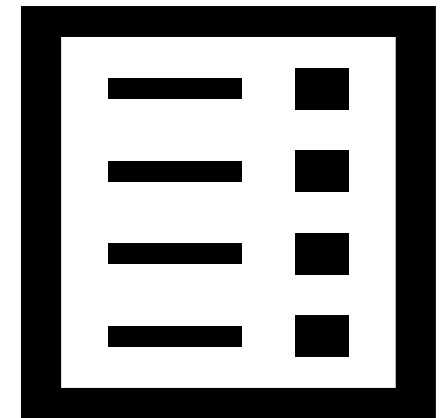




Patient NHS Experience Survey 2024



What we did

Reception handed out paper copies or directed patients to use the QR code from 16th to 30th September 2024

QR code and weblink were shared on our social media, website and on posters

Patients who attended were also sent a text message at the end of each week with a link

Responses

A total of 240 surveys were completed; 87 on-line, 153 on paper.

Paper copy was bilingual, online version could be completed in Welsh or English.

1 paper copy had comments in Welsh written in it. 3 Welsh versions of the online survey were completed.

This document includes

Breakdown of the responses

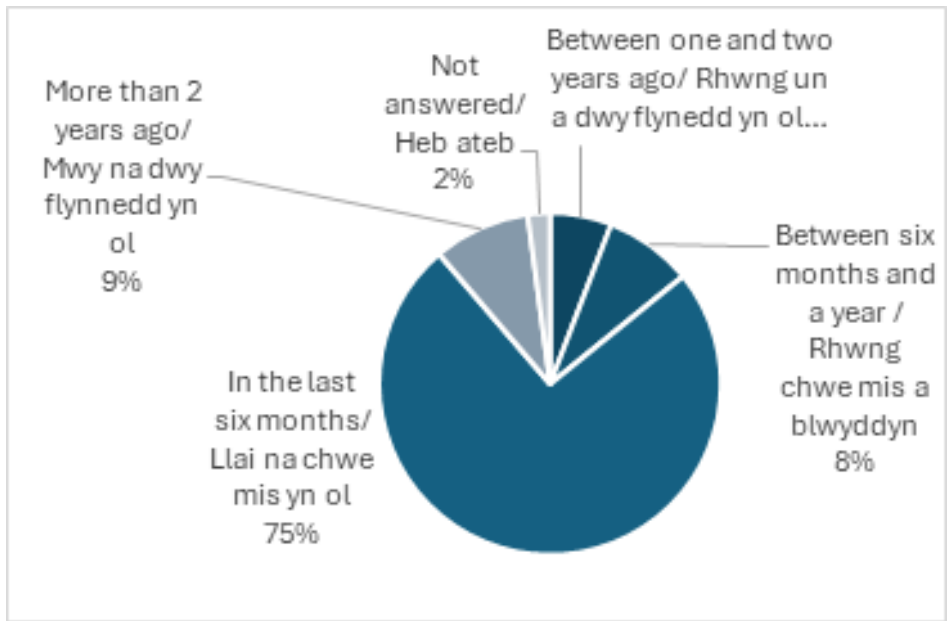
A small selection of the comments

Practice Response / Action plan

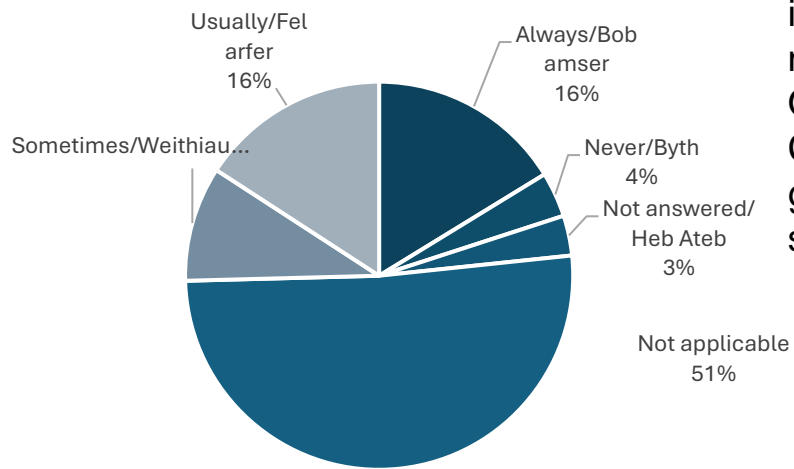
What next

Edited version of this will be made available to patients during November 2024 and Reflective document submitted to Health Board & WAG by end March 2024 as required under the GMS Contract

