

Waterfront Practice - Patient Participation Group

Waterfront Practice PPG Survey 2024

Introduction

The Waterfront Practice PPG conducted full-scale patient surveys from 2017 to 2019 and published detailed analysis of the results which were made available online and in the surgery. In March 2020 the format of a revised patient survey to reflect the focus of the NHS National Patient Survey 2020 was agreed, but the COVID-19 pandemic with all its necessary public health restrictions made this project impossible to run in the summer of that year, or the year after. The Waterfront Practice PPG resumed undertaking its own patient survey once again last year, 2023, to compare with the NHS National Patient Survey 2023. What had been a paper questionnaire, filled in by patients attending the surgery, was replaced by an online version of the Waterfront Practice PPG Patient Survey form inviting patients to complete after they had attended the surgery over four weeks in August 2023.

The success of the 2023 PPG Patient On-line Survey, which drew 156 respondents, was replicated this year in the 2024 PPG Patient On-line Survey which ran from the end of August into mid-September 2024 and was completed by 278 respondents – the highest number of responses we have ever achieved since establishing the survey. As a comparison, the NHS Waterfront Surgery GP Patient Survey 2024 sent 494 surveys out and 116 surveys were sent back which is a 23% completion rate.

Before going any further it is worth noting a few key points about the NHS GP Patient Survey 2024:

- The GP Patient Survey is an independent survey run by Ipsos MORI on behalf of NHS England.
- The questionnaire is sent to a random selection of people registered with a GP in England.
- 2.65 million questionnaires were sent out to patients aged 16 or over registered with GP practices in England from 2nd January to 25th March, 2024.
- Around 699,790 patients completed and returned a questionnaire, resulting in a national response rate of 27.3%
- Minor changes were made to the questionnaire in 2024 to ensure that it continued to reflect how primary care services are delivered and how patients experience them. However, even for those individual questions where the wording has remained the same as in previous years, analysis has shown that trends cannot be reliably presented.

Source: <https://www.england.nhs.uk/statistics/2024/07/11/gp-patient-survey-2024/>

One very important aspect to stress is that the Waterfront Practice PPG is responsible for creating the survey as well as its analysis – it has always been an independent review of the Waterfront Surgery. The results are shared and discussed with the Waterfront Practice Manager at the November PPG meeting who then presents it to the GP Partners for their consideration and feedback to the PPG.

Waterfront Practice Patient List

Female: 4702 **Male:** 4395 **Total:** 9097

Source: Waterfront Practice Manager.

General Question

The opening question was used to establish which healthcare professional the patient had contact with.

Who is your appointment with today?

Note: Two (0.7%) of all respondents did not answer this question.

Figure 1

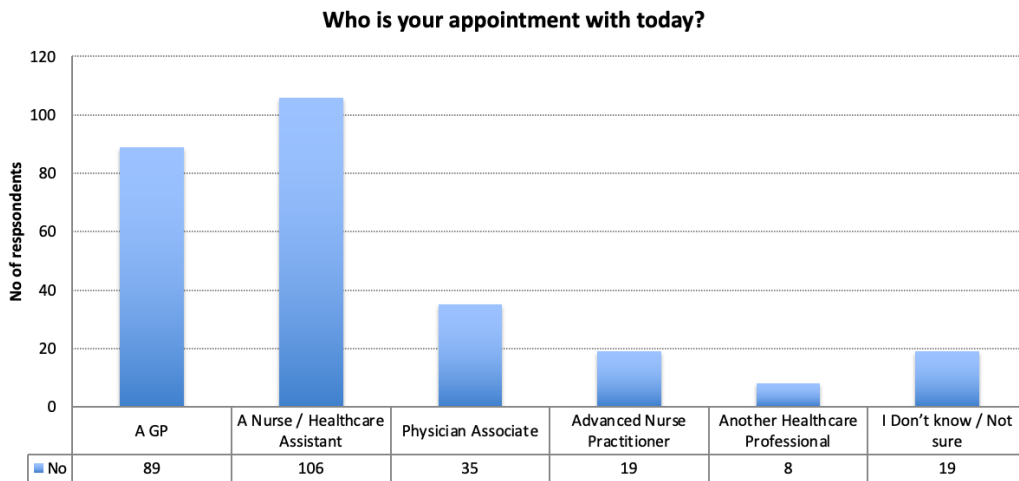


Table 1

Healthcare Professional	No	%
A GP	89	34.6%
A Nurse / Healthcare Assistant	106	41.2%
Physician Associate	35	13.6%
Advanced Nurse Practitioner	19	7.4%
Another Healthcare Professional	8	3.1%
Total	257	100.0%
I Don't know / Not sure	19	
Not Answered	2	
Overall Total	278	

