

GPPS COMPARISONS 2022-2023-2024

(Green = above or within 6% of national result)

Newhall Surgery	National Result 2022	Newhall Result	National Result 2023	Newhall Result	National Result 2024	Newhall Result	Improvement Plan / Comments - August 2023
% of patients who find it easy to get through to this GP practice by phone	53%	25%	50%	30%	50%	43%	Internal patient survey gave a result of 74%. NHS Choices, compliments, F&F all agree that the new telephone system has improved, with shorter waits and the call back service. Audit shows an average wait of less than 5 minutes per call.
% of patients who find the receptionists at this GP practice helpful	82%	77%	82%	81%	83%	80%	All staff trained in customer service and updated regularly with signposting and local initiatives and services.
% of patients who are satisfied with the general practice appointment times available	55%	43%	53%	42%			No direct comparison.
% of patients who usually get to see or speak to their preferred GP when they would like to	38%	31%	35%	27%	40%	63%	Continuity of care is very important to our patient demographic. Good mix of telephone and face to face appointments, different times available as requested by patients.
% of patients who were offered a choice of appointment when they last tried to make a general practice appointment	59%	63%	59%	54%			No direct comparison.
% of patients who were satisfied with the appointment they were offered	72%	69%	72%	71%			No direct comparison.
% of patients who took the appointment they were offered	96%	99%	96%	95%			No direct comparison.
% of patients who describe their experience of making an appointment as good	56%	38%	54%	45%			No direct comparison.
% of patients who were given a time for their last general practice appointment	90%	78%	91%	89%			No direct comparison.
% of patients who say the healthcare professional they saw or spoke to was good at giving them enough time during their last general practice appointment	83%	78%	84%	87%			No direct comparison.
% of patients who say the healthcare professional they saw or spoke to was good at listening to them during their last general practice appointment	85%	75%	85%	90%	87%	95%	Excellent result. Continuing year on year improvement.
% of patients who say the healthcare professional they saw or spoke to was good at treating them with care and concern during their last general practice appointment	83%	79%	84%	87%	85%	93%	Excellent result. Continuing year on year improvement.
% of patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment	81%	66%	81%	92%	73%	88%	Slightly differently phrased question than previous years so not a direct comparison. Excellent result.
% of patients who were involved as much as they wanted to be in decisions about their care and treatment during their last general practice appointment	90%	91%	90%	96%	91%	94%	Excellent result. Continuation of excellent service.
% of patients who had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment	83%	91%	83%	94%	82%	98%	Excellent result. Continuing year on year improvement.
% of patients who felt their needs were met during their last general practice appointment	91%	85%	91%	94%	90%	94%	Excellent result. Continuation of excellent service.
% of patients who say they have had enough support from local services or organisations in the last 12 months to help manage their long-term condition(s)	65%	59%	65%	77%	68%	67%	Excellent result. We have adapted our LTC process which patients and still getting used to. Reduction in available Nursing appointments may have impacted this result.
% of patients who describe their overall experience of this GP practice as good	72%	63%	71%	64%	74%	82%	Excellent result. Continuing year on year improvement.
					48%	41%	We have an older patient demographic, however internal patient survey does not agree with these findings.
					45%	73%	Excellent result.
					83%	86%	Excellent result.
					93%	92%	Excellent result.
					67%	76%	Excellent result.
					53%	46%	Good result, however, this has been impacted by our reduction of available Nursing appointments.
					66%	60%	Excellent result. This has been impacted by our reduction of available Nursing appointments.
					85%	93%	Excellent result.
					92%	94%	Excellent result.
				40% completion rate		32% completion rate	
				322 surveys sent, 130 surveys received		288 surveys sent, 93 surveys received	