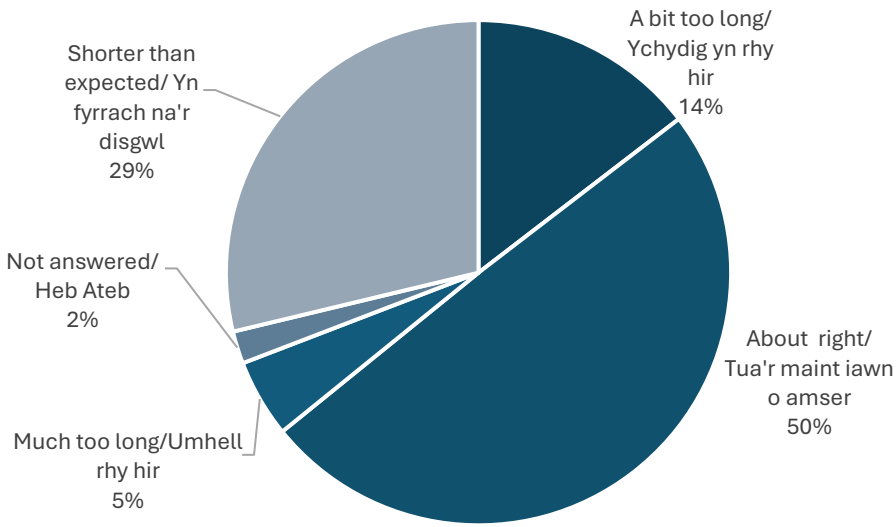
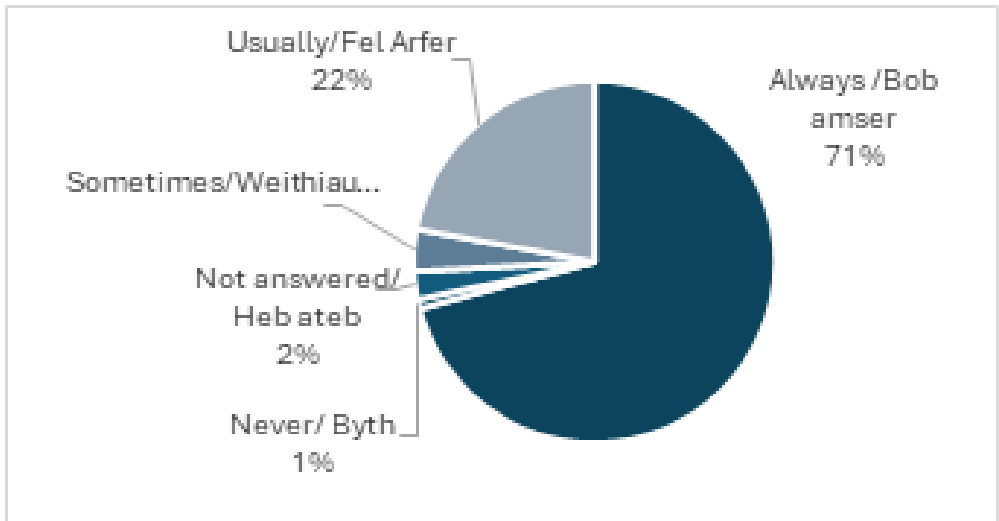
How long ago was the NHS experience you are thinking of? Par mor ddiweddar oedd y profiad GIG yr ydych yn meddwl amdano?



Were you able to speak in Welsh to staff if you needed to? Os Ydych chi'n siarad Cymraeg, oeddech chi'n gallu siarad Cymraeg a staff?

