



## The Tutbury Practice Patient Forum Survey 2024

<http://www.thetppf.org/>

### **Introduction**

The purpose of the patient survey was to capture the patients experience regarding their interaction when in contact with the surgery for whatever reason. As with previous the results the results obtained have been analysed and are shown in this presentation.

A meeting was held with the surgery to go through the report to see if any changes can be made to improve the patients' experience.

The details and conclusions from this meeting have been added to this presentation and the final document has been put into the public domain for patients to view

**The survey questions did not ask for any information that would identify the patient. Therefore, it did not prejudice their current/future relationship with the practice  
Thanks are given to all those for their time in completing this survey.**

# The Tutbury Practice Patient Forum Survey 2024

## Analysis of completed questionnaires

### SECTION A: NUMBER OF PATIENTS SURVEYED BY GENDER AND AGE GROUP

The survey was conducted with patients aged 16+

The total number of 16+ patients registered with the practice as the time of the survey is **7067**

The total number of 16+ patients surveyed was **229**

**This equates to 2.99%**

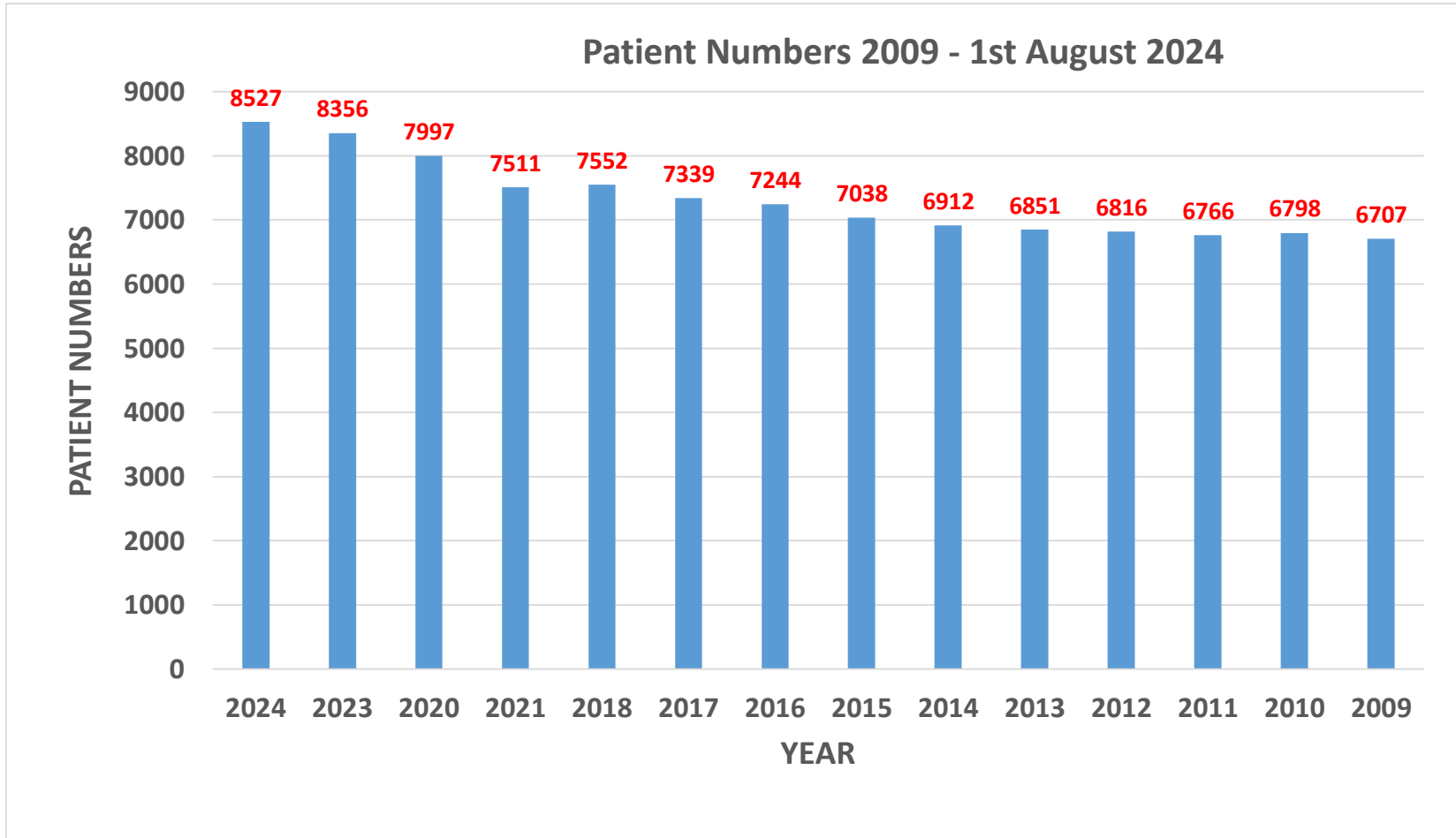
#### 1. Gender

Gender	Number	%age
Male	82	35.81%
Female	147	64.19%
In another way	0	0.00%
Prefer not to say	0	0.00%
<b>Totals</b>	<b>229</b>	<b>100.00%</b>