Contacting the Surgery

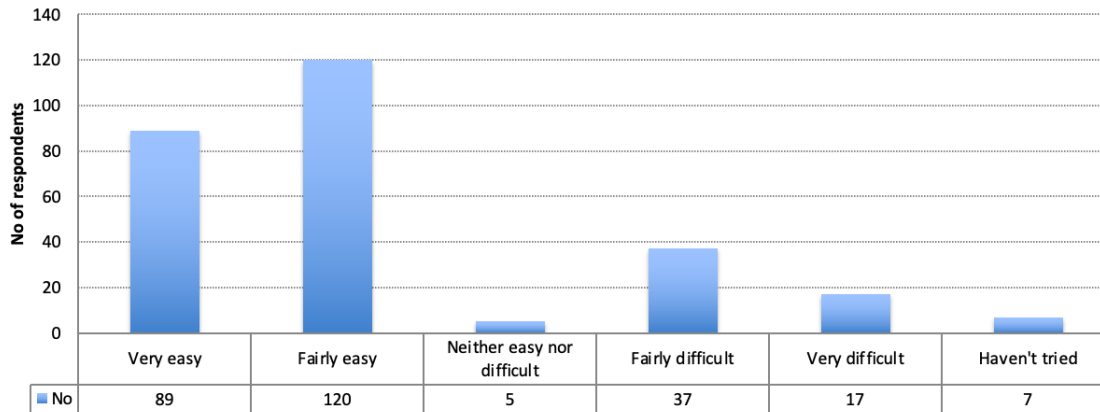
Question 1: Generally, how easy or difficult is it to contact your GP Practice on the phone?

Note: Three respondents (1.1%) did not answer this question.

Figure 2

Table 2

Q1. Generally, how easy or difficult is it to contact your GP Practice on the phone?



Q1 Contacting GP Surgery by Phone	No	%
Very easy	89	33.2%
Fairly easy	120	44.8%
Neither easy nor difficult	5	1.9%
Fairly difficult	37	13.8%
Very difficult	17	6.3%
Total	268	100.0%
Haven't tried	7	
Not Answered	3	
Overall Total	278	

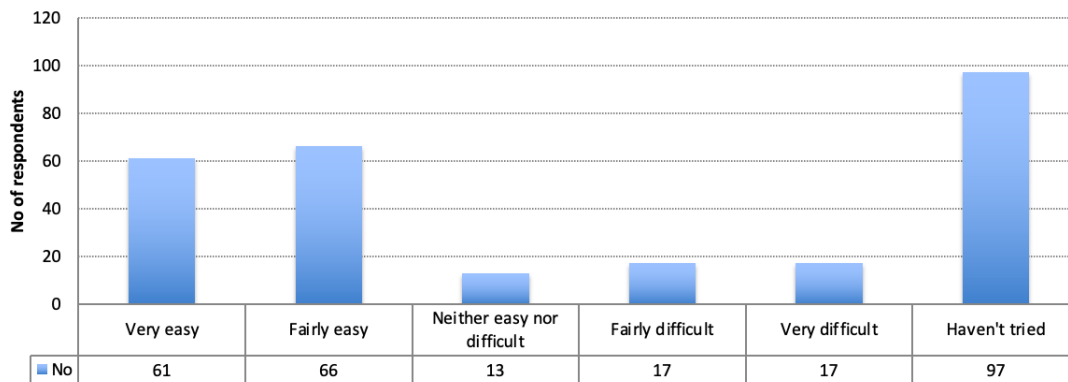
Question 2: How easy or difficult is it to contact your GP Practice using their website?

Note: Seven (2.5%) of all respondents did not answer this question.

Figure 3

Table 3

Q2. Generally, how easy or difficult is it to contact your GP practice using their website ?



Q2 Contacting GP Surgery using Website	No	%
Very easy	61	35.1%
Fairly easy	66	37.9%
Neither easy nor difficult	13	7.5%
Fairly difficult	17	9.8%
Very difficult	17	9.8%
Total	174	100.0%
Haven't tried	97	
Not Answered	7	
Overall Total	278	

Question 3: How easy or difficult is it to contact your GP Practice using the NHS App?

Note: Five respondents (1.8%) did not answer this question.