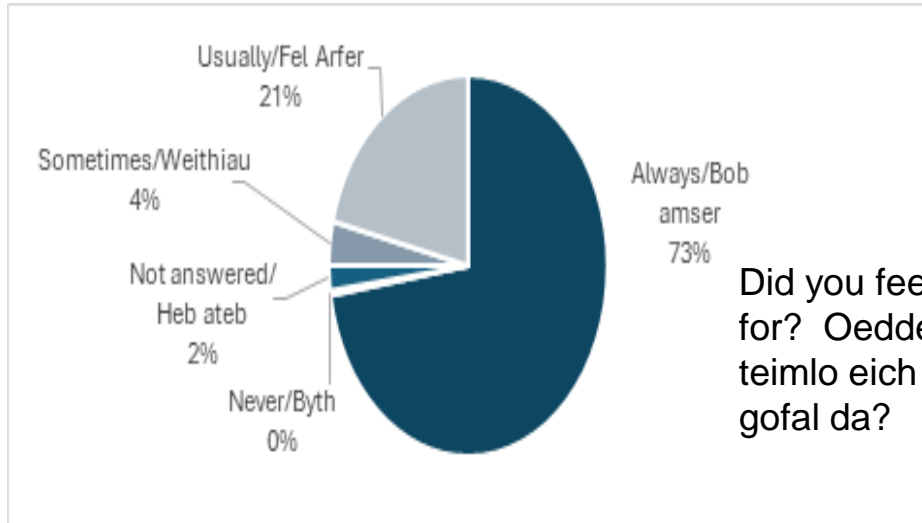


Did you feel that you were listened to? Ydych chi'n teimlo, bod pobl wedi gwrando arnoch chi?



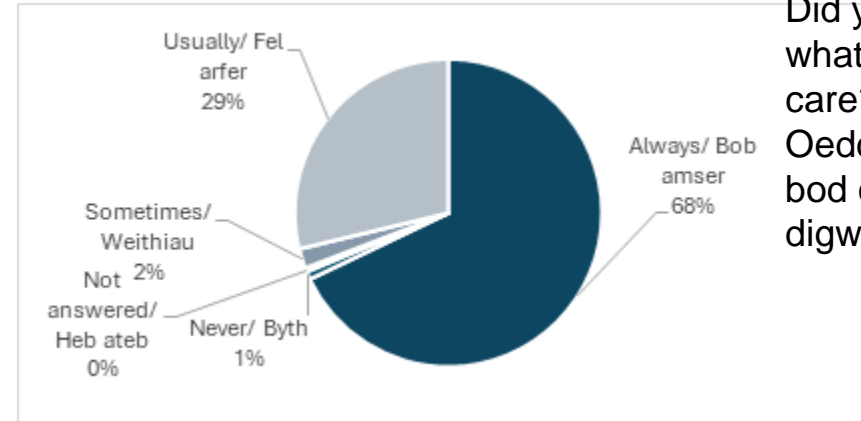
From the time you realised you needed to use this service, was the time you waited: Pa mor hir gymerodd hi i chi gael apwyntment I wedi rhywun?

**Thinking about the place where you received Care.
Meddwl am y lle y cawsoch ofal**



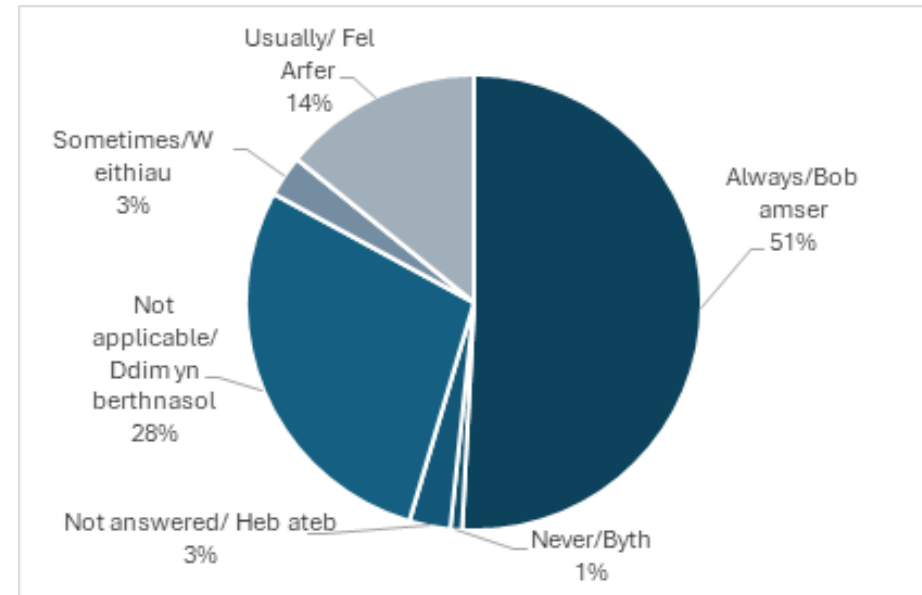
Did you feel well cared for? Oeddech chi'n teimlo eich bod yn cael gofal da?

