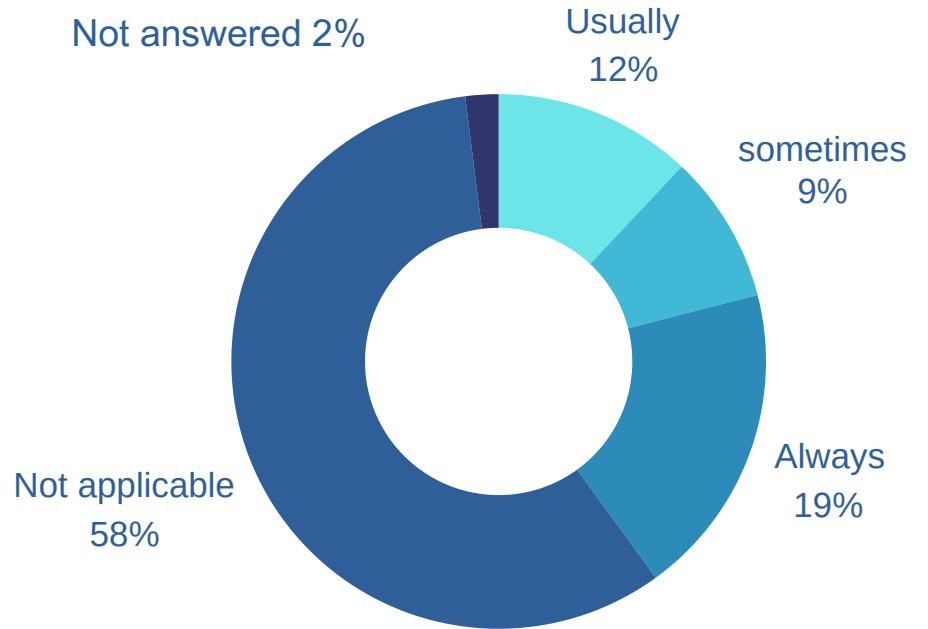
How recent was the experience you are thinking of



1. Did you feel that you were listened to



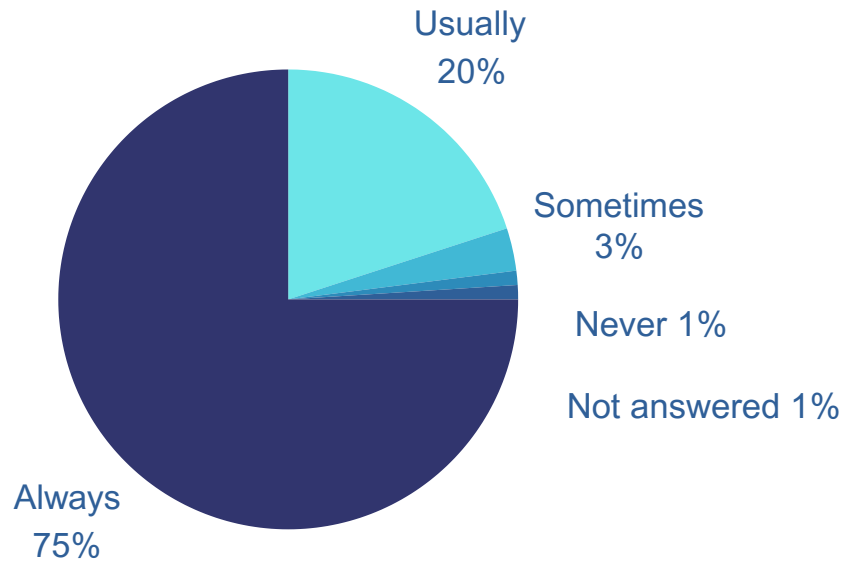
2. Were you able to speak in Welsh to staff if you needed to