Figure 4

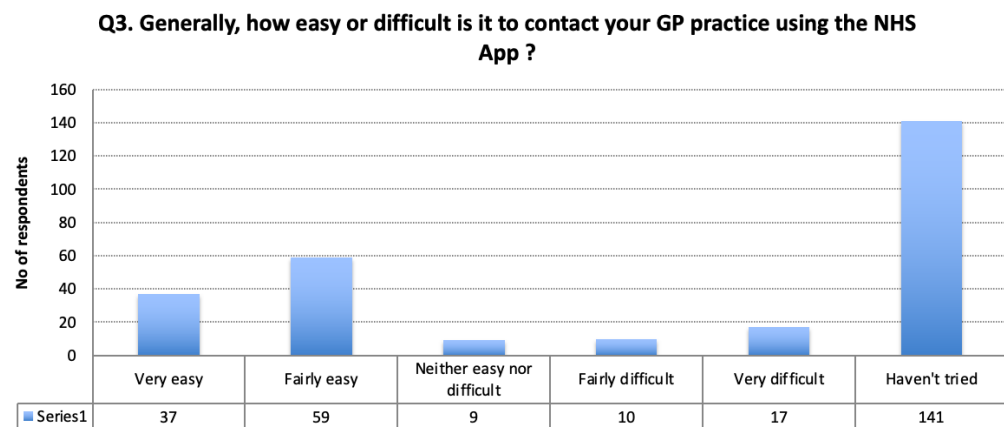


Table 4

Q3 Contacting GP Surgery using NHS App	No	%
Very easy	37	28.0%
Fairly easy	59	44.7%
Neither easy nor difficult	9	6.8%
Fairly difficult	10	7.6%
Very difficult	17	12.9%
Total	132	100.0%
Haven't tried	141	
Not Answered	5	
Overall Total	278	

Comparison Table 1

No.	Contacting the Surgery	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
1	Generally, how easy or difficult is it to contact your GP Practice on the phone?	Very easy and Fairly easy	50%	44%	60%	78%	I haven't tried
2	Generally, how easy or difficult is it to contact your GP Practice using their website?		48%	39%	57%	73%	
3	Generally, how easy or difficult is it to contact your GP Practice using the NHS App?		45%	37%	55%	73%	

Reception

Question 4: Overall how helpful do you find the receptionist and administrative team at your GP Practice?

Note: Three respondents (1.1%) did not answer this question.

Figure 5

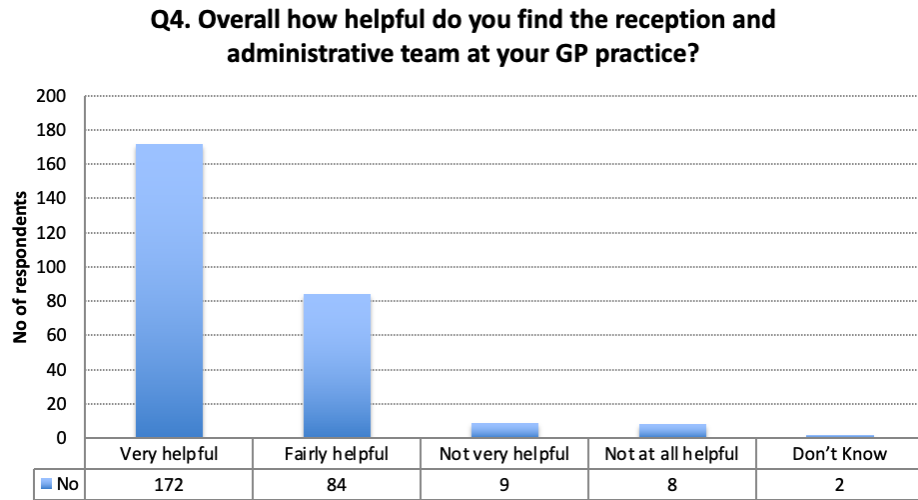


Table 5

Q4 Reception and Administrative Team	No	%
Very helpful	172	63.0%
Fairly helpful	84	30.8%
Not very helpful	9	3.3%
Not at all helpful	8	2.9%
Total	273	100.0%
Don't Know	2	
Not Answered	3	
Overall Total	278	

Comparison Table 2

No.	Reception	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
4	Overall how helpful do you find the reception and administrative team at your GP Practice?	Very helpful and Fairly helpful	83%	76%	83%	94%	Don't know

Access to a Doctor

Question 5: If you need to see a GP urgently can you normally be seen on the same day?

Note: Three respondents (1.1%) did not answer this question.