**Thinking about your understanding and involvement in your care
Meddwl am eich dealltwriaeth a'ch cyfranogiad mewn eich gofal.**

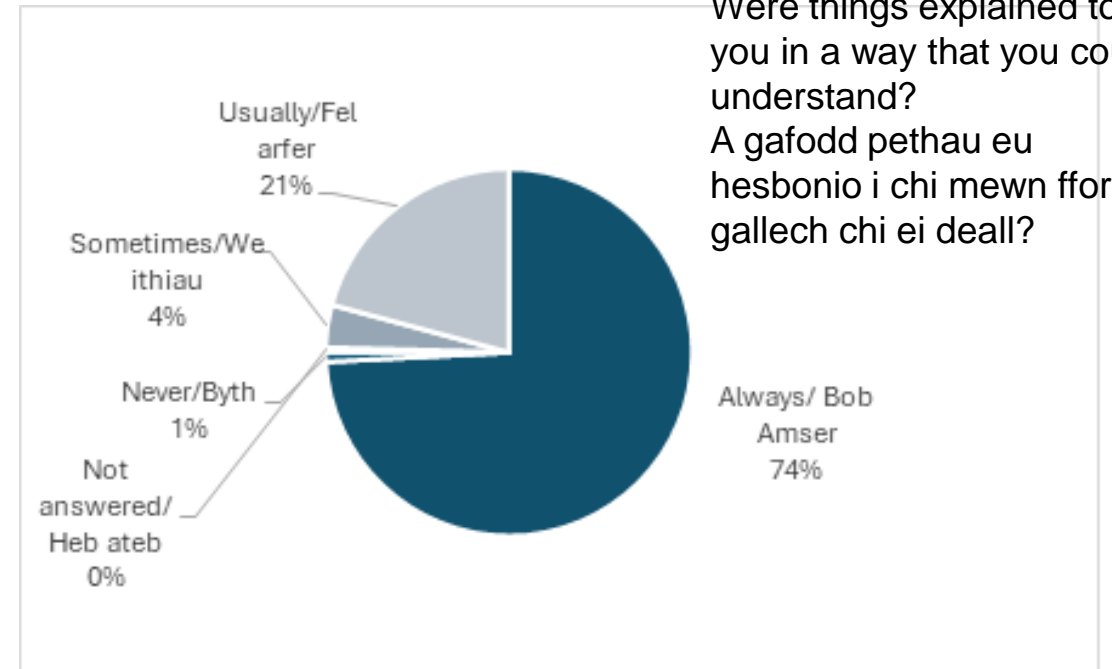


Did you feel you understood what was happening in your care? Oeddech chi'n teimlo eich bod chi'n deall beth oedd yn digwydd yn eich

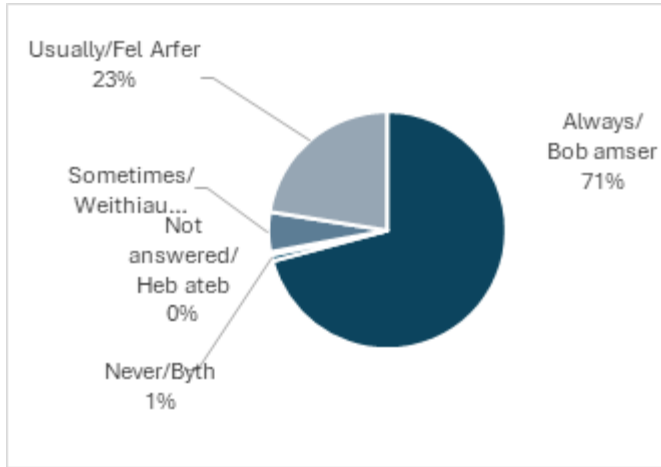
If you asked for assistance, did you get it when you needed it? Os gofynnoch am gymorth, a gawsoch ef pan oedd ei angen arnoch



Were things explained to you in a way that you could understand? A gafodd pethau eu hesbonio i chi mewn ffordd y gallech chi ei deall?