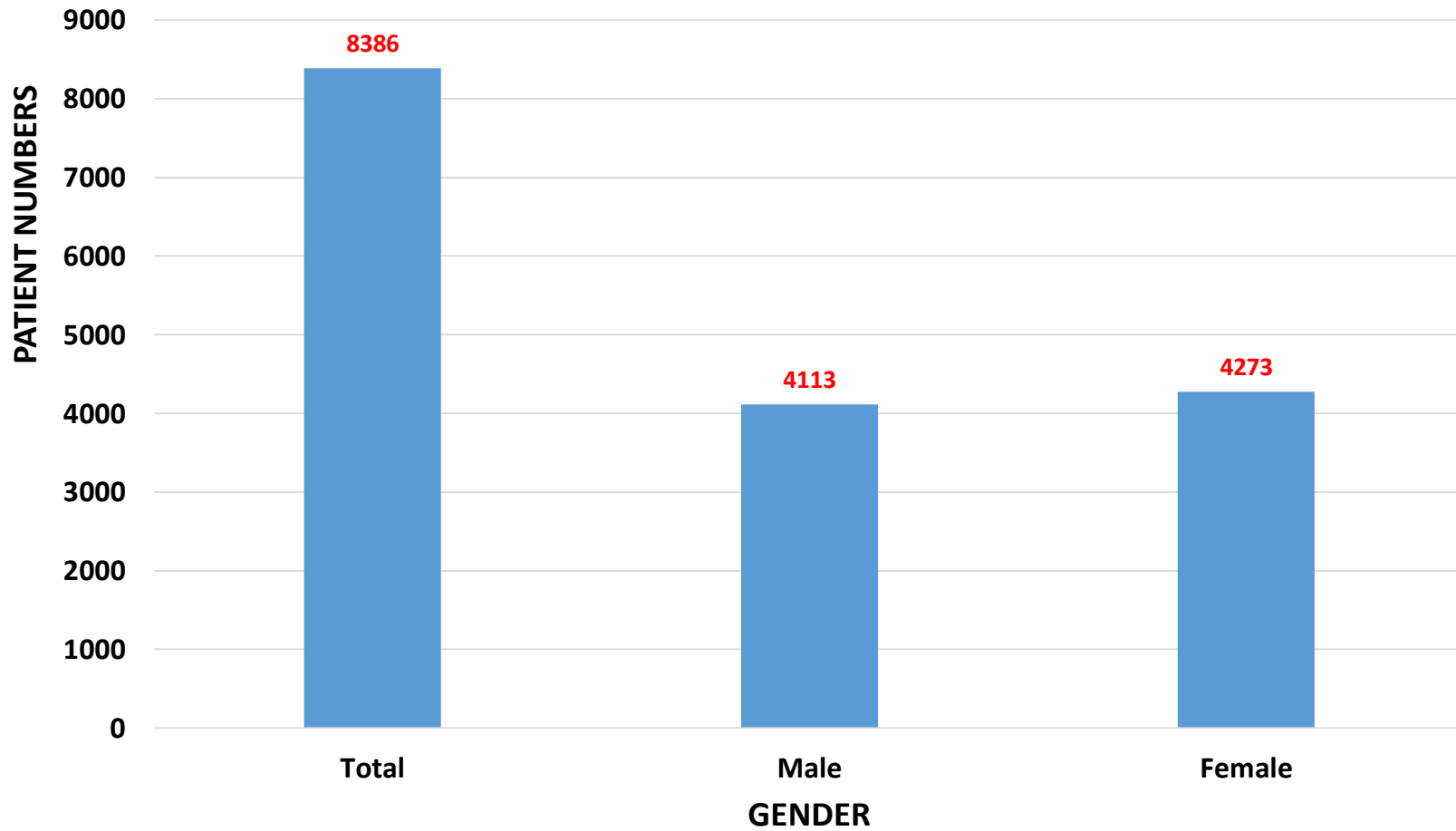
#### 2. Age Group

Age Group	16-17	18-30	31-50	51-65	66-74	75+	Not Given	Totals
Male	0	4	11	25	20	22	0	82
Female	1	13	33	41	32	27	0	147
In another way	0	0	0	0	0	0	0	0
Prefer not to say	0	0	0	0	0	0	0	0
<b>Totals</b>	<b>1</b>	<b>17</b>	<b>44</b>	<b>66</b>	<b>52</b>	<b>49</b>	<b>0</b>	<b>229</b>
<b>%age</b>	<b>0.44%</b>	<b>7.42%</b>	<b>19.21%</b>	<b>28.82%</b>	<b>22.71%</b>	<b>21.40%</b>	<b>0.00%</b>	<b>100.00%</b>