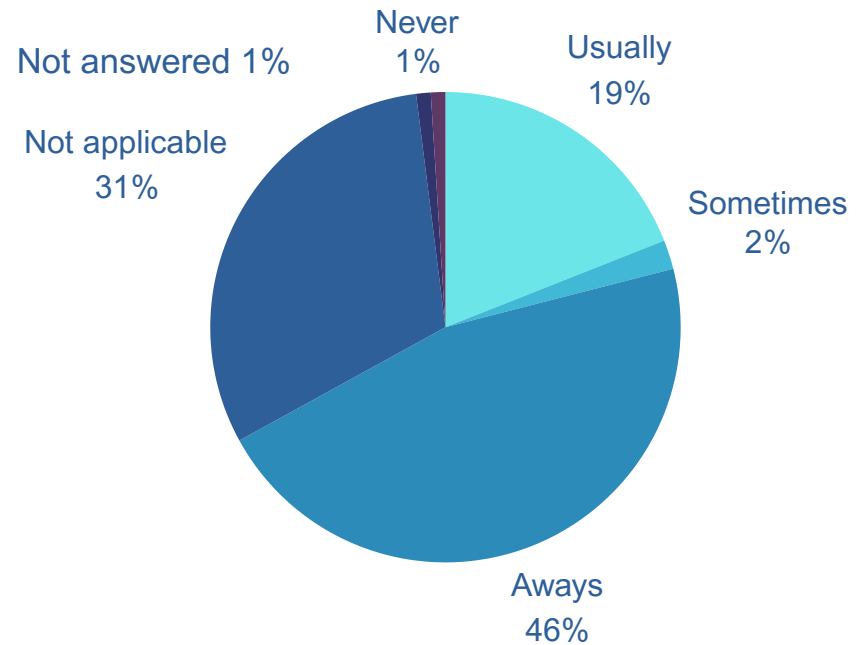
3. the time you realised you need to use this service, was the time you waited:



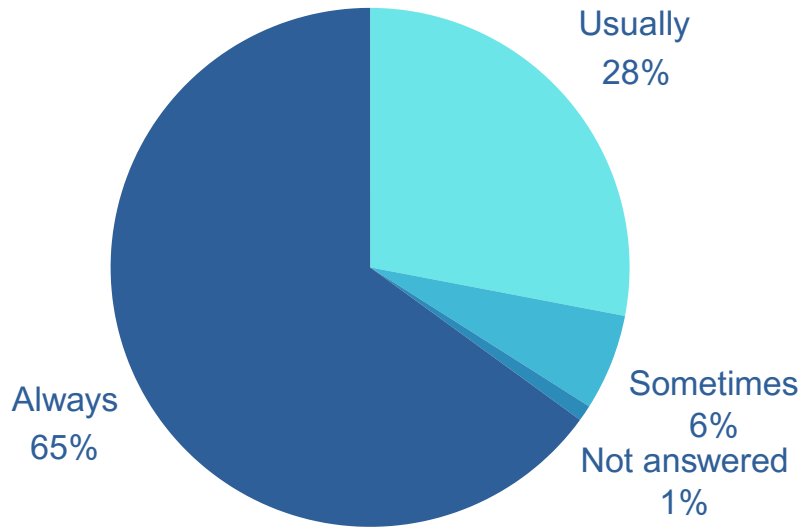
4. Did you feel well cared for?



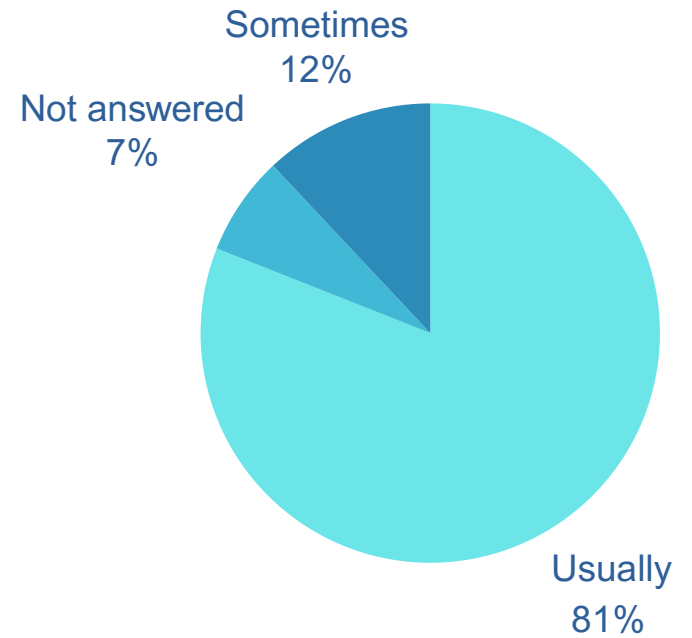
5. If you asked for assistance did you get it when you needed it