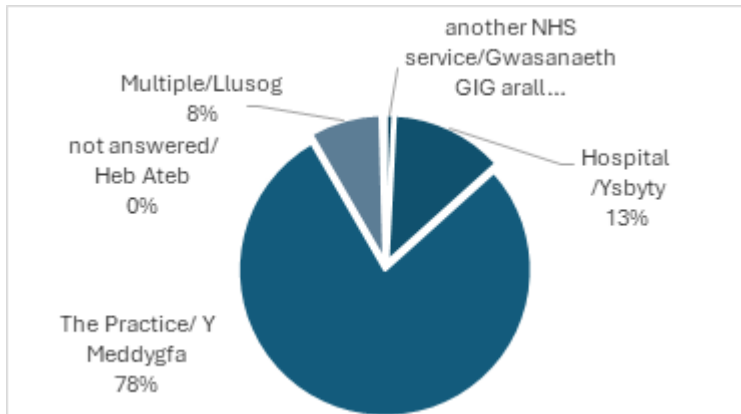


Were you involved as much as you wanted to be in decisions about your care? A oeddech chi'n ymwneud cymaint ag yr oeddech am fod mewn penderfyniadau am eich gofal?



I added in this next question to allow us to put responses and any comments into context.

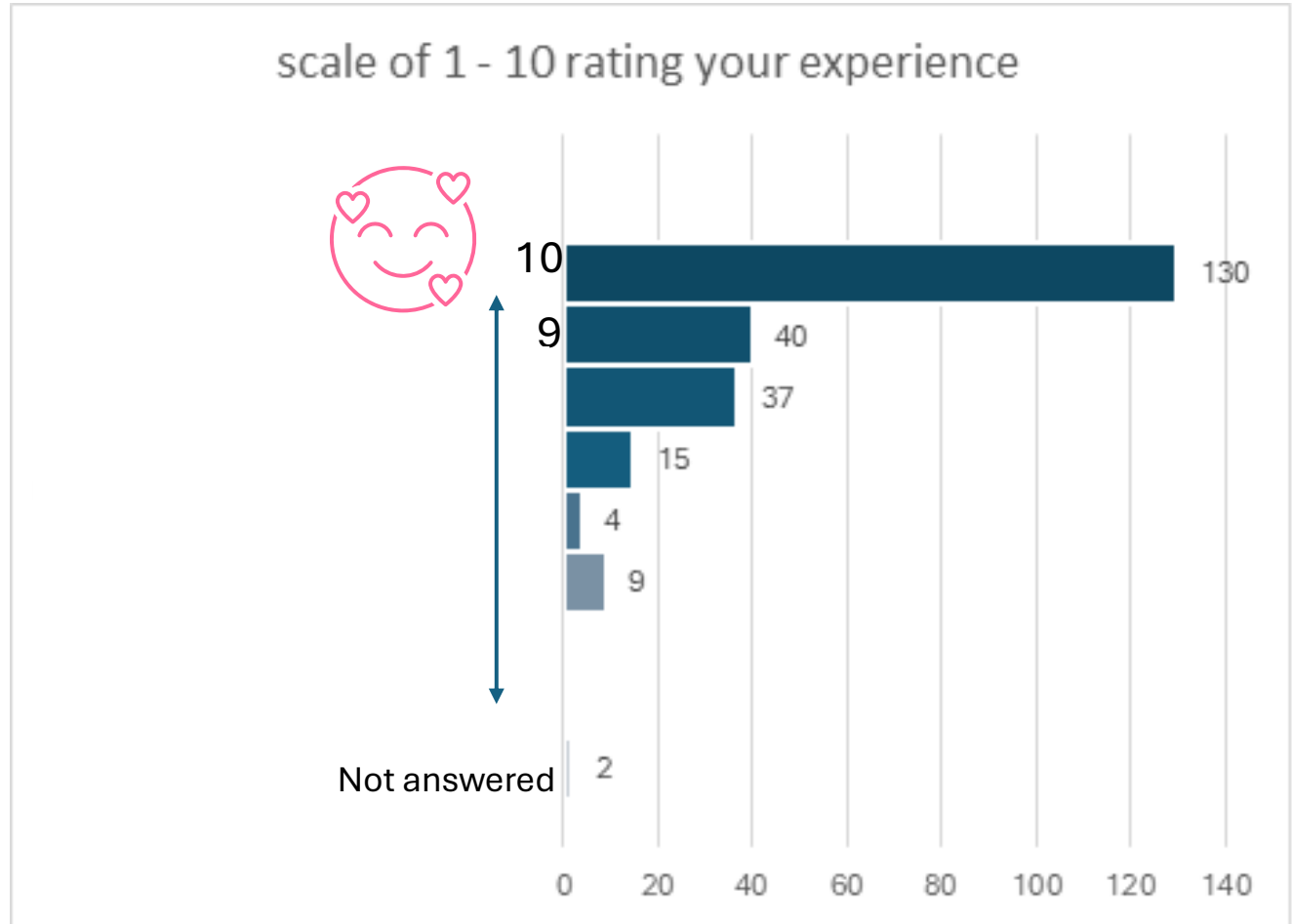
Are your answers based on your experience at: A yw eich atebion yn seiliedig ar eich profiad yn:



