SFFS COMPARISONS 20	022-2023-2024				(Green = above or within 6% of national		al result)	
Newhall Surgery	Result 2022	Newhall Result	National Result 2023	Newhall Result		Result 2024	Newhall Result	Improvement Plan / Comments - August 2023
No Wildin Ourgery	LVLL	Result	NOSUK ZUZU	resur		LULT	ROUN	inprovement run / Comments August 2020
								Internal patient survey gave a result of 74%. NHS Choices, compliments, F&F all agree that the new telephone system ha
of patients who find it easy to get through this GP practice by phone	53%	25%	50%	30%	% of patients who find it easy to get through to this GP practice by phone	50%	43%	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	0070	2070	50%	0070	% of patients who find the receptionists and administration team at this GP practice	5070	4070	All staff trained in customer service and updated regularly with
is GP practice helpful of patients who are satisfied with the	82%	77%	82%	81%	helpful	83%	80%	signposting and local initiatives and services.
eneral practice appointment times vailable	55%	43%	53%	42%				No direct comparison.
of patients who usually get to see or					% of patients who usually get to see or			Continuity of care is very important to our patient demographi- Good mix of telephone and face to face appointments, differer
eak to their preferred GP when they build like to	38%	31%	35%	27%	speak to their preferred healthcare professional when they would like to	40%	63%	times available as requested by patients.
of patients who were offered a choice of	0070	0170	00%	2170	processoria when they would like to	4070	00%	
pointment when they last tried to make a eneral practice appointment	59%	63%	59%	54%				No direct comparison.
of patients who were satisfied with the pointment they were offered	72%	69%	72%	71%				No direct comparison.
of patients who took the appointment by were offered	96%	99%	96%	95%				No direct comparison.
of patients who describe their experience		-		-				
making an appointment as good of patients who were given a time for	56%	38%	54%	45%				No direct comparison.
eir last general practice appointment	90%	78%	91%	89%				No direct comparison.
of patients who say the healthcare								
ofessional they saw or spoke to was good giving them enough time during their last	83%	78%	84%	87%				No direct comparison
neral practice appointment of patients who say the healthcare	83%	78%	84%	87%	% of patients who say the healthcare professional they saw or spoke to was good			No direct comparison.
ofessional they saw or spoke to was good listening to them during their last general actice appointment	85%	75%	85%	90%	at listening to them during their last general practice appointment	87%	95%	Excellent result. Continuing year on year improvement.
of patients who say the healthcare ofessional they saw or spoke to was good	03%	75%	03%	90%	% of patients who say the healthcare professional they saw or spoke to was good	0176	95%	Excellent result. Continuing year on year improvement.
treating them with care and concern iring their last general practice					at treating them with care and concern during their last general practice			
ring their last general practice pointment	83%	79%	84%	87%	appointment	85%	93%	Excellent result. Continuing year on year improvement.
of patients who felt the healthcare					% of patients who say the healthcare			
ofessional recognised or understood any ental health needs during their last					professional they saw or spoke to was good at considering their mental wellbeing during			Slightly differently phrased question than previous years so no
neral practice appointment of patients who were involved as much	81%	66%	81%	92%	their last general practice appointment % of patients who were involved as much	73%	88%	direct comparison. Excellent result.
they wanted to be in decisions about eir care and treatment during their last					as they wanted to be in decisions about their care and treatment during their last			
eneral practice appointment of patients who had confidence and trust	90%	91%	90%	96%	general practice appointment % of patients who had confidence and trust	91%	94%	Excellent result. Continuation of excellent service.
the healthcare professional they saw or looke to during their last general practice					in the healthcare professional they saw or spoke to during their last general practice			
ppointment	93%	91%	93%	94%	appointment	92%	98%	Excellent result. Continuing year on year improvement.
of patients who felt their needs were met uring their last general practice					% of patients who felt their needs were met during their last general practice			
ppointment	91%	85%	91%	94%	appointment % of patients who say they have had	90%	94%	Excellent result. Continuation of excellent service.
of patients who say they have had nough support from local services or					enough support from local services or organisations in the last 12 months to help			Excellent result. We have adapted our LTC process which
ganisations in the last 12 months to help lanage their long-term condition(s)	65%	59%	65%	77%	manage their long-term conditions or illnesses	68%	67%	patients and still getting used to. Reduction in available Nursi appointments may have impacted this result.
of patients who describe their overall operience of this GP practice as good	72%	63%	71%	64%	% of patients who describe their overall experience of this GP practice as good	74%	82%	Excellent result. Continuing year on year improvement.
					% of patients who find it easy to contact this	48%	41%	We have an older patient demographic, however internal patie
					GP practice using their website % of patients who find it easy to contact this	48%	41%	survey does not agree with these findings.
					GP practice using the NHS App	45%	73%	Excellent result.
					% of patients who knew what the next step			
					would be after contacting their GP practice % of patients who knew what the next step	83%	86%	Excellent result.
					would be within two days of contacting their GP practice	93%	92%	Excellent result.
						0.075		
					% of patients who describe their experience of contacting their GP practice as good	67%	76%	Excellent result.
					% of patients who were offered a choice of			
					time or day when they last tried to make a general practice appointment	53%	46%	Good result, however, this has been impacted by our reductio of available Nursing appointments.
					% of patients who felt they waited about the			
					right amount of time for their last general practice appointment	66%	60%	Excellent result. This has been impacted by our reduction of available Nursing appointments.
					% 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	85%	93%	Excellent result.
					% of patients who felt the healthcare professional they saw had all the			
					information they needed about them during their last general practice appointment	92%	94%	Excellent result.
				40% completion			32% completion	
				rate			rate	
				322 surveys			288 surveys	
				sent, 130 surveys			sent, 93 surveys	
		1	1	received	i e		received	1