

Experience of my GP survey

August 2023 – November 2024 feedback report

November 2024, V1.0

Executive Summary

Ongoing collection of patient feedback is core to service development. We have a legal, and moral, duty to routinely collect feedback from people using services to make improvements and inform service development. Doing this regularly ensures we are listening, acting, and feeding back about people's experiences.

To assist with this, the Involvement team at the Integrated Care Board (ICB) in Leeds have developed an 'ongoing' feedback survey that can be used by all practices in Leeds. This report is the first annual report that will be produced based on the feedback collected from the survey over the year it runs. This report covers the initial pilot phase of the survey, as well as the first full year of rollout.

The survey asks patients for feedback about the last appointment they had at their practice, with questions that look at:

- Experience in booking an appointment.
- Interaction with staff.
- Was the care person-centred.
- Feedback on the NHS app.

We received 278 responses from patients representing 67 practices, representing all 19 Primary Care Networks (PCNs) in Leeds. Some of the key themes from the feedback included:

- The majority of people who filled in the survey (69%) would rate the service they had from their GP as good or very good.
- There was a mix of experiences, both positive and negative in terms of making an appointment
- People spoke about how helpful, friendly, and thorough the staff were (including reception staff, GPs, nurses, physios etc.), and that people felt listened to
- Most people who responded are using the NHS app but with a wide variety of access to features and experience of use.
- Most people who responded were either satisfied or very satisfied with the different elements of booking an appointment.

This feedback will be used to help develop primary care services. If you have any questions, please contact wyicb-leeds.commsinvolve@nhs.net

Background

Ongoing collection of patient feedback is core to service development. We have a legal, and moral, duty to routinely collect feedback from people using services to make improvements and inform service development. Doing this regularly ensures we are listening, acting, and feeding back about people's experiences.

To assist with this, the Involvement team at the Integrated Care Board (ICB) in Leeds have developed an 'ongoing' feedback survey that can be used by all practices in Leeds. The survey has been developed with feedback from practices, the primary care team at the ICB, and the Leeds Patient Participation Group (PPG) Network. Find out more about the PPG Network on the Leeds Health and Care Partnership website:

<https://www.healthandcareleeds.org/have-your-say/get-involved/ppg/>

The survey aims to reduce the administration required by practices in creating surveys, allowing them to focus on promoting it and encouraging feedback from their patients. It also aims to create some consistency in our data collection, particularly around the reporting of demographic information.

For the patients, it provides a simple way to feedback about the experience they had at any appointments at the practice. This creates a joined-up way for their feedback to greater inform service development as information is available to both the commissioner (the ICB in Leeds) and the provider of the service (the practice).

The aim is that a report such as this will be produced annually to capture the themes from the feedback collected, highlighting priorities for patients in general practice, as well as sharing the feedback with practices to celebrate good work and look at things that might need improvement.

What did we do?

The survey was launched in August 2023 as a pilot. The survey was tweaked based on the feedback from people who had used it in February 2024 before being launched more widely. Through the spring of 2024, practices received postcards and posters to promote the survey, along with a briefing in the primary care bulletin (newsletter) to inform practices about the survey. The survey has also been promoted to PPGs through the Involving You public involvement network and at PPG Network meetings. Guidance about the survey was also created to help practices get the most from the survey.

The survey is available to access:

- Online: <https://tinyurl.com/leedsGPexp/>
- In-paper form from the practice

Alternative formats are available on request.

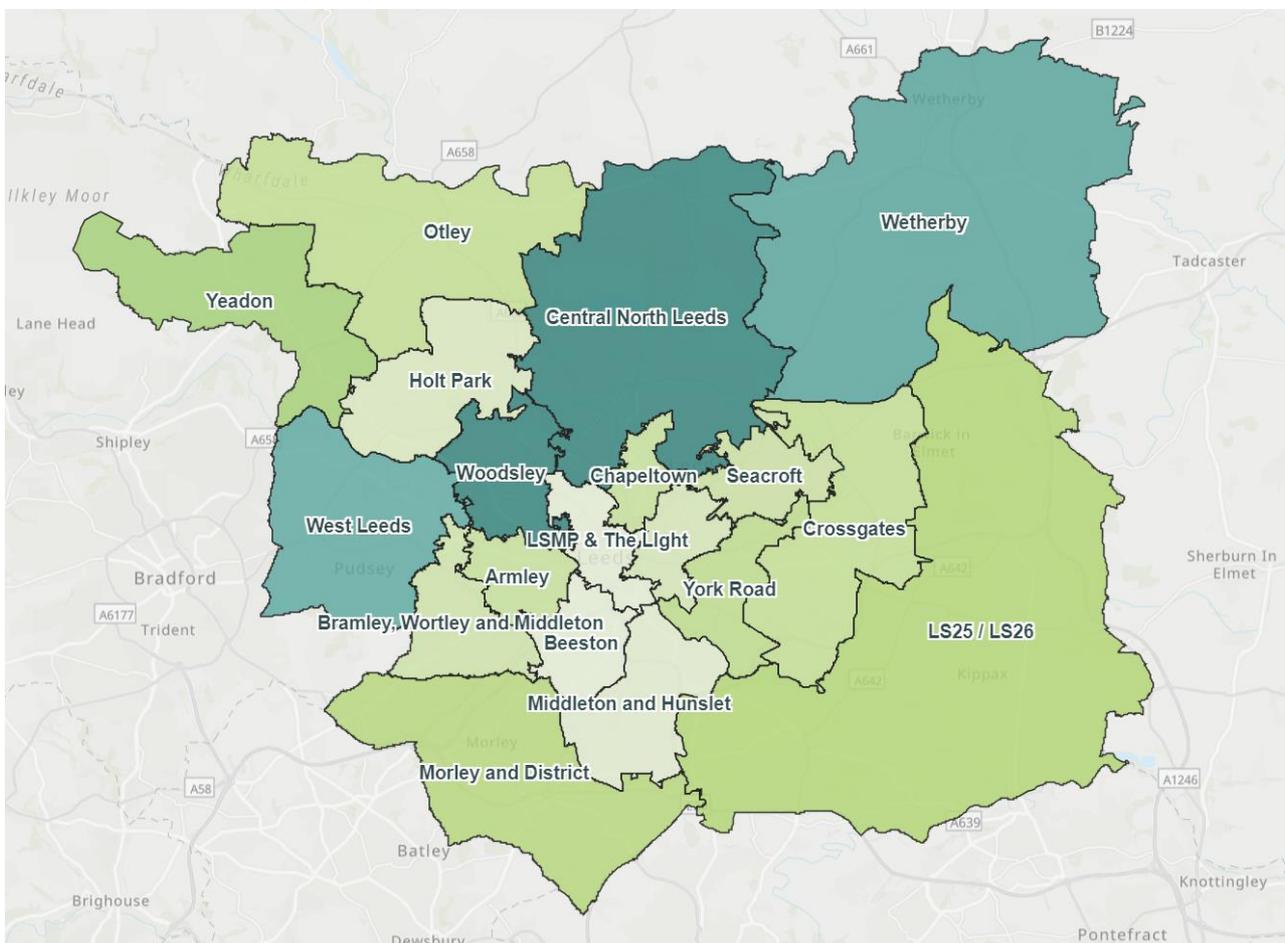
Who did we hear from?

