**SMP Survey Results 2017 – Summary by PPG**

**Who responded to the survey?**

217 results

25% male and 55% female

Good age-group representation across all ages from 17 to over 80

60% White British and 27% well-spread across other ethnicities

Over 20% failed to answer the monitoring questions

**Satisfied with service**

89% answered yes

**Reasons given**

Note that only one reason was requested. 185 people responded but a few people gave more than one reason and some gave no reason

49 people said they were happy with the appointment system

23 felt it was difficult to get an appointment but 10 of these said they were happy with the service overall

59 people praised the quality of GPs

63 praised other staff and organisation generally

3 mentioned that cleanliness was good

3 referred to rude staff but 2 of these were happy overall

2 said the phone message was long and irritating but 1 of these was happy overall

1 said they had difficulty finding the doctor’s room

1 mentioned difficulty with triage phone calls when there were several family members affected but was happy overall

**Use of online services/information**

Pleasing to see that

33% of respondents used the online service for at least one of: booking appointments; repeat prescriptions; test results; viewing medical records

28% are using online appointment booking

21% requesting repeat prescriptions

11% viewing test results

49% receive texts and 21% view the website

Only 8% view medical records

There was low interest in SMP Facebook and Twitter (6 in total), 3 who did use them declined to give monitoring information, and the other 3 were female, 2 were 65-74 and 1 was 25-34

**Receiving information**

78% preferred to receive information by text

**Improvements to contact and information**

25% responded with the following responses

10 people wanted phone calls

3 people wanted letters

6 people wanted texts

8 people wanted help with online access and further comments included wanting more information about medical record. and ability to book a further appointment before cancelling the original

2 people suggested earlier reminders for appointments

1 suggested two types of reminder in case the phone was switched off for texts

1 wanted reminders or a system to book future appointments when times were not available to book

1 asked for texts reminding that an appointment should be made should state whether it was urgent

1 asked to be notified if there was a problem with a repeat prescription not being issued

1 asked to be notified even if test results were ok

1 asked for it to be possible to make changes to prescription requests online

1 asked for travel forms to be available online

1 asked for a practice email address

1 asked for information on the website to be more up-to-date

2 reported problems with the quality of sound on the phone system particularly for those with hearing impairment

10 people made further comments about waiting for appointments (6); rude staff (2); a request for air conditioning (1); extra staff (1); and other matters (2). These were mostly people who had been happy overall

59% gave no answer and a further 16% said they had no suggestions

**How much exercise is taken**

Few took none

35% took more than 2.5 hours per week

44% were aware that they need to take 2.5 hours per week

51% were prepared to join an exercise programme

**Activities**

The most popular activity was walking with 40% doing it and a further 8% would consider it

23% swim with a further 14% who would consider it

13% do yoga with 11% who would consider it

6% do dancing and 11% would consider it

3% do Tai Chi but 8% would consider it

Interest was lower in all the other activities suggested

10% (22 people) suggested different activities with gym being the most followed by cycling, gardening and pilates

**Assisting PPG activities**

A significant number have offered assistance in future, particularly in carrying out surveys (42); promoting online access (17); IT skills (15); and disability awareness (13), we don’t have a complete list at the moment

**Other constructive suggestions**

23 people responded of whom 5 had no suggestions

Suggestions were:

Leaflets about age-related diseases (1)

Information for younger people and healthy people who do not attend regularly (1)

More in-house availability of eye clinic, x-rays and blood tests (1)

A suggestion box and system for patient feedback (1)

More assistance with online access (3)

More space in upstairs waiting areas for buggies (1)

Waiting times always show 0 even when there is a delay (1)

Yet again some people chose to comment on appointment issues (5), staff issues (2) and phone messages (2) however the majority of these had said they were happy overall

**PPG newsletter**

31% interested in an online newsletter

14% in a paper newsletter

54% didn’t respond or not interested