

The 2023 Patient Survey ran for four weeks from 09 May 2023 to 06 June 2023, after a gap of four years due to the COVID Pandemic. It was designed by members of the Patient Participation Group (PPG), and our thanks go to the Sunbury Heath Centre (SHC) for setting up and running the survey on our behalf. Thanks are also extended to everyone who took the time to share their views and experiences of being part of the patient population of Sunbury Health Centre.

AIMS AND OBJECTIVES

Whilst SHC receives patient feedback in a number of ways, the PPG Patient Survey offers all patients the opportunity to provide feedback to the Practice on a range of issues.

The survey was designed with the following objectives:

* To understand what the patient’s perspective of the availability and scope of services and the value they place on them.
* To explore barriers to effective access that patients may experiences.
* To understand how patients learn about services developments to inform future communication strategies.

With so many changes having taken place since the last Survey in 2019 – both to the ways in which patients access services and how services are delivered – it was decided to start afresh with the Survey design. Whilst this means that very few meaningful comparisons can be made against previous years, the focus is on providing timely and useful feedback on current issues.

The Survey was made available in a number of ways, utilising digital technology as well as having paper copies available at the Practice. It was widely publicised through the SHC and PPG websites, as well as articles in Sunbury Matters and a LoSRA Newsletter.

1,545 patients submitted a Survey, from a total patient population of 18,842. This is a statistically valid return rate of 10% of the adult patient population (aged 15 and above). In addition, a total of 1,936 qualitative responses were received.

The response rate continues the upward trend from previous surveys and is the highest ever recorded level of patient participation in the history of PPG Patient Surveys.

The Survey results, PPG analysis =, observations and recommendations are reviewed by the Partners and Practice Management Team and discussed with the PPG. These discussions will determine priorities that the Practice and PPG will address in the coming year. The Survey and resultant Action Plans will be published in due course.

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| Number of appointments booked at the Practice in November 2023 |  7,924 |
| Number of appointments not attended (DNA) in November 2023 |  342 |
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| DNA Percentage in November 2023 |  4.3% |
| Difference from October 2023 |  +1.6% |