Between August 2023 and November 2024, 278 completed the survey.

A list of the practices we heard feedback from can be found in [Appendix A](#).

All 19 Primary Care Networks (PCNs) were also represented in the responses. Primary Care Networks refers to an area of the city where all the GP practices work together to deliver services to the local area (Armley, Wetherby and Seacroft are all examples of Primary Care Networks).

You can view a visual representation of the response rate by Primary Care Network in the map below. The darker the colour of an area, the more responses we received.



- Central North Leeds, Woodsley, Wetherby and West Leeds PCNs had the highest number of responses.
- Leeds Student Medical Practice and The Light, Beeston and Middleton and Hunslet had the lowest number of responses.

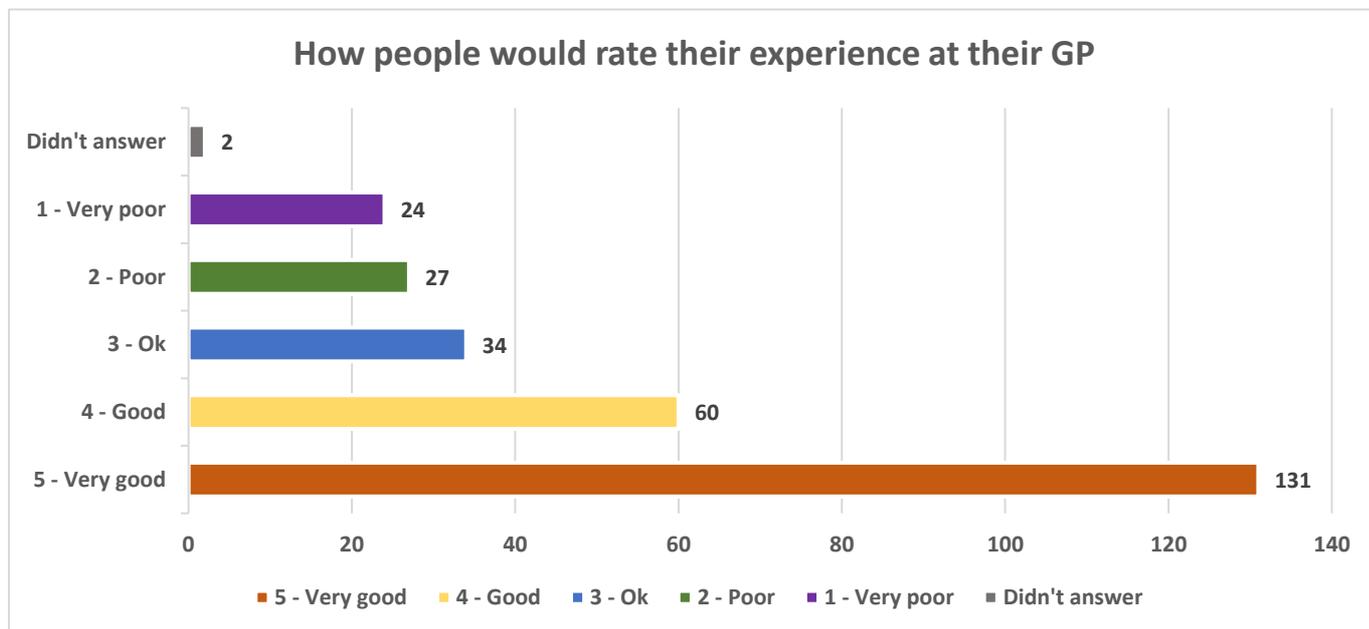
Themes

- 67 practices have had responses from the survey so far.
- All 19 of the Primary Care Networks (PCNs) in Leeds are covered by the responses received.
- The majority of people who filled in the survey (69%) would rate the service they had from their GP as good or very good.
- The three main methods of successfully booking an appointment are by telephone, in-person, and using the practice website (e-consult / PATCHS).
- The majority of people who responded were either satisfied or very satisfied with:
 - The appointment booking system (66%).
 - The time of their appointment (86%).
 - The type of appointment offered (86%).
 - Who the appointment was with (84%)
 - Length of wait until appointment (76%)
- There was a mix of experiences, both positive and negative in terms of making an appointment. People highlighted efficient systems and nice features of bookings, such as a call-back feature, whereas other people highlighted inconsistencies in booking between practices, barriers to booking, and a general difficulty in being successful (if at all).
- People highlighted inconsistencies in approaches to booking, some citing being forced to use e-consultation platforms, despite being unable to do so, or not being helped to. People thought this was causing inequalities to access and were confused as to why they had to use a specific method, rather than what works best for them. People also said that the e-consult platforms can be tricky to use, or unclear.
