

IN HOUSE PATIENT SURVEY COMPARISON 2023/2024

Newhall Surgery	Yes	Yes	Improvement Plan / Comments - 2024
Are you aware that you are able to book GP appointments, smear appointments, flu vaccinations and blood tests online?	80.00%	88.00%	Increase from 80% to 88%. Pleased to note that patients are more aware of the on-line services offered. We will continue to promote these as an alternative for those who have internet access. Telephone appointments are still available for those who are unable to use on-line services. Please ask for further details of SystmOnLine should you require access or use the NHS App.
Have you made an appointment using our online booking?	49.00%	52.00%	Pleased to note that this is being used and an increasing number of people have found it easy.
If yes, did you find this easy to use?	52.00%	60.00%	
Are you aware you can order repeat medication online?	90.00%	93.00%	A further increase in usage. This is an efficient way to order your repeat medication. If you require SystmOnLine access or access to the NHS App and are unsure, please ask a member of staff.
If yes, did you find this easy to use?	80.00%	87.00%	
Are you aware of the Newhall Surgery's website and Facebook page?	48.00%	42.00%	Surprising answer as our followers on Facebook have increased dramatically and more people are visiting our website. The website and Facebook will keep you updated with all our news and provide information on local services, self help groups and other relevant information. Please follow us on Facebook and visit our website for further details.
Have you accessed the website? If you have not accessed the website this can be found on www.newhallsurgery.com. If you have accessed the website, did you find it easy to find the information you required?	62.00%	72.00%	Good that more people have accessed our website. This was upgraded in January and is more user friendly. Information is added regularly on services available and news from the Practice.
If you are aware of our Facebook page, have you found the updates, information and links useful?	26.00%	37.00%	Increase in followers on Facebook which is encouraging. We would like as many people as possible to follow us so that up to date information is received by patients on local services and practice news.
AccuRx, Floreys or text messages are used by the Surgery to contact you, provide information or ask questions, are you aware of this function?	81.00%	84.00%	This way of communication with the patients has been well received. Good feedback regarding this interactive forum.
If you have interacted with the Floreys (questionnaires), have you found this method of communication helpful and easy to use?	59.00%	78.00%	Well received and increase in patients finding this form of interaction easy to use.
Do you find it easy to contact the Practice via telephone?	44.00%	74.00%	Excellent that our % has risen from 44% to 74%. This has been aided by the new telephone system and the call back facility. Our average audited call wait time is less than 5 minutes.
When you speak to our Care Navigation (Reception) team on the telephone, are you happy with the service you receive? Are our staff professional, helpful and friendly?	81.00%	89.00%	Pleased to note that the % of patients that are happy with the service provided by our team via telephone has increased. We do our best to provide a good service.
When attending Newhall Surgery in person, are you happy with the service you receive from our Care Navigation (Reception) team?	85.00%	90.00%	Pleased to note that % of patients that are happy with the service provided by our team when visiting the Practice in person has increased.
When undertaking a consultation with the GP/Nurse are you happy with the knowledge of the clinician and the outcome of your consultation?	85.00%	94.00%	Pleased that we have again an increase from 84% to 94%. Our Clinicians endeavour to provide the best holistic service to our patients with onward referral and investigation as necessary.
			308 Surveys completed