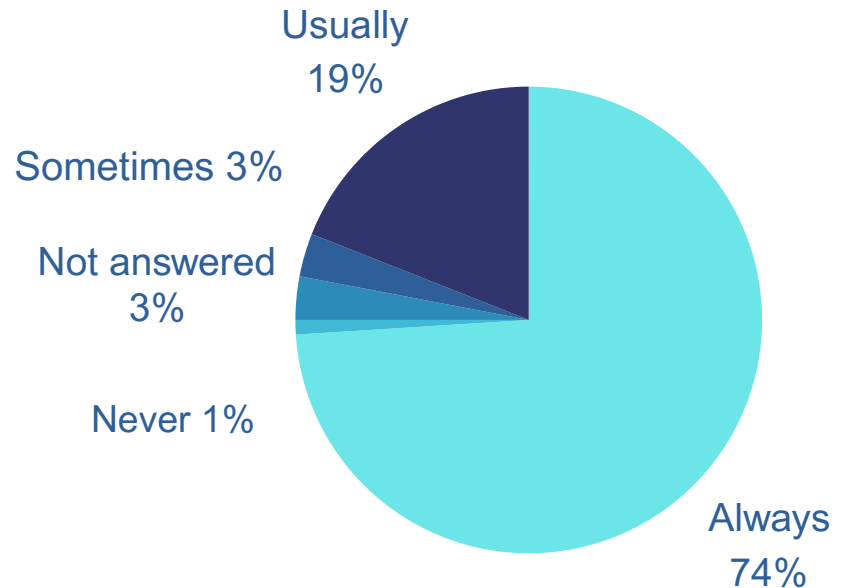
6. did you feel you understood what was happening in your care



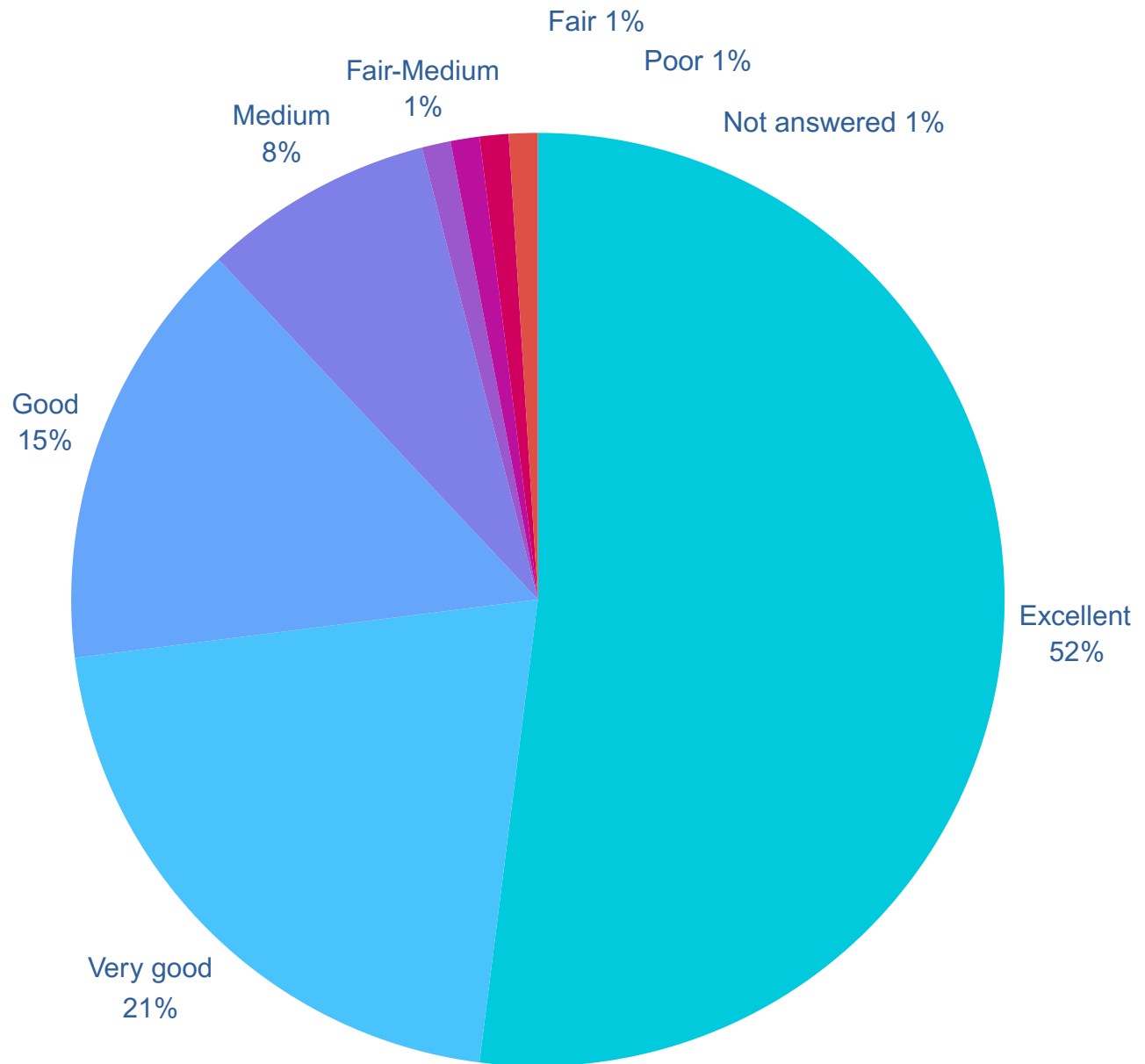
7. Were things explained to you in a way that you could understand