- People highlighted long wait times (in both trying to book and how long they had to wait for an appointment) and a lack of success in booking which led them to seek alternative means to get an appointment, attend same-day response services, or call NHS111.
- People said they would be generally supportive of extra out-of-hour appointments being made available (such as at weekends, later evenings and on bank holidays) if it would help with waiting lists and access for those who work and is doable from a staffing perspective.
- People spoke about how helpful, friendly, and thorough the staff were (including reception staff, GPs, nurses, physios etc.), and that people felt listened to.
- Most people told us that they fully or mostly understood the information discussed at their appointment.
- Most people felt that their care was person-centred, though some did comment on not building a relationship with the staff, not taking into account specific needs mentioned in the case notes and treating the illness rather than the person.
- The majority of people who responded are using the NHS app but with a wide variety of access to features and experience of use.

What did people tell us?

How would you rate your visit to your GP?

We asked people to tell us how they would rate their visit to their GP practice.



- 131 people (47%) had a 'very good' experience at their GP.
- 60 people (22%) had a 'good' experience.
- 34 people (12%) had an 'ok' experience.
- 27 people (10%) had a poor experience.
- 24 people (9%) had a very poor experience.
- 2 people (1%) didn't answer this question.

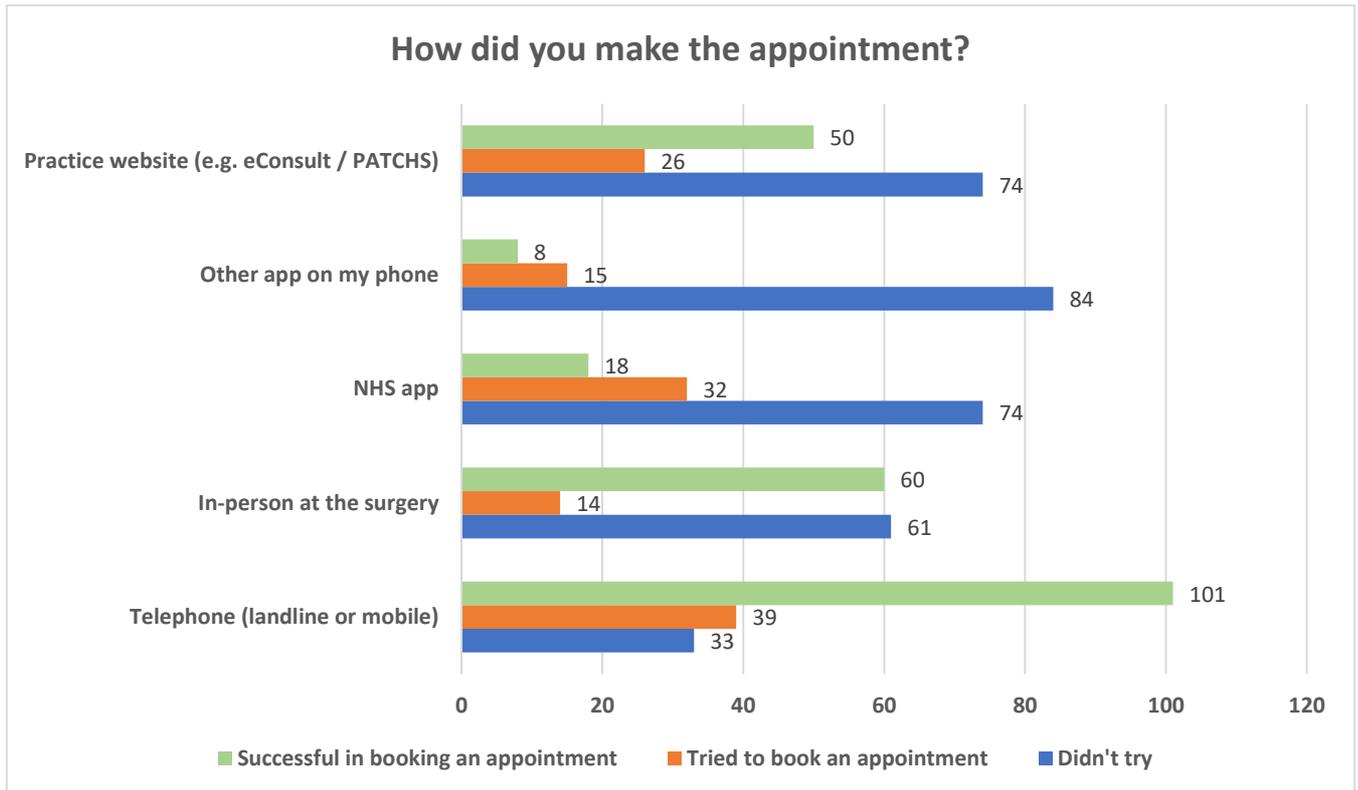
From these results, 191 people (69%) had 'good' or 'very good experience' at their GP, with 51 people (18%) having a 'poor' or 'very poor' experience.

How did you make the appointment?

We asked people to tell us how they made their appointment, and which methods they tried. They could give us one of three answers for each of the options:

- "Didn't try."
- "Tried to book an appointment."
- "Successful in booking an appointment."

This question was added after the pilot so the total number of responses for this question is lower than the total people who fed back and every participant who could answer will answer more than one method of trying to book an appointment.