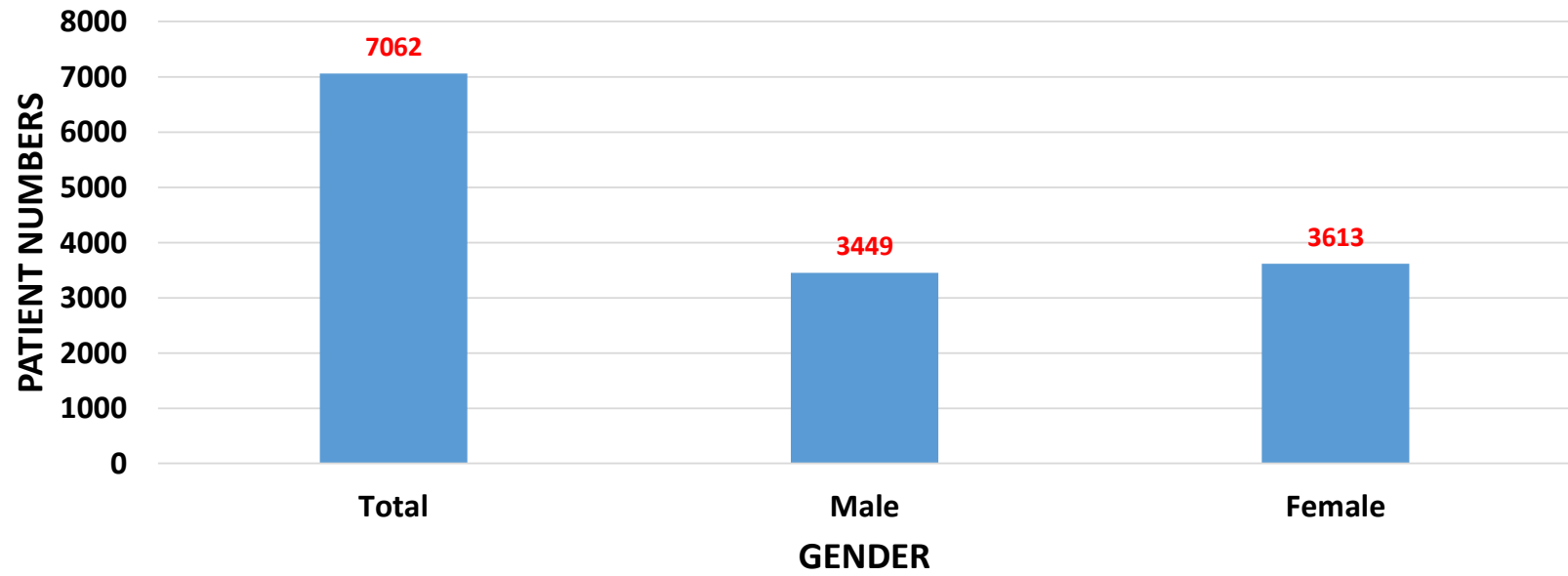
**SECTION B: PRACTICE PATIENT NUMBERS 2009 TO 1ST AUGUST 2024**



## TOTAL PATIENT NUMBERS BY GENDER AS 1st JUNE 2024



**16+ PATIENT NUMBERS BY GENDER  
AS 1ST JUNE 2024**



## SECTION C: SUMMARY OF THE RESULTS OBTAINED

Answer	Male	Female	Total	%age
Yes	54	105	159	69.43%
No	28	42	70	30.57%
Not Given	0	0	0	0.00%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### Breakdown by Age Group

#### a. Male

Response	16-17	18-30	31-50	51-65	66-74	75+	Not Given	Totals
Yes	0	2	9	19	14	10	0	54
No	0	2	2	6	6	12	0	28
<b>Totals</b>	<b>0</b>	<b>4</b>	<b>11</b>	<b>25</b>	<b>20</b>	<b>22</b>	<b>0</b>	<b>82</b>
%age	0.00%	4.88%	13.41%	30.49%	24.39%	26.83%	0.00%	100.00%

### Breakdown by Age Group

#### b. Female

Response	16-17	18-30	31-50	51-65	66-74	75+	Not Given	Totals
Yes	1	10	30	30	21	13	0	105
No	0	3	3	11	11	14	0	42
<b>Totals</b>	<b>1</b>	<b>13</b>	<b>33</b>	<b>41</b>	<b>32</b>	<b>27</b>	<b>0</b>	<b>147</b>
%age	0.68%	8.84%	22.45%	27.89%	21.77%	18.37%	0.00%	100.00%

**B. If you answered YES to question A above please indicate all the online services used**

Answer	Male	Female	Total	%age
Accrux	9	16	25	9.36%
NHS App	46	93	139	52.06%
Patient Access	15	43	58	21.72%
Patient Triage	15	30	45	16.85%
<b>TOTALS</b>	<b>85</b>	<b>182</b>	<b>267</b>	<b>100.00%</b>

**Do you need assistance on the use of online services?**

Answer	Male	Female	Total	%age
Yes	9	21	30	13.10%
No	68	120	188	82.10%