Overall experience Profiad cyffredinol

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

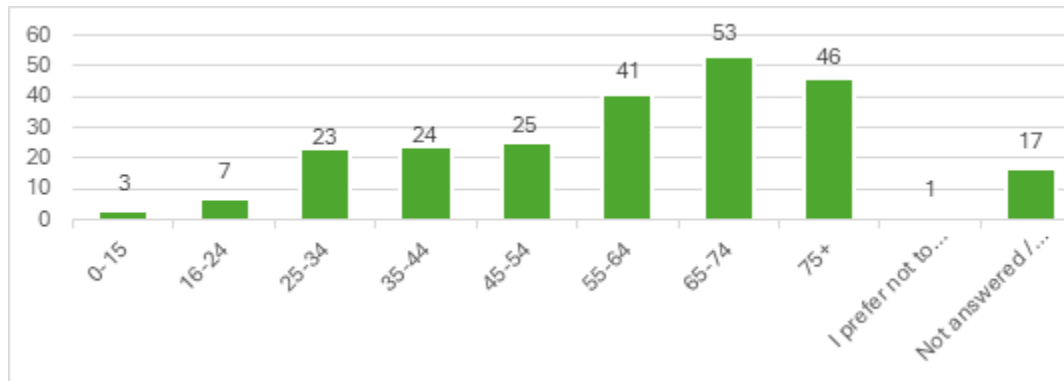
Gan ddefnyddio graddfa 0 -10 lle mae 0 yn wael iawn a 10 yn ardderchog, beth yw eich barn am eich profiad cyffredinol?



Demographic of patients completing the Survey



Ages of responding patients



Gender 60% of survey respondents gave their gender as female, with 32 % saying male. 1% preferred not to say and 7% left this question unanswered.

Gender at birth 60% female, 32% male, 1% other. 1% preferred not to say and 17% did not answer the question.

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

Heterosexual or straight 210 patients, Bisexual 2, Gay or Lesbian 2, “Other” 2, 5 chose “ I prefer not to say”, 18 did not answer, including one person who wrote “Irrelevant question” across the answers.

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?

112 answered “not at all”, 61 said a little, 45 said “Yes a lot”, 3 preferred not to say and 19 did not answer the question.

Ethnicity

48% Welsh, 25% English and 13% British. The remaining 14% - White & Black Caribbean, White Asian, Irish, Scandinavian and “Other Ethnic group”. 9% of patients completing the question did not answer the ethnicity question.