Of the people who answered this question:

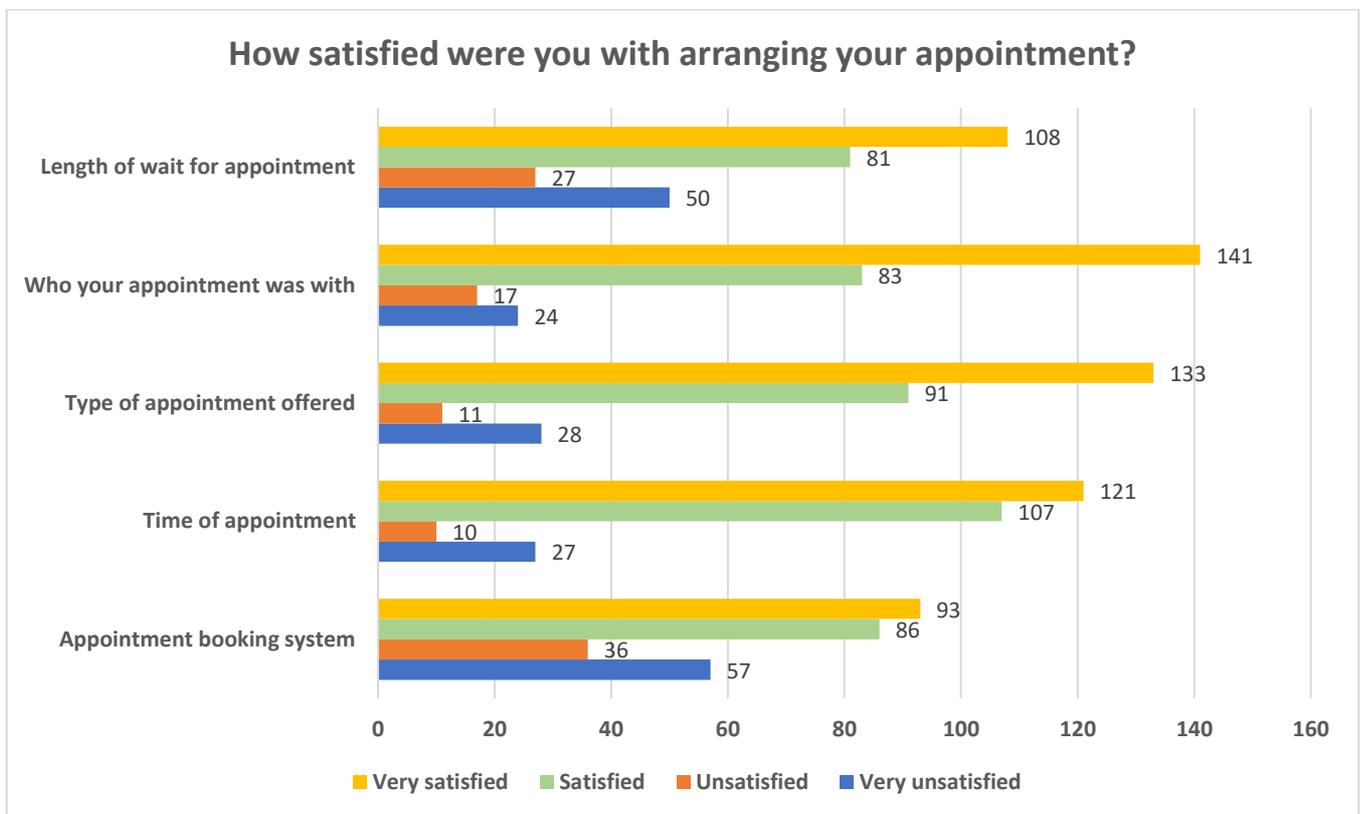
- **Telephone** (landline or mobile), 173 people responded.
 - 33 people (19%) didn't try to book an appointment by telephone.
 - 39 people (23%) tried to book an appointment by telephone.
 - 101 people (58%) were successful in booking over the phone.
- **In-person** at the surgery, 135 people responded.
 - 61 people (45%) didn't try to book an appointment in-person.
 - 14 people (10%) tried to book an appointment in-person.
 - 60 people (44%) were successful in booking an appointment.
- **NHS app**, 124 people responded.
 - 74 people (60%) didn't try to book an appointment using the NHS app.
 - 32 people (26%) tried to book an appointment using the NHS app.
 - 18 people (15%) were successful in booking an appointment using the NHS app.
- **Other app** on my phone, 107 people responded.
 - 84 people (79%) didn't try book an appointment on another app.
 - 15 people (14%) tried to book an appointment using another app.
 - 8 people (8%) were successful in booking an appointment using another app.
- **Practice website** (e.g. eConsult / PATCHS), 150 responded.
 - 74 people (49%) didn't try to book an appointment using the practice website.
 - 26 people (17%) tried to book an appointment using the practice website.

- 50 people (33%) were successful in booking an appointment using the practice website.

How satisfied were you with arranging your appointment?

We asked people to tell us how satisfied they were with different elements of booking an appointment. They could rate each aspect:

- “Very unsatisfied
- “Unsatisfied”
- “Satisfied”
- “Very satisfied”



- **Appointment booking system**, 272 responded.
 - 93 people (34%) were very satisfied with the appointment booking system they used.
 - 86 people (32%) were satisfied with the system.
 - 36 people (13%) were unsatisfied with the appointment booking system.
 - 57 people (21%) were very unsatisfied with the system.
- **Time of appointment**, 265 responded.
 - 121 people (46%) were very satisfied with the time of their appointment.
 - 91 people (40%) were satisfied with the time.
 - 10 people (4%) were unsatisfied with the time of their appointment.
 - 27 people (10%) were very unsatisfied with the time.
- **Type of appointment offered**, 263 responded.

