

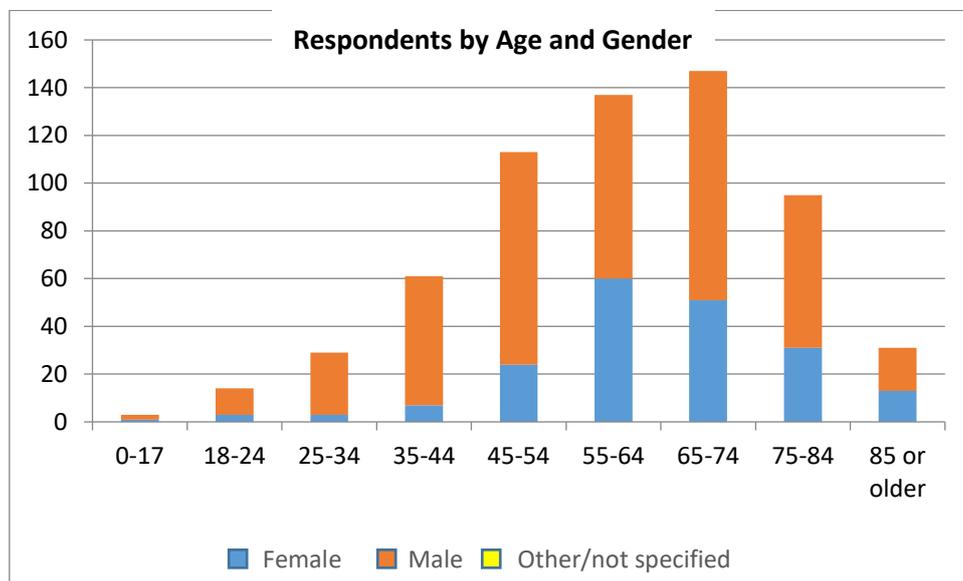
# The Kennet and Avon Medical Partnership (KAMP) Patient Participation Group (PPG) Survey 2018

## RESULTS

### INTRODUCTION

This year saw 674 respondents to the Patient Participation Group Survey, and we would like to thank everyone who took the time to give us feedback about the service offered by the Kennet and Avon Medical Partnership. With such a good response rate, it is felt the results provide a good cross section of patient opinion, as shown below by the breakdown of respondents by Age and Gender.

This is a summary of the main areas of interest. The Patient Participation Group has shared the results with the Partners and the outcomes of a Question and Answer session with the partners around key themes from the survey has also been produced.



### APPOINTMENT BOOKING

#### How do you prefer to book appointments?

Our survey results show that the majority of patients (60%) prefer to book appointments via the telephone system. However, there has been an 8% increase in the number of people booking their appointments online.

### THE PHONE SYSTEM

#### The Practice is using a new phone system and website as a result of the merger. Are the options on the phone system straightforward to understand?

Very Straightforward	25.27%	142
Straightforward	49.64%	279
Neither Straightforward nor Complex	18.33%	103
Complex	5.87%	33
Very Complex	0.89%	5

The majority of people found the phone system very straightforward or straightforward (75%). However, there was a significant amount of feedback about the phones and calling the practice in general. A lot of

comments related to the wait for the call to be answered, which is currently under review by the reception team. The issue of which surgery was answering the phone was brought up several times with some people feeling that it made a difference. We would like to stress that although we have two sites we are one practice, and the majority of our staff work over both sites and can all access the same information.

## VISITING THE PRACTICE

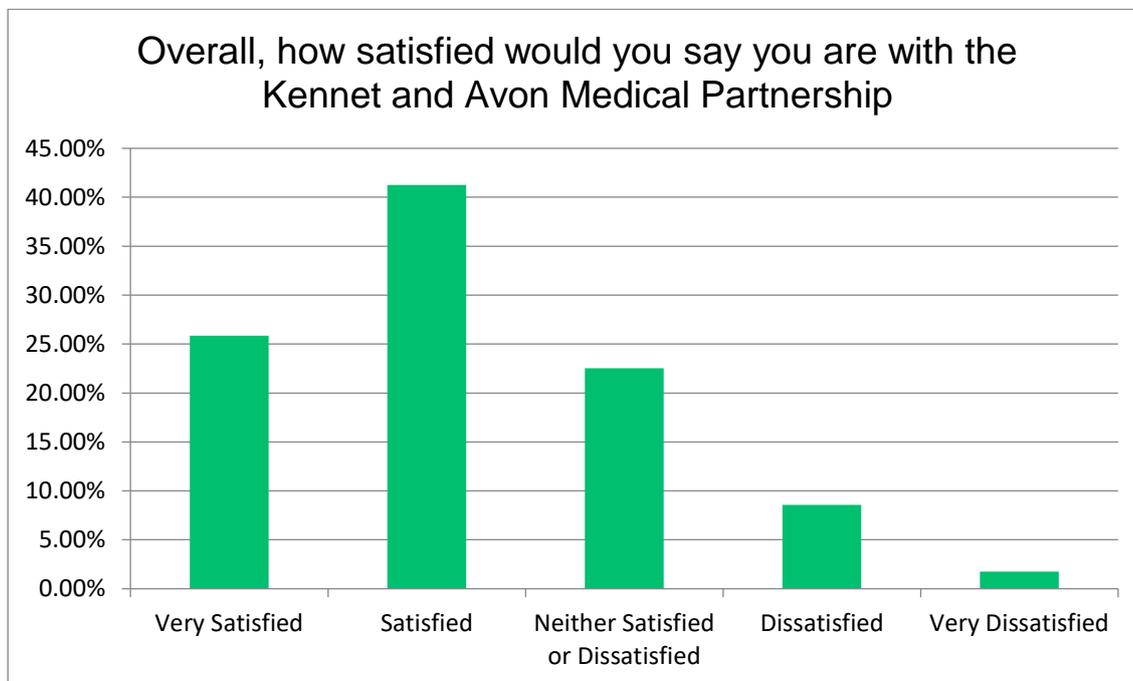
**In the future, would you consider taking an appointment at:**

Marlborough	<b>49.84%</b>	<b>316</b>
Pewsey	<b>11.51%</b>	<b>73</b>
Don't mind	<b>38.64%</b>	<b>245</b>

Understandably, many people will continue to go to the surgery closest to them. However, the amount of patients choosing either practice has increased by 10% since last year and these patients may find they have a greater choice of appointment.

## OVERALL SATISFACTION

**Overall, how satisfied would you say you are with the Kennet and Avon Medical Partnership?**



We are pleased that the majority of respondents remain satisfied with the service provided by the practice. That said, the practice acknowledged when reviewing the survey results that many are unhappy with the waiting time for a routine GP appointment, especially if requesting a specific GP.

Many feel that the waiting areas are looking a little tired and in need of some TLC. These concerns shall be raised with the partners.

There were a few comments left regarding hospital appointments and medication. Hospitals are contractually required to provide sick certificates, medication and they retain responsibility for a patient's care for the duration of the illness and care.