No Answer	5	6	11	4.80%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

**C. Are you aware of the Extended Hours?**

Answer	Male	Female	Total	%age
Yes	30	55	85	37.12%
No	50	89	139	60.70%
No Answer	2	3	5	2.18%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

**D. If you answered yes to (C) above Have you used this service?**

Answer	Male	Female	Total	%age
Yes	8	16	24	28.24%
No	18	32	50	58.82%
No Answer	4	7	11	12.94%
<b>TOTALS</b>	<b>30</b>	<b>55</b>	<b>85</b>	<b>100.00%</b>

**E. If you have used the service how would you recommend it to others?**

Use a scale of 1-5 where 1 = Poor and 5 = Excellent

Score	Male	Female	Total	%AGE
1	0	0	0	0.00%
2	0	0	0	0.00%
3	0	0	0	0.00%
4	1	5	6	25.00%
5	5	11	16	66.67%
Not Given	2	0	2	8.33%
<b>Totals</b>	<b>8</b>	<b>16</b>	<b>24</b>	<b>100.00%</b>

**F. Do you receive the text reminder for your appointments?**

Answer	Male	Female	Total	%age
Yes	64	113	177	77.29%
No	11	25	36	15.72%
No Answer	7	9	16	6.99%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>



G. Based on your overall contact with the Practice over the past 12 months how would you recommend the following services. Please use a scale of 1-5 where 1 = poor and 5 = excellent

**GP**

Score	Male	Female	Total	%age
1	5	5	10	5.21%
2	3	3	6	3.13%
3	6	8	14	7.29%
4	24	38	62	32.29%
5	26	74	100	52.08%
<b>Totals</b>	<b>64</b>	<b>128</b>	<b>192</b>	<b>100.00%</b>
N/A	7	10	17	
No Answer	11	9	20	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**NURSE**