- 133 people (51%) were very satisfied with the type of appointment they received.
- 91 people (35%) were satisfied with the appointment type.
- 11 people (4%) were unsatisfied with the type of appointment they received.
- 28 people (11%) were very unsatisfied with the appointment type.
- **Who your appointment was with**, 265 responded.
 - 141 people (53%) were very satisfied with who their appointment was with.
 - 83 people (31%) were satisfied with who they had an appointment with.
 - 17 people (7%) were unsatisfied with who their appointment was with.
 - 27 people (11%) were very unsatisfied with who they had an appointment with.
- **Length of wait until appointment**, 266 responded.
 - 108 people (41%) were very satisfied with the length of wait until their appointment.
 - 81 people (35%) were satisfied with the wait until their appointment.
 - 27 people (10%) were unsatisfied with the length of wait until their appointment.
 - 50 people (19%) were very unsatisfied with the wait until their appointment.

We asked people to share their comments on arranging their appointments. Some of the key themes from that feedback included:

- A mix of experiences, both positive and negative in terms of making an appointment.
- People highlighted efficient systems and nice features of bookings, such as a call-back feature, whereas other people highlighted inconsistencies in booking between practices, barriers to booking, and a general difficulty in being successful (if at all).
- People often commented on positive experiences with the staff in helping with appointments, as well as the care received in the appointment.
- People highlighted inconsistencies in approaches to booking, some citing being forced to use e-consultation platforms, despite being unable to do so, or not being helped to. People thought this was causing inequalities to access and were confused why they had to use a specific method, rather than what works best for them. People also said that the econsult platforms can be tricky to use, or unclear.
- People highlighted long wait times (in both trying to book and how long they had to wait for an appointment) and a lack of success in booking which led them to seek alternative means to get an appointment, attend same-day response services, or call NHS111.
- Some people said there was no point in trying to reach the practice over the phone as either there were never any appointments after the “8am race” or they didn’t get an answer.
- There were also some comments made about the nature of triaging patients (either through econsult platforms or the care navigation / reception teams) and feeling as

though they had to “justify needing an appointment”, though it seems the reasons for these processes was not always understood.

“Whilst arranging appointments with practice nurses is ok, getting a gp appointment can only be described as hell. Never any appointments available, told can only book a week in advance, then at times your booked to an out of hours phone appointment which can be more than a week away. Tried to get a home visit at one point and receptionist was rude and unhelpful. I only managed to get an appointment by going via NHS 111.”

“Have had to call 111 twice this week as surgery not even offering appointments upon calling at 8am- they just cut you off saying full. Got appointment through 111 . Second time through 111 was unable to see gp and sent to walk in centre which resulted in a&e visit and MRI scan.”

“I waited to be seen 3 weeks by a doctor and I told her all my symptoms and pains and she barely paid any attention and I felt very ignored and fobbed off and it turned out when I ended up at A&E after been ignored by my doctors multiple times that is is ovarian cancer and I had expressed all the symptoms to her and she didn't take me seriously.”

“Hard to get through to make an appointment by phone. It used to be so much easier when you could make an appointment through the practice's website which can no longer be done.”

“Unable to secure appointment at 8am 'race'. Told to call back tomorrow. Again, unable to secure appointment the following day. Symptoms worsened throughout the day, tried to call back in the afternoon, phone just rang and rang several times. Ended up calling 111, referred to emergency GPs, who in turn send us straight to hospital where we were admitted and ended up staying for over 24 hours.”

“I find the e-consultation process very easy to use and it has been helpful for us on several occasions.”

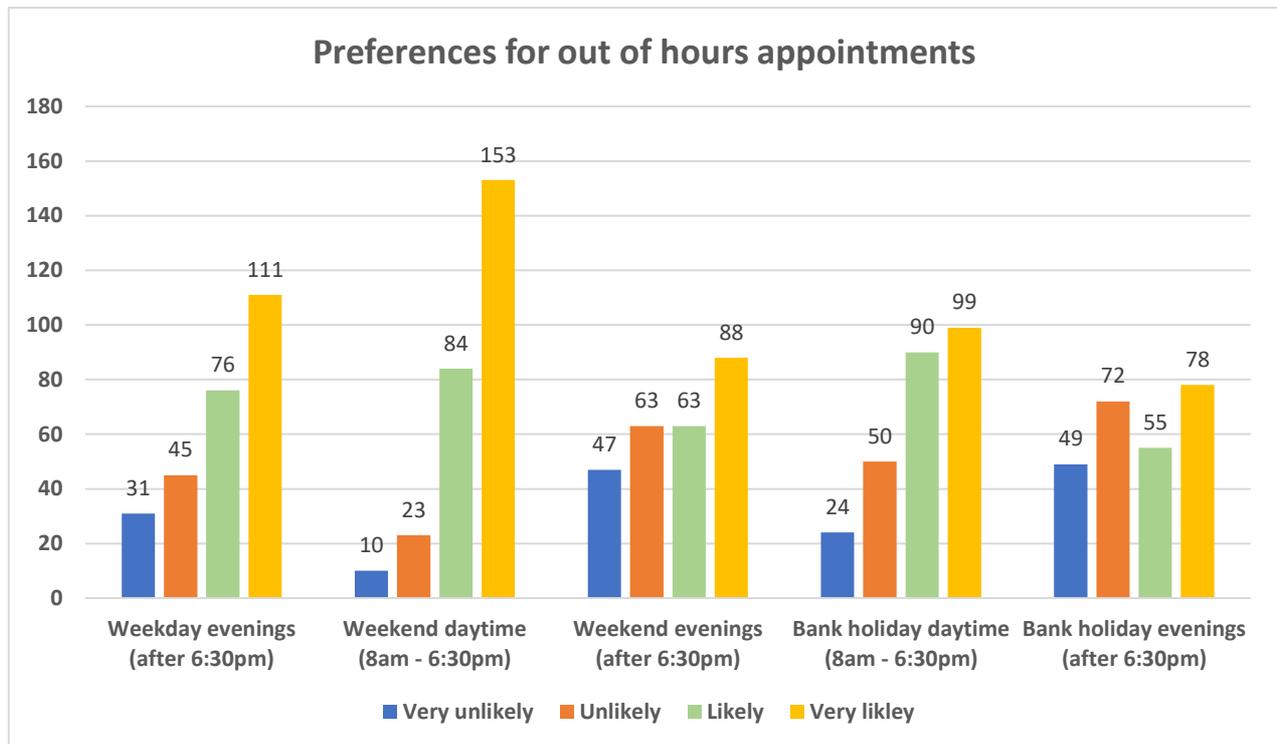
“A lot better now I don't have to try to navigate the Patches process. I left my previous practice because because the Patches portal was unusable, effectively cutting me off from the practice. Using the NHS app is much better, although it can be a bit long winded.”