Religion

46% Identified as Christian (All denominations), 37% stated they had no religion, 9% of surveys had this question unanswered. The remaining percentage included Buddhist, Jewish, “another religion” and “prefer not to say”.

Was there anything particularly good about your experience that you would like to tell us about



Spot light on
Receptionists

Receptionists are great

Excellent communication from the receptionists and always working hard to sort any issues promptly

Receptionists are amazing in Crymych

Reception staff are very welcoming and helpful.

Receptionist very polite and accommodating

The **reception staff** are always kind and empathetic which is rare with GP Practices

The **receptionists** are always polite and make an effort to accommodate your wishes.

Reception staff always friendly + helpful.

Never really any problem getting an appointment

There is always a nice welcome from Andrea.



Spot light on the Clinical Team

Doctor was very helpful and it felt like she really cared which is rare!

Doctors & nurses always explain things in detail and go the extra mile to give help and advice

GPs were thoughtful , they listened , they helped above and beyond what was expected.

Dr Owen always very helpful

Nerys the nurse, she is so good and very understanding and explains things in a simple manner.

the **female doctor and nurses in Newport Surgery** are excellent

The Dr I saw at the Practice (**Dr Kynaston**) was attentive, approachable and very helpful

Dr Davies was very good listener and able to make thorough examinations. Very happy with my care

The nurses at Newport are professional efficient and give good patient care

Yes, the doctor I saw at Crymych on the 18th of September listened and responded efficiently and effectively.

Practice wide complimentary comments



An excellent practice, always friendly, helpful , never feel rushed. Always get an appointment when needed.

Service, staff and treatment always first class

Staff y clinig yn wych

Excellent rapid service. Thank you

All my experiences with this practice have been excellent

Staff are always amazing, can't do enough and they always give you an help in hand with either yourself or if you got a little one! They also helped me out massively at a time of need and I couldn't be a more thankful

Care in the surgery is always first class, many years ago prompt action at this surgery resulted in my husband's life being saved

The Preseli practice has given me the best possible care and I would rate them a 10 excellent.

The whole staff from receptionists, HCAs, nurses and doctors could not be more pleasant or caring. The receptionists are outstanding in comparison to past surgeries. This is by far the best surgery that I have ever experienced in nearly 80 years

Staff are AMAZING! They are all just over worked & underpaid.
More staff needed on higher pay

Never in any doubt when you contact the surgery that they will do everything they can to accommodate your requests. Cannot speak highly enough.

All the staff at Preseli Practice are fabulous, extremely helpful and caring.

Was there anything that we could change to improve your experience

Lots of patients commented “no” or “nothing” in this section 😊 ... here are a few of the other comments



Far too much introductory information in the phone message. Takes ages to get through it all and is unnecessary.

Only the long message I have to listen to when I ring the surgery 😞

Make it easier to get an appointment, telephone options too long



shorter pre-bookable appointments

Making it easier to get appointments!

Waiting for appointment long. Difficult to make appointments

it should be easier to make non-urgent appointments, 4 week wait is too long but I did not want to make an urgent on the day appointment unnecessarily



Would be nice to have the same doctor all the time so one make a proper relationship

Make a policy of personalised care allowing patients with chronic conditions to see the same doctor ALL THE TIME

I would like to be able to see the same doctor each time when going back for a reassessment of my condition

It would be nice if gps recognised that I have a lot of knowledge about my own health and would not be there if my concerns were not valid - I have consistently had to fight to get treatment and still am - which I did not have to until I moved to Wales

Practice Response to Patients

The results of the survey and all comments have been shared with the Practice Team. The Practice Partners have a few remarks in response to the results.

- Thank you to all patients who took the time to complete the NHS Experience Survey and give feedback on the services they have received.
- The welcome message on the telephone uses mandatory wording provided by Welsh Assembly Government as a requirement of General Medical Services Contract. The information provided is important.
- The Practice is looking to address the issues around waiting times for routine appointment. Team members leave can impact on this wait.
- The Practice is looking to recruit more doctors
- Increasing numbers of part time doctors working across our two sites results in challenges to see the same doctor every time, but hopefully with more routine appt this will be easier in the future.