Figure 6

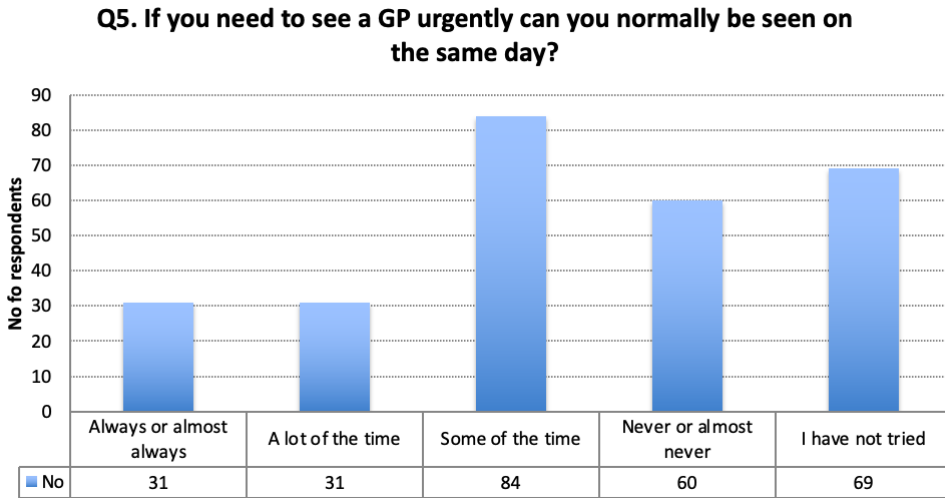


Table 6

Q5 See GP urgently on same day	No	%
Always or almost always	31	15.0%
A lot of the time	31	15.0%
Some of the time	84	40.8%
Never or almost never	60	29.1%
Total	206	100.0%
I have not tried	69	
Not Answered	3	
Overall Total	278	

Question 6: How often do see or speak to your preferred GP (healthcare professional – NHS Survey) when you would like to?

Note: Four (1.4%) respondents did not answer this question.

Figure 7

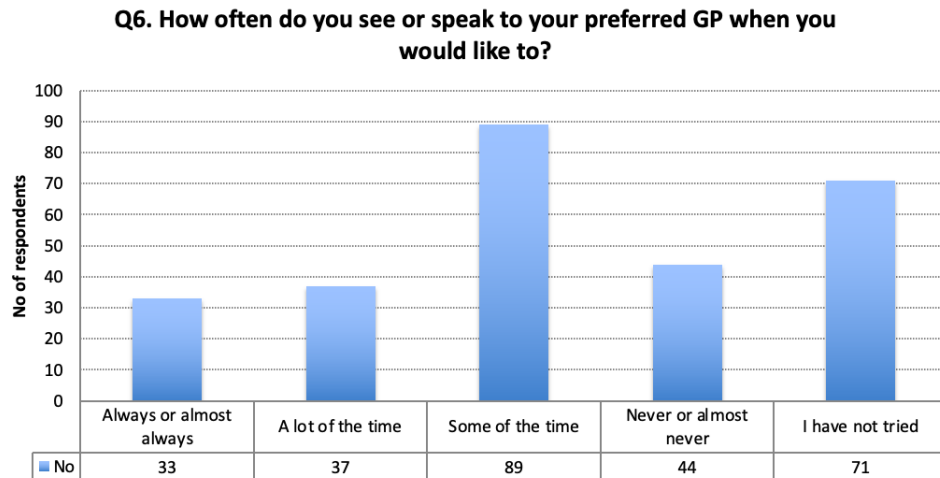


Table 7

Q6 See or speak to preferred GP	No	%
Always or almost always	33	16.3%
A lot of the time	37	18.2%
Some of the time	89	43.8%
Never or almost never	44	21.7%
Total	203	100.0%
I have not tried	71	
Not Answered	4	
Overall Total	278	

Comparison Table 3

No.	Access to a Doctor	Answers counted	GP Patient Survey Results 2024				
			National	ICS	Waterfront Practice		Excludes Not Answered &.....
					GP Survey	PPG Survey	
5	If you need to see a GP urgently can you normally be seen on the same day?	Always or almost always and A lot of the time				30%	I have not tried
6	How often do you see or speak to your preferred GP (healthcare professional NHS Survey) when you would like to?		40%	37%	32%	34%	