“I'm afraid I just call in now as have given up trying to get through by phone.”

“This practice only offers same-day appointments; it's not possible to book in advance at all, which makes it very difficult to arrange around work.”

If the practice were to start offering appointments at different times, how likely would you be to use them?

In order to help us gain insight that will help us plan services in the future, we asked people to tell us about certain days and times, out of traditional working hours, that people might be happy to attend for appointments. There are currently no plans to implement appointments at these days or times, but it is useful information to have.



- **Weekday evenings (after 6:30pm)**, 263 responded.
 - 111 (42%) said they were very likely to use appointments after 6:30pm on a weekday.
 - 76 people (29%) said they were likely to take an appointment after 6:30pm on a weekday.
 - 45 people (17%) said they were unlikely to take an appointment after 6:30pm on a weekday.
 - 31 people (12%) said they were very unlikely to take an appointment after 6:30pm on a weekday.
- **Weekend daytime (8am – 6:30pm)**, 270 responded.
 - 153 people (57%) said they were very likely to accept an appointment during the day on a weekend.
 - 84 people (31%) said they were likely to accept a weekend daytime appointment.
 - 23 people (9%) said they were unlikely to accept an appointment during the day on a weekend.
 - 10 people (4%) said they were very unlikely to accept a weekend daytime appointment.

- **Weekend evenings (after 6:30pm)**, 261 responded.
 - 88 people (34%) said they were very likely to accept an appointment after 6:30pm on a weekend.
 - 63 people (24%) said they were likely to accept an evening weekend appointment.
 - 63 people (24%) said they were unlikely to accept an appointment after 6:30pm on a weekend.
 - 47 people (18%) said they were very unlikely to accept an evening weekend appointment.
- **Bank holiday daytime (8am – 6:30pm)**, 263 responded.
 - 99 people (38%) said they were very likely to accept an appointment during the day on a bank holiday.
 - 90 people (34%) said they were likely to go to an appointment during the day on a bank holiday.
 - 50 people (19%) said they were unlikely to accept an appointment during the day on a bank holiday.
 - 24 people (9%) said they were very unlikely to go to an appointment during the day on a bank holiday.
- **Bank holiday evenings (after 6:30pm)**, 254 responded.
 - 78 people (31%) said they were very likely to accept an appointment after 6:30pm on a bank holiday.
 - 55 people (22%) said they were likely to go to an appointment in the evening of a bank holiday.
 - 72 people (28%) said they were unlikely to accept an appointment after 6:30pm on a bank holiday.
 - 49 people (19%) said they were very unlikely to go to an appointment in the evening of a bank holiday.

We asked people to tell us more about their selection. Some of the key themes from those comments include:

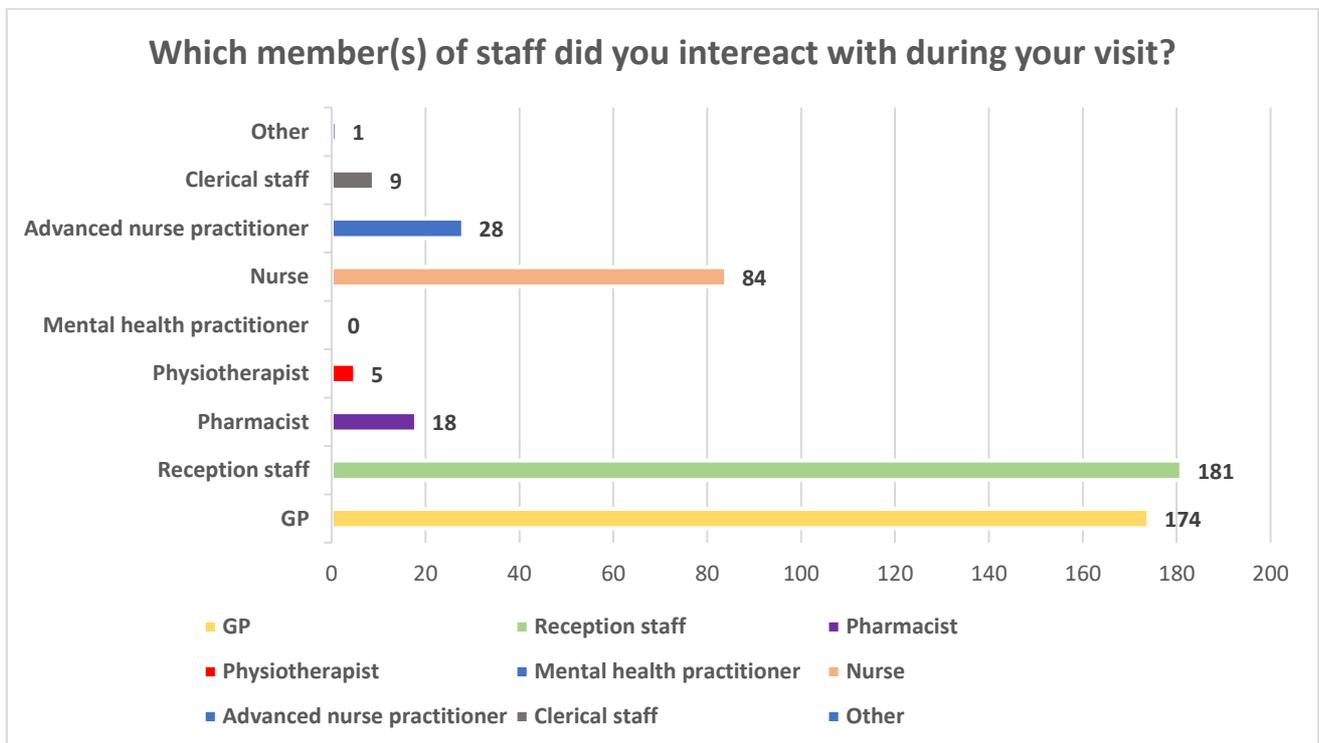
- A lot of people commented about the benefit these different times would be to people who work during the day, or struggle with flexibility to attend appointments.
- A lot of people commented that they would just take any appointment they could.
- A number of responses were from people who are retired and said they can access the daytime appointments, leaving the hypothetical evenings to those who need them more.
- Some older people said they would not like to travel to evening appointments in the dark.
- A few people queried how this would be staffed, if it were to happen, and what would the impact be on the staff working at the practice.