8. Were you involved as much as you wanted to be in decisions about your care?

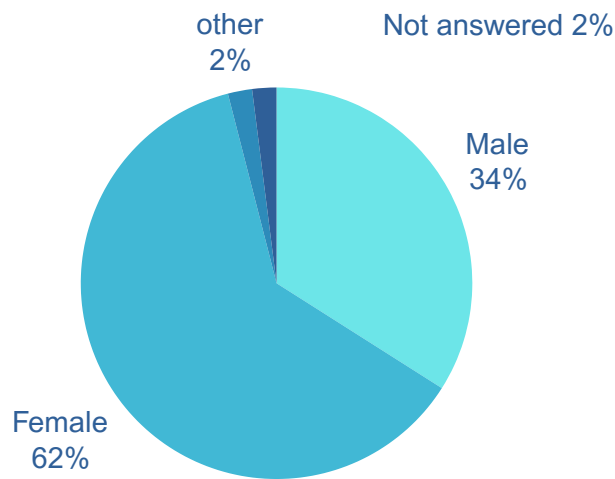


9. Using a scale of 0-10 (0 is very bad and 10 is excellent, how would you rate your overall experience?

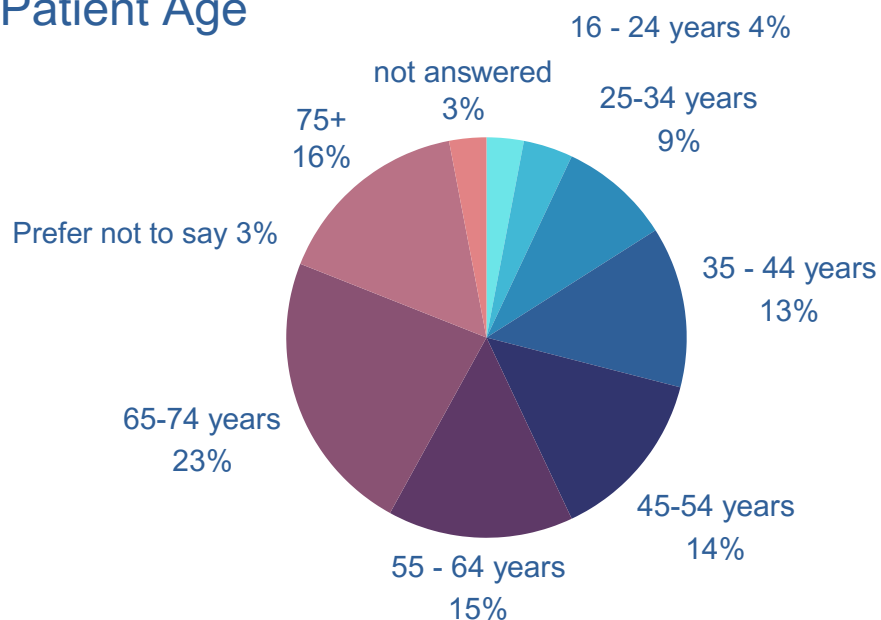


Equality Monitoring to ensure the completed surveys represented the demographic of our patient population