Score	Male	Female	Total	%age
1	0	1	1	0.60%
2	2	3	5	3.01%
3	1	2	3	1.81%
4	16	20	36	21.69%
5	41	80	121	72.89%
<b>Totals</b>	<b>60</b>	<b>106</b>	<b>166</b>	<b>100.00%</b>
N/A	11	29	40	
No Answer	11	12	23	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**PHLEBOTOMIST**

Score	Male	Female	Total	%age
1	0	1	1	0.92%
2	2	1	3	2.75%
3	1	3	4	3.67%
4	9	12	21	19.27%
5	26	54	80	73.39%
<b>Totals</b>	<b>38</b>	<b>71</b>	<b>109</b>	<b>100.00%</b>
N/A	19	53	72	
No Answer	25	23	48	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**RECEPTIONIST**

Score	Male	Female	Total	%age
1	3	5	8	4.32%
2	4	4	8	4.32%
3	9	16	25	13.51%
4	18	40	58	31.35%
5	25	61	86	46.49%
<b>Totals</b>	<b>59</b>	<b>126</b>	<b>185</b>	<b>100.00%</b>
N/A	18	9	27	
No Answer	5	12	17	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**CLINICAL PHARMACIST**

Score	Male	Female	Total	%age
1	1	4	5	8.62%
2	0	0	0	0.00%
3	3	3	6	10.34%
4	2	7	9	15.52%
5	13	25	38	65.52%
<b>Totals</b>	<b>19</b>	<b>39</b>	<b>58</b>	<b>100.00%</b>
N/A	38	74	112	
No Answer	25	34	59	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**FIRST CONTACT PHYSIO**

Score	Male	Female	Total	%age
1	0	2	2	6.06%
2	0	0	0	0.00%
3	2	0	2	6.06%
4	1	7	8	24.24%
5	7	14	21	63.64%
<b>Totals</b>	<b>10</b>	<b>23</b>	<b>33</b>	<b>100.00%</b>
N/A	47	87	134	
No Answer	25	37	62	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**WAITING ROOM**

Score	Male	Female	Total	%age
1	2	3	5	2.58%
2	2	3	5	2.58%
3	15	17	32	16.49%
4	17	41	58	29.90%
5	30	64	94	48.45%
<b>Totals</b>	<b>66</b>	<b>128</b>	<b>194</b>	<b>100.00%</b>
N/A	7	5	12	
No Answer	9	14	23	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

**SIGN IN SCREEN**

Score	Male	Female	Total	%age
1	2	3	5	2.62%
2	2	2	4	2.09%
3	6	12	18	9.42%
4	22	30	52	27.23%
5	34	78	112	58.64%
<b>Totals</b>	<b>66</b>	<b>125</b>	<b>191</b>	<b>100.00%</b>
N/A	5	5	10	
No Answer	11	17	28	
<b>Overall Totals</b>	<b>82</b>	<b>147</b>	<b>229</b>	

#### H. Are you aware of the Total Triage System?

Answer	Male	Female	Total	%age
Yes	35	77	112	48.91%
No	39	53	92	40.17%
No Answer	8	17	25	10.92%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

#### If,used did you like it?

Answer	Male	Female	Total	%age
Yes	22	40	62	55.36%
No	1	8	9	8.04%
No Answer	12	29	41	36.61%
<b>TOTALS</b>	<b>35</b>	<b>77</b>	<b>112</b>	<b>100.00%</b>

#### I. Would like information on:

##### Therapies, such as Art, Music, Writing

Answer	Male	Female	Total	%age
Yes	2	21	23	10.04%
No	62	100	162	70.74%
N/A	5	9	14	6.11%
No Answer	13	17	30	13.10%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### Reflexology and Relaxation Techniques

Answer	Male	Female	Total	%age
Yes	8	29	37	16.16%
No	55	88	143	62.45%
N/A	7	8	15	6.55%
No Answer	12	22	34	14.85%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### Local Exercise, Walking, Diet

Answer	Male	Female	Total	%age
Yes	12	31	43	18.78%
No	52	85	137	59.83%
N/A	6	9	15	6.55%
No Answer	12	22	34	14.85%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### Other Health Organisations eg Dementia

Answer	Male	Female	Total	%age
Yes	12	20	32	13.97%
No	53	91	144	62.88%
N/A	6	10	16	6.99%
No Answer	11	26	37	16.16%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### Bereavement Help Point

Answer	Male	Female	Total	%age
Yes	3	15	18	7.86%
No	58	92	150	65.50%
N/A	7	14	21	9.17%
No Answer	14	26	40	17.47%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### J. Are you aware of the additional services a Pharmacy can now offer? eg UTI Testing and treatment, treatment of severe insect bites, etc.