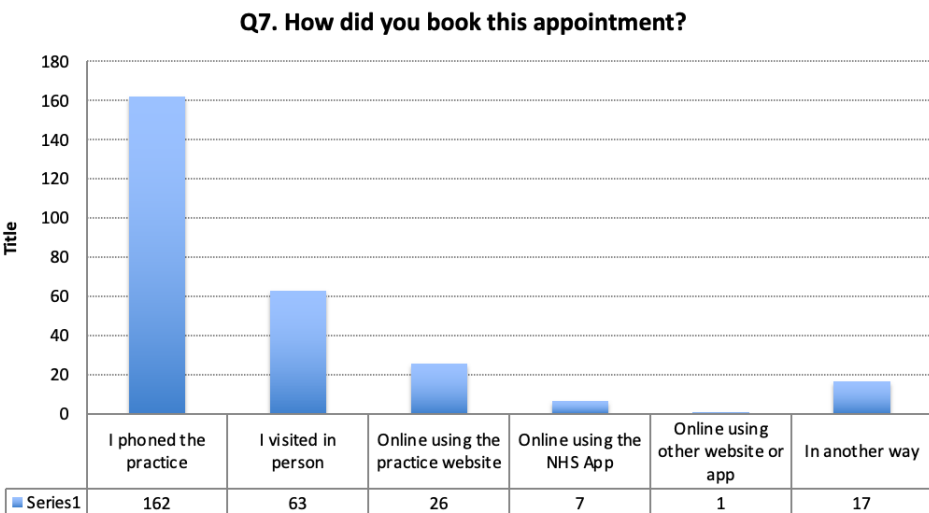
Booking doctor appointments

Question 7: How did you book this appointment?

Note: Two (0.7%) of all respondents did not answer this question.

Figure 8

Table 8



Q7 How booked appointment	No	%
I phoned the practice	162	58.7%
I visited in person	63	22.8%
Online using the practice website	26	9.4%
Online using the NHS App	7	2.5%
Online using other website or app	1	0.4%
In another way	17	6.2%
Total	276	100.0%
Not Answered	2	
Overall Total	278	

Timing of Your Appointment

Question 8: How long after you first contacted your GP Practice did the appointment take place?

Note: Two (0.7%) of all respondents did not answer this question.

Figure 9

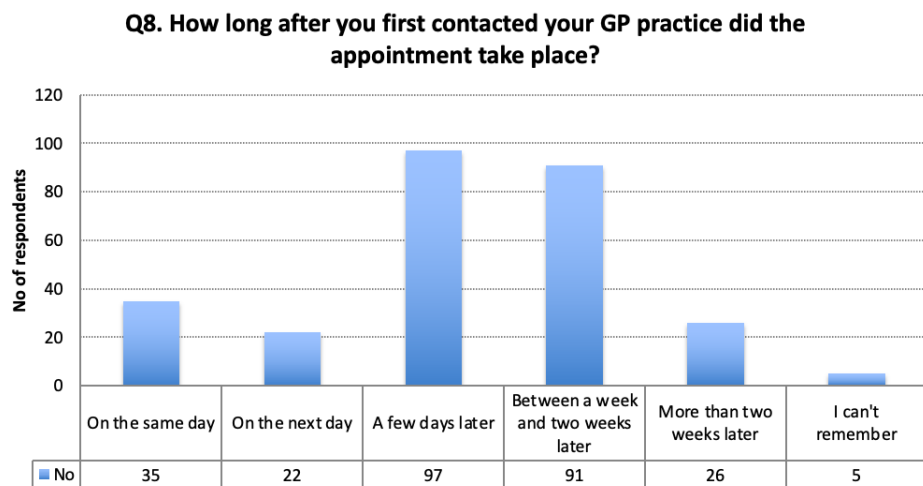


Table 9

Q8 Timing of your appointment	No	%
On the same day	35	12.7%
On the next day	22	8.0%
A few days later	97	35.1%
Between a week and two weeks later	91	33.0%
More than two weeks later	26	9.4%
I can't remember	5	1.8%
Total	276	100.0%
Not answered	2	
Overall Total	278	

Comparison Table 4

No.	Timing of your appointment	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
	How long after you first contacted your GP practice did the appointment take place?				GP Survey	PPG Survey	
8	On the same day	All	27%	28%	18%	13%	None
	On the next day		8%	9%	5%	8%	
	A few days later		22%	22%	41%	35%	
	Between a week or two weeks later		21%	20%	27%	33%	
	More than two weeks later		12%	11%	3%	9%	
	I can't remember		10%	10%	6%	2%	

Question 9: How do you feel about how long you waited for your appointment?

Note: Eight respondents (2.9%) did not answer this question.