“Working full-time my employer requires me to use annual leave to attend appointments (all but diagnostic ones at hospital) so extended opening hours is helpful for routine appointments for working people.”

“For many, these would be actually user-friendly: I'd be happy to leave these free for 9-5 workers, especially if it meant we could get daytime appointments sooner.”

Which members of staff did you interact with during your visit?

We asked people to tell us which staff members they had been involved with during their appointments. People could select more than one choice.



- 174 people had an interaction with a GP.
- 181 people interacted reception staff.
- 18 people interacted with a pharmacist.
- Five people had an interaction with a physiotherapist.
- 84 people interacted with a nurse.
- 28 people interacted with an advanced nurse practitioner.
- Nine people had an interaction with clerical staff.
- One person interacted with an 'other' member of staff, an Associate Physician.

We asked if people had any feedback or comments about the staff they interacted with. Some of the key themes from the feedback included:

- The majority of people who left comments spoke about how helpful, friendly, and thorough the staff were (including reception staff, GPs, nurses, physios etc.), and that people felt listened to.

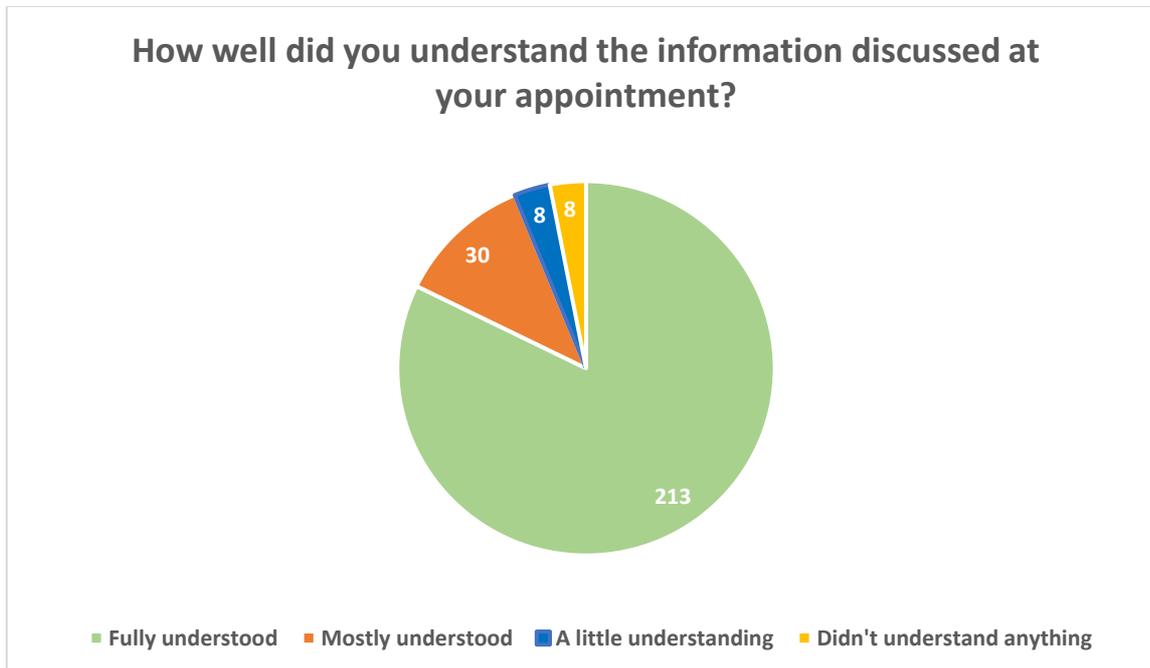
- Some people commented that their experiences with the reception team felt impersonal, rushed, and unhelpful.
- A few people mentioned feeling rushed by their GP, or that they came across as disinterested.

“All were excellent. Reception staff were friendly and helpful when the 'booking on arrival' system broke down. The GP was extremely professional, thorough and friendly. She had a student with her, so asked if I was OK with him being there, which I was. She listened to what I was saying, asked the student for his thoughts, then gave her ideas before examining me. Her opinion changed after the physical examination, and I was sent for an X-ray. Excellent treatment.”