Answer	Male	Female	Total	%age
Yes	43	88	131	57.21%
No	35	54	89	38.86%
No Answer	4	5	9	3.93%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

### K. Are you aware of the Patient Forum?

Answer	Male	Female	Total	%age
Yes	32	70	102	44.54%
No	30	45	75	32.75%
No Interest	14	24	38	16.59%
No Answer	6	8	14	6.11%
<b>TOTALS</b>	<b>82</b>	<b>147</b>	<b>229</b>	<b>100.00%</b>

## SECTION D: COMMENTS

### MALE

- 75+ The online services appear to be in constant flux. I used to get my appointment and repeat prescriptions on the Evergreen website. Is this still possible?
- 75+ The biggest problem is access to appointments either via the phone or online. This new system is a disgrace, older people are not tech savvy and become depressed. How to propose to overcome this?
- 75+ Prefer not to comment. Very poor doctor's surgery. They need to get back to pre COVID days
- 66-74 New system good
- 75+ I am sorry to say that at the moment the Practice is not fit for purpose
- 31-50 Very happy with the Practice on the whole
- 66-74 Thank you for all you do for us. New system is great and easy to use.
- 75+ Because I do not use online services I feel I am discriminated against when wanting an appointment.
- 66-74 So difficult now to get an appointment. Why can't things be as they used to be? Not everyone is online or has a smart phone or even wants one!! Or afford one!! We do have a landline however!!
- 51-65 Not happy with the waiting room being able to hear every bit of conversation between patient and receptionist. I thought this was confidential? The speaker and screen means everyone has to shout. Is the screen now necessary?
- 75+ To get to see a doctor is like climbing Everest. A lot needs improving
- 66-74 Need to see a doctor by appointment over the phone, "Not Computer"
- 31-50 Contact was based on existing phone and waiting time. Online is brilliant!
- 75+ Everything seems back to where it was before COVID. In general I paid my dues for 50years on the promise of being looked after in old age. As I predicted over the years now that I am there it doesn't seem to be happening
- 51-65 Always helpful
- 66-74 The new system is better than making phone calls at 8am and getting no response or engaged tone.
- 31-50 Appointment booking system awful. Avoid coming as so bad. Needs improving or will be changing Practice
- 66-74 Surgery is improving. 12 months ago would have scored zero now 4-5
- 31-50 New booking system is significantly better



## SECTION D: COMMENTS

### MALE

- 51-65 Staff pleasant and always helpful
- 66-74 Need a hearing loop at reception, struggle to hear. TV goes to load now and then. Require higher chairs other than Physio ones
- 51-65 I do not like the new online system and prefer a more personal service. A better explanation on how to make GPs appointments would help, especially for more non urgent conditions.

### FEMALE

- 31-50 I am hoping that the new triage will drastically improve the ability to get an appointment. Past 2-3 years had largely given up trying to get an appointment. So many health issues that should have GP contact but fel/ ignored  
Really hope it's a positive change
- 75+ Don't like having to come to the surgery twice in one day to see a doctor. Not fun on buses
- 75+ Haven't got internet but usually get assistance same day of trying
- 31-50 Excellent use of technology for the new booking service.
- 75+ Difficult to arrange GP follow up appointments. Length of time to arrange blood tests  
More appointments needed for full time GPs and phlebotomy. Very good nurses
- 51-65 My experience of the new triage system seemed to be good. Had a call back from Dr to arrange an appointment for today. Unfortunately it does seem to have made it through the booking system so waiting to see what happens now.  
Hopefully just a human error/teething problem with the new process. I think it is much better than previous phone in.
- 31-50 Receptionists can be quite rude, think they know everything, not all. New way of getting appointments is ridiculous/unacceptable especially for the older generation.
- 51-65 I am a woman not a person with a cervix. I know you have to be woke inclusive but I feel that excludes me. Just saying  
Also, why does my marital status have to appear on the public screen to summon me into my appointment  
And don't get me started on the idiotic videos on the screen.