Figure 10

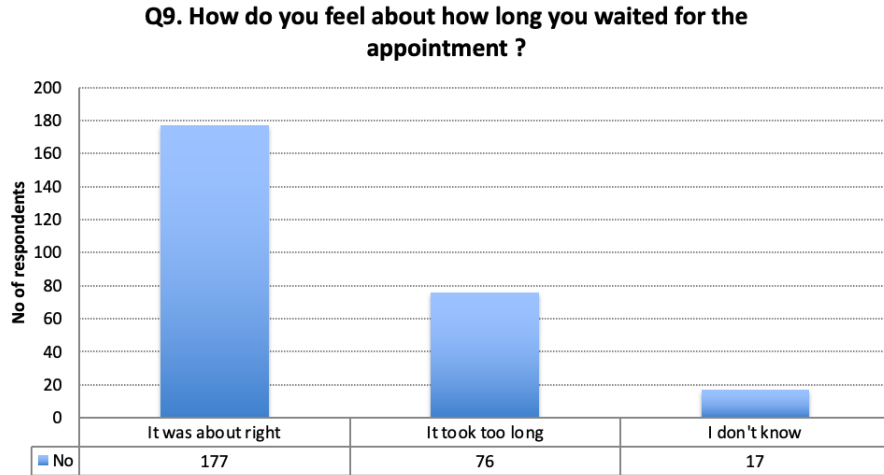


Table 10

Q9 Waiting for appointment	No	%
It was about right	177	70.0%
It took too long	76	30.0%
Total	253	100.0%
I don't know	17	
Not Answered	8	
Overall Total	278	

Comparison Table 5

No.	Timing of your appointment	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
9	How do you feel about how long you waited for your appointment?	It was about right	66%	59%	66%	70%	I don't know

In your appointment today, how good was the healthcare professional you saw at each of the following?

Question 10: Considering your mental wellbeing

Note: Two (0.7%) of all respondents did not answer this question.

Figure 11

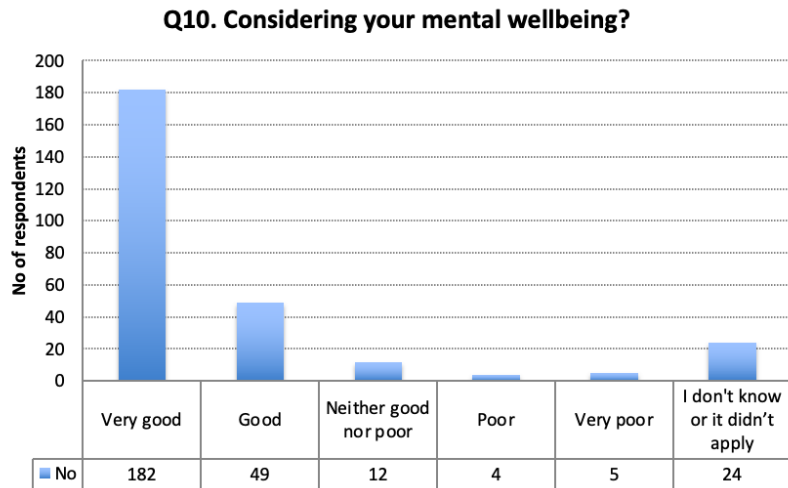


Table 11

Q10 Considering your mental wellbeing	No	%
Very good	182	72.2%
Good	49	19.4%
Neither good nor poor	12	4.8%
Poor	4	1.6%
Very poor	5	2.0%
Total	252	100.00%
I don't know or it didn't apply	24	
Not Answered	2	
Overall Total	278	

Question 11: Listening to you

Note: Six (2.2%) of all respondents did not answer this question.

Figure 12

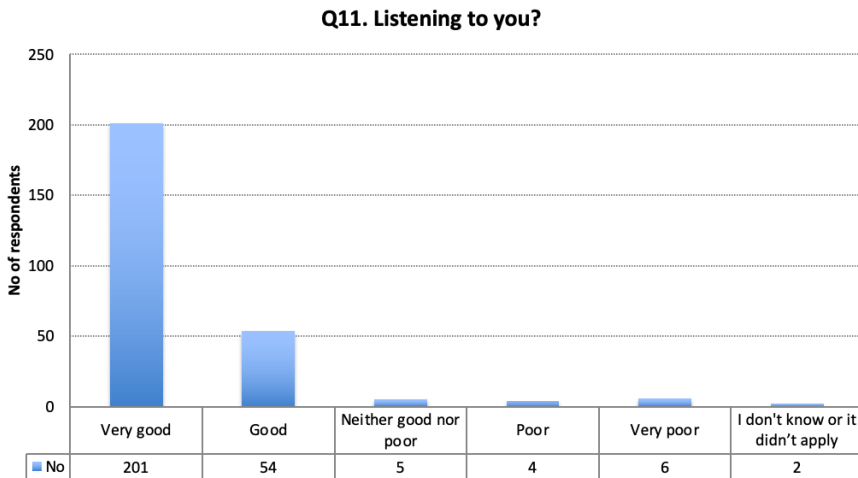


Table 12

Q11 Listening to you	No	%
Very good	201	74.4%
Good	54	20.0%
Neither good nor poor	5	1.9%
Poor	4	1.5%
Very poor	6	2.2%
Total	270	100.0%
I don't know or it didn't apply	2	
Not Answered	6	
Overall Total	278	

Question 12: Treating you with care and concern

Note: Four (1.4%) of all respondents did not answer this question.