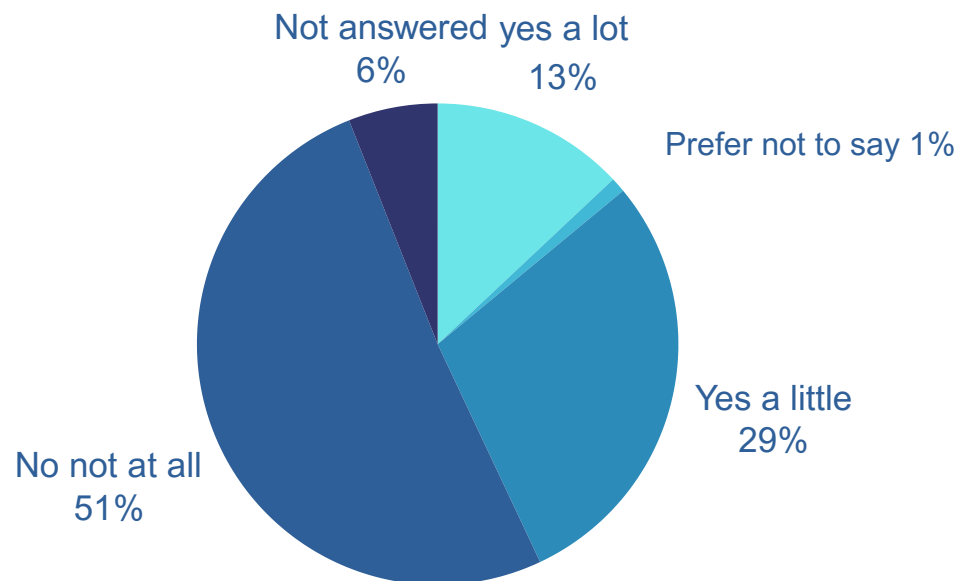
Gender



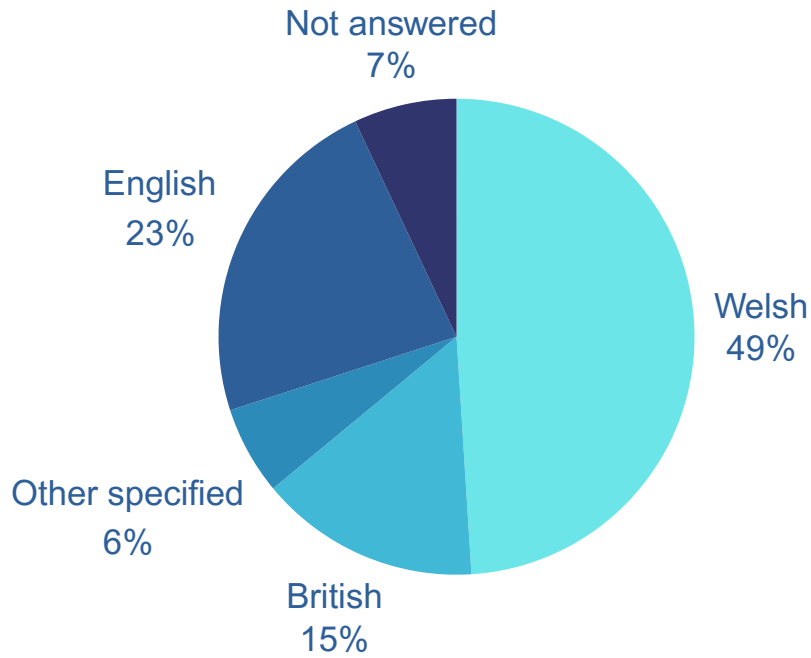
Patient Age



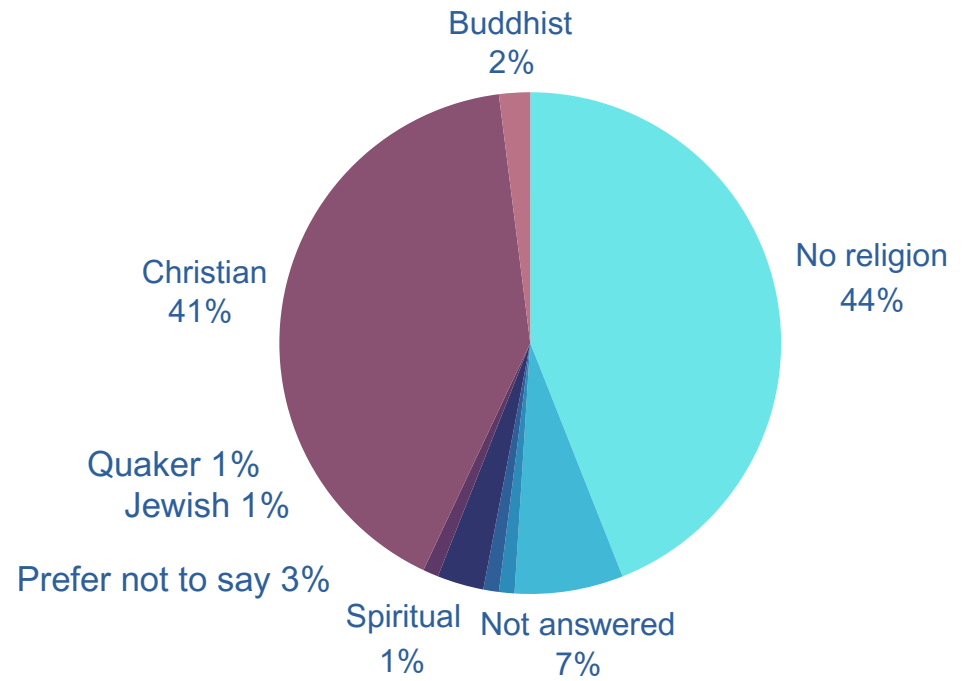
Are your day to day activities limited because of a health problem or disability which has lasted or is expected to last at least 12 months



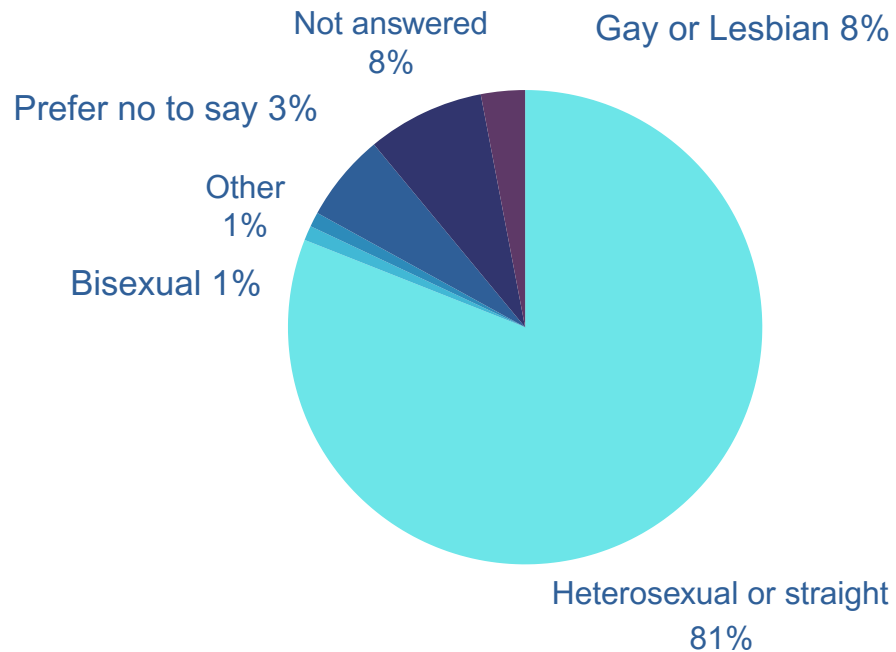
Ethnic Group



What is your religion



Which of the following options best describes how you think of yourself



Feedback

While the overall feedback is quite positive, there were less positive comments regarding wait times for appointments and waiting lists. It is unclear whether these refer to the Practice or other services. The Practice closely monitors appointment demand and capacity and adjusts accordingly, while ensuring safe consulting limits for our clinical team.

All feedback has been relayed to the Practice team. Due to the anonymous nature of the survey, specific concerns couldn't be addressed directly, but the team has taken note to improve our services.

The Practice is committed to delivering excellent patient care. Patient feedback plays a vital role in our ongoing efforts to enhance services and care quality.

The Practice is introducing an online feedback form for patients, or their representatives to share comments all year round.

Feedback regarding our services can be submitted through the "Patient Feedback" box at the reception or by completing the online form available on our website, or using the QR code shown.

Should you have any concerns regarding the care provided at the Practice, please discuss with a member of the Practice team or the Practice Manager for further investigation.



Thank you