“Receptionists are ok. The Male gp told me my '10 minutes was up' and basically to leave. I could not breathe due to my asthma and lung condition; but he was not in the least bit interested.”

How well did you understand the information discussed at your appointment?

We asked people to tell us how well information was communicated with them during their appointment. 259 people responded to this question.



- 213 people (82%) of people fully understood the information discussed at their appointment.
- 30 people (12%) of people understood the information.
- 8 people (3%) had a little understanding of the information discussed at their appointment.
- 8 people (3%) didn't understand anything discussed at their appointment.

Did you feel your experience at your GP was person-centred?

We asked people if they felt the care they received at their appointment was 'person-centred'; this means that everything someone experienced was catered to their individual needs, this might include getting information in different formats, getting interpreters or additional support to ensure someone is fully involved in their appointment. 266 people responded to this question.

- 195 people (74%) said that their care was person-centred.
- 40 people (15%) said it wasn't person-centred.
- 31 people (12%) said it was person-centred in some ways, but not in others.

The majority of people highlighted feeling involved and listened to. They highlighted several instances that helped with decision-making, and the importance of building a relationship with the staff, wherever possible.

Of the people who didn't feel that their appointment was person-centred, they mentioned not feeling listened to, a feeling that the staff were treating the illness within the confines of "the system" and not the person, and not taking into account previously identified needs (that should be noted on the records).

"She sent me a text from the surgery to follow up with instructions. This is great to help with my autism."

"First time in many years that I was listened to and felt included. GP instilled confidence, acted professionally, it felt like it used to be, efficient patient care."

"My long-standing & serious medical condition seemed almost irrelevant - it felt more about what "the system" could handle / allow / permit."

Do you currently use the NHS app?

We asked people to tell us they use the NHS App, and asked for any comments they wanted to share.

Of the 270 people who responded to the questions:

- 189 people (70%) said they use the NHS app.
- 81 people (30%) said they don't use the NHS app.

Some of the key themes from people's feedback about the NHS app included:

- The most common uses for the NHS app was to order repeat prescriptions, try to book appointments, view test results and see medical records.
- People highlighted a disparity in the features they can access. Some people can do more with the NHS app than other.
- People told us that they use different apps to access services, some people were using three apps to get different elements of the NHS app's total offer. Some

people told us that limited functionality and having to use multiple apps was too much so they didn't bother.

- People highlighted frustrations with missing functionality or issues in using the app.
- Several people told us that they don't have smartphones, or do not know how to use the technology to access the app or online services.

"Useful but it would be good to book appts through it as before. Can't see my vaccine record which would be useful when planning trips abroad."

Can only access surgery records and request repeat medication. There is no platform to interact with either admin staff, nurses or GPs. No number to text. No email to send message. The only way to communicate with the surgery is either by phone with the 45mins waiting time or to personally visit the surgery.

"App is excellent and helps immensely with booking. I especially appreciate the question "what outcome do you want from this?""

"It is straight forward to reorder prescription. I am fairly computer literate. It worries me that others are less able or do not have a computer. It seems staff assume everyone has a computer."

What happens next?

We will use the findings in this report to update to update our primary care insight review, which can be found on the Leeds Health and Care Partnership website:

<https://www.healthandcareleeds.org/have-your-say/get-involved/populations/primary-care/>.

The Primary Care and involvement teams will use the insight gained to help inform how they support practices. We will continue to collect the feedback and produce a report such as this annually.

We want to take this opportunity to thank all the people who took the time to share their thoughts and feedback, it's truly appreciated.

If you have any questions about this report, please contact wyicb-leeds.commsinvolve@nhs.net or call 0113 221 7777 (reception).

Appendices

Appendix A – List of practices we heard from (67 practices)

- Abbey Grange Medical Practice
- Aireborough Family Practice
- Aire Valley Surgery
- Allerton Medical Centre
- Alwoodley Medical Centre
- Armley Medical Centre
- Ashfield Medical Centre
- Bramham Medical Centre
- Bramley Village
- Burley Park Medical Centre
- Burton Croft Surgery
- Chapeltown Family Surgery
- Chevin Medical Practice
- City View Medical Practice
- Collingham Church View Surgery
- Craven Road Medical Centre
- Crossley Street Surgery
- Drighlington Medical Centre
- East Park Medical Centre
- Fieldhead Surgery
- Foundry Lane Surgery
- Fountain Medical Centre
- The Gables Surgery
- Garden Surgery
- Garforth Medical Centre
- Guiseley and Yeadon Medical Practice
- Hawthorn Surgery
- Hillfoot Surgery
- Hyde Park Surgery
- Ireland Wood & Horsforth Medical Practice
- Kippax Hall Surgery
- Laurel Bank Surgery
- Leigh View Medical Practice
- The Light Surgery
- Lingwell Croft Surgery
- Manston Surgery
- The Medical Centre

- Manor Park Surgery
- Meanwood Health Centre
- Menston and Guiseley Practice
- Moorfield House
- Newton Surgery
- North Leeds Medical Practice
- Nova Scotia Medical Centre
- Oakwood Lane Medical Practice
- Oakwood Surgery
- Oulton Medical Centre
- Park Edge Practice
- The Practice at Harehills Corner
- Priory View Medical Centre
- Pudsey Health Centre (Mulberry Street)
- Robin Lane Health and Wellbeing Centre
- Rutland Lodge Medical Practice
- Shadwell Medical Centre
- Shaftesbury Medical Centre
- South Queen Street Medical Centre
- Spa Surgery
- St. Martins Practice
- Street Lane Practice
- Thornton Medical Centre
- Vesper Road Surgery
- West Leeds Family Practice
- Westgate Surgery
- Wetherby Surgery
- Whitehall Surgery
- Windmill Health Centre
- Windsor House Group Practice
- Woodhouse Medical Practice.