Figure 13

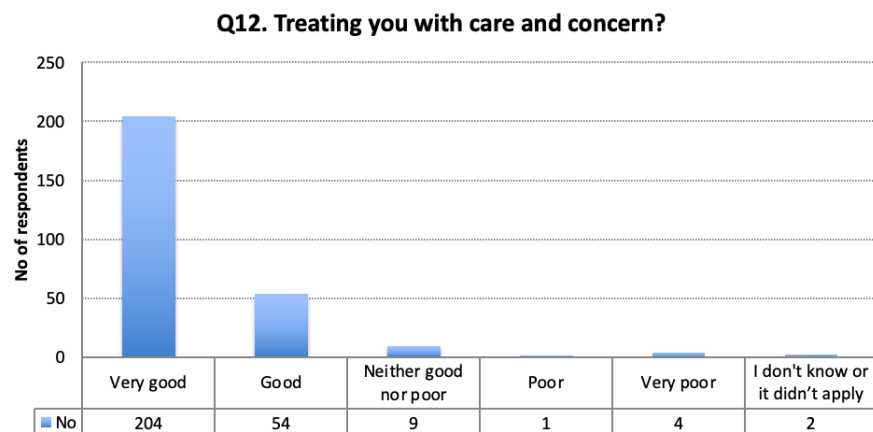


Table 13

Q12 Treating you with care and concern	No	%
Very good	204	75.0%
Good	54	19.9%
Neither good nor poor	9	3.3%
Poor	1	0.4%
Very poor	4	1.5%
Total	272	100.0%
I don't know or it didn't apply	2	
Not Answered	4	
Overall Total	278	

Comparison Table 6

No.	In your appointment today, how good was the healthcare professional you saw at each of the following?	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
10	Considering your mental wellbeing	Very good and fairly good	73%	70%	72%	92%	I don't know or it didn't apply
11	Listening to you		87%	83%	95%	94%	
12	Treating you with care and concern		85%	82%	91%	95%	

During your appointment today.....

Question 13: Were you involved as much as you wanted to be in decisions about your care and treatment?

Note: Three respondents (1.1%) did not answer this question.

Figure 14

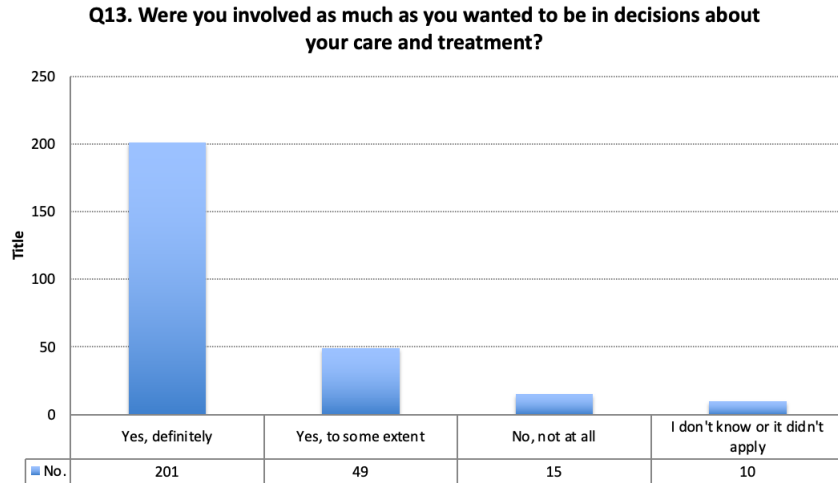


Table 14

Q13 Involved in care decisions	No	%
Yes, definitely	201	75.8%
Yes, to some extent	49	18.5%
No, not at all	15	5.7%
Total	265	100.0%
I don't know or it didn't apply	10	
Not Answered	3	
Overall Total	278	

Question 14: Did you have confidence and trust in the healthcare professional you saw?

Note: Nineteen respondents (6.8%) did not answer this question.