## SECTION D: COMMENTS

### FEMALE

- 66-74 The practice is very poor and has deteriorated over the past two years. No doctor continuity and always a problem with prescriptions. Box is ticked but not sent to the pharmacy. New system not good for elderly people.  
I like the new triage system, much better than phoning at 8am/1pm. I don't like that big painting that has been there for forever. I also don't like that there are two screens showing different things at the same time
- 18-30 Was sent wrong appointment time on letter, but was seen very fast on arrival.
- 66-74 No confidentiality in the waiting room. Not able to talk to receptionist in private. Don't like name displayed on the screen
- 51-65 I do not want to go online. I like phoning in.
- 51-65 Had a text stating the surgery phone lines open at 6.30am from 1st June. Rang at 7.15am and told by answerphone that the surgery was not open until 8am?
- 51-65 I used the online service yesterday and found it to be a little unclear have to navigate the app. It asked for a photo to be uploaded but I was too far through the system to log off, take a photo and start again. Time was not on my side.  
That said the response was fairly speedy and I have an appointment. Thank you.  
I am sure I will get used to the new system. Older patients will struggle.
- 66-74 Never get to see a DR. No appointments ever available.  
This surgery is beyond a joke. You wait at least 30mins to get in line then maybe 30mins only to be told no appointments  
You can't speak to a GP without going through hoops, the receptionists should not be asking people their private details to see the doctor and decide whether they can or can't
- 31-50 The new appointment system online has been fantastic and got appointments for my 2 children very quickly.
- 66-74 This new system has been implemented without thought or concern for the elderly. Needs rethink
- 75+ I find the whole service very poor after listening to people from other GP practices.
- 51-65 New online form process excellent
- 66-74 Very pleased with service but sometimes confidentiality at desk not good
- 66-74 Couple alone, no family, husband with dementia. If wife ill he can only phone doctors for help. Now he can't as this no longer exists. What can we do?

## SECTION D: COMMENTS

### FEMALE

- 75+ Hearing Loop please
- 31-50 They have been great with me with my asthma and for my kids. Triage system easy to use just cocerned for the elderly.
- 66-74 I am very pleased about the triage process and all the other help and information. Thank you very much.
- 31-50 Used the triage appointment two days ago for routine need for contraceptive. The Dr sent me a RX within 24hours and made me an appointment the next day. Excellent service
- 31-50 Great practice, always able to help. LOVE the new triage system! Bit worried about the inequality this may bring but I am sure you are mitigating this. Keep up the great work
- 75+ The treatment and care I have received over the past year has been brilliant, also the mental health support
- 18-30 We moved to Burton in February. Our experience as a family has been amazing. We have felt cared for every step of the way. The only issue we have had is where we have had on a few occasions told an appointment would be made or requested and it never happened. On both occasions there was a written record of the appointments being discussed.
- 66-74 Keep up the good work. Asj the Government for longer time allowed per patient. Longer at one appointment picks up more issues therefore saving time overall and reduce costs
- 66-74 I am interested in the Forum but due to family commitments and appointments have nt yet followed through Reception staff are amazing always so welcoming and supportive. Excellent standard, brilliant tea. I feel they do not
- 31-50 get the praise they deserve
- 31-50 Following on from recent visits to the practice I feel that the standard of care has improved dramatically over the last 6/8 weeks.
- 31-50 Its difficult to get through on the phone but not tried the new system yet
- 75+ Bring back the old days. Too many patients not enough doctors. Elederly a and actions have been put not online or with smart phone.
- 51-65 I am finding the NHS App and Doctors website a lot better now than before. Having an appointment is easier and prescriptions are quicker

# Tutbury Practice Patient Forum Patient Survey 2024

Firstly, thank you to everyone who completed the patient survey.

We also want to advise you that, as with previous surveys, we treat your answers and comments with the greatest respect, and they enable us to gauge what patients are really feeling/concerning them at that “moment in time”.

As with previous surveys all the results and comments have compiled, and a presentation was given at the Sept Patient Forum. Following discussions with the members, and the surgery, the following feedback and actions have been put forward

## 1. Patient Triage

The Practice introduced a new triage system at the beginning of June 2024. Total Triage is a better, more effective way of dealing with the clinical queries and clinical /appointment requests that patients submit to the surgery. The requests, once received, go to a GP for consideration before anything is done with the query or request (i.e. they become part of the consultation). The purpose of introducing a new system was to eliminate the chaos/frustration that occurs at 8am and 1pm each day. As patients will be aware for several years the previous system caused stress and anxiety for both patients and staff alike. It was agreed something had to be done hence looking into other systems that were being operated by surgeries.

In addition, the statistics on the previous system confirmed the chaos that existed. For example, in May 2024, the surgery received **12,769** attempted calls into the Practice of which they could only answer **3,959**, leaving **8810** unanswered. Although some unanswered calls may well relate to constant ring back, this was an unacceptable situation and shouldn't be allowed to continue in that manner. In addition, the surgery patient list had grown 3.8% in 2 years, of which the over 75 age group has grown to 12.1% of the total patient list. Based on these statistics, and visiting other surgeries outside of East Staffordshire, the new total patient triage system was chosen. Before the system was fully introduced trials were undertaken with members of the Patient Forum and those who had trialled the system had found it relatively easy to navigate. It was therefore agreed to go ahead with the new system from 1st June 2024. At the same time, it was agreed that a patient survey should be conducted throughout June to gauge patient's reactions.

Since its introduction, the following information is available.

### **Telephone Calls**

By July, with the increase in people contacting the surgery via other means, the internet, NHS App, and completing the triage form attempted telephone calls to the surgery were now a total of **4049** with **2251** answered and **1798** unanswered.

This is not only a lower number, but the increased efficiency means receptionists have time to complete their other duties.

### **Triage Data**

In June there were 4067 medical requests and 4078 Admin requests. 88% were completed via the website, 5% at reception, and 9% via the NHS APP. Monday followed by Tuesday are the busiest days.

After more experience was gained the times for accessing the triage system were changed from 7am -3pm to 6am - 2pm.

The reason for the change was twofold

(i). Those patients who work completing the triage form before leaving home

(ii). To enable the forms to be analysed by the medical team and if people required medical intervention on the same day, time was still available to secure an appointment.

The triage applications are analysed when the surgery opens at 8am.

At 2pm the online system closes but contact with the surgery can still be made via the telephone.

Messages on any changes are widely circulated to patients. Articles were published in the Tutbury Village News and the Rollestonian as well as the two Parish Council websites, surgery and Forum websites.

### **The statistics to date show that:**

59% of triage forms were submitted between 6.30am and 11am, (hence the reason for moving the start time to 6am).

The new system has introduced flexibility, with people not having to contact at 8am and 1pm but during the day.

More time for staff to conduct their other regular duties.

The demand for the new system has been very high. That coupled with staff illnesses at the surgery meant at times access to the system had to be restricted. Overall, the system has worked well and reduced the volume of phone calls into the surgery.

As experience is gained, and patient feedback received, the system is modified accordingly.

Naturally, with all new systems, there will be teething problems. The surgery wishes to assure patients that as issues are identified they are investigated and changes made to fine tune. It has already been agreed that a further patient survey will be conducted throughout January 2025 to ascertain patient feedback six months on. Finally, it is interesting to note that other surgeries within East Staffordshire are now looking at introducing a similar triage system.

## **2. Reception Window**

During the COVID pandemic the previously open reception desk had to be enclosed, and a microphone system introduced. We received comments asking for this to be changed as the microphone system is not confidential. We are pleased to say that the structure has been removed and reduced with a screen that allows a more confidential conversation to be had.

## **3. Hearing Loop**

As with previous surveys there were a number of requests to install a hearing loop at reception. Following discussions with a recognised supplier of these systems, a suitable system has been purchased and fitted. The costs were split between the Surgery and the Patient Forum.

## **4. Radio within the waiting room**

We were asked about having a radio in the surgery. However, the annual license is around £400, which we cannot justify at this time. In addition, there could be issues around what radio station is played and it would also need to be accepted by Dove River surgery as a shared waiting room.