Figure 15



Table 15

Q14 Confidence and Trust	No	%
Yes, definitely	204	79.4%
Yes, to some extent	41	16.0%
No, not at all	12	4.7%
Total	257	100.0%
I don't know or it didn't apply	2	
Not Answered	19	
Overall Total	278	

Question 15: Thinking about the reason for your appointment were your needs met?

Note: Fourteen (5.0%) of all respondents did not answer this question.

Figure 16

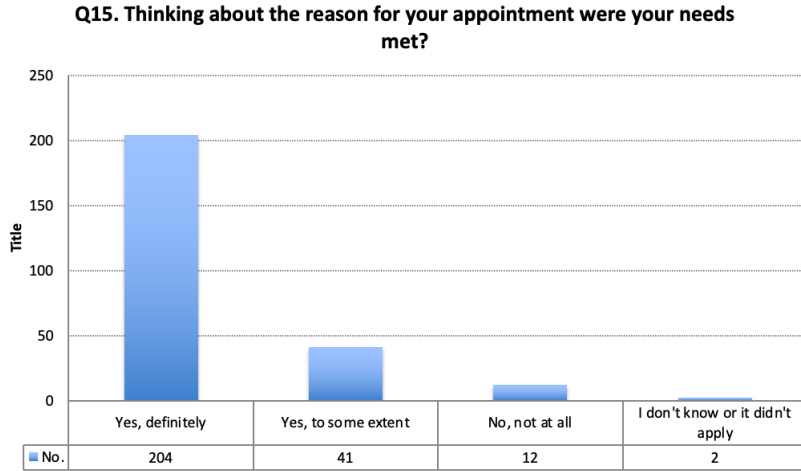


Table 16

Q15 Needs were met	No	%
Yes, definitely	204	77.9%
Yes, to some extent	44	16.8%
No, not at all	14	5.3%
Total	262	100.0%
I don't know or it didn't apply	2	
Not Answered	14	
Overall Total	278	

Comparison Table 7

No.	During your appointment today	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
13	Were you involved as much as you wanted to be in decisions about your care and treatment?	Yes, definitely and Yes, to some extent	91%	89%	98%	94%	I don't know or it didn't apply
14	Did you have confidence and trust in the healthcare professional you saw?		92%	90%	92%	95%	
15	Thinking about the reason for your appointment were your needs met?		90%	88%	85%	95%	

About the Practice

Question 16: Overall, how would you describe your experience of your GP Practice?

Note: Three (1.1%) of all respondents did not answer this question.

Figure 17

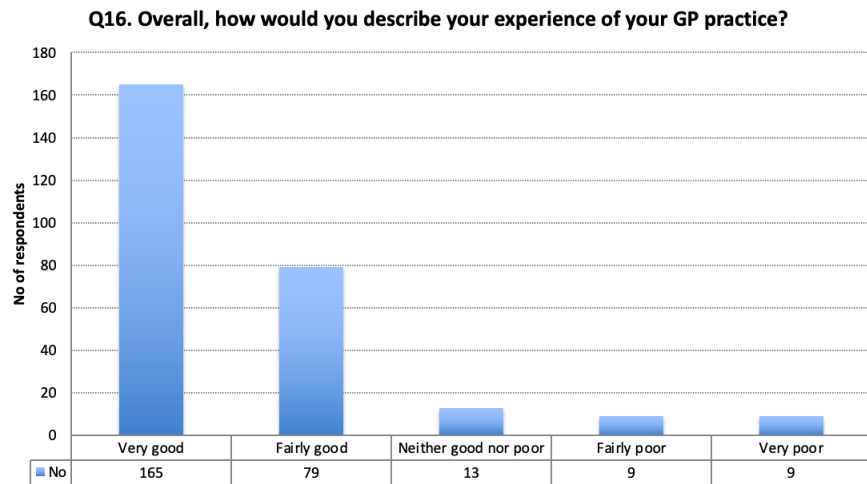


Table 17

Q16 Experience of GP Practice	No	%
Very good	165	60.0%
Fairly good	79	28.7%
Neither good nor poor	13	4.7%
Fairly poor	9	3.3%
Very poor	9	3.3%
Total	275	100.0%
Not Answered	3	
Overall Total	278	

Comparison Table 8

No.	Experience of GP Practice	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice		
					GP Survey	PPG Survey	
16	Overall, how would you describe your experience of your GP practice?	Very good and fairly good	74%	68%	79%	89%	None

Recommend the Practice

Question 17: How likely are you to recommend your GP Practice to friends and family if they need similar care and treatment?

Note: Four respondents (1.4%) did not answer this question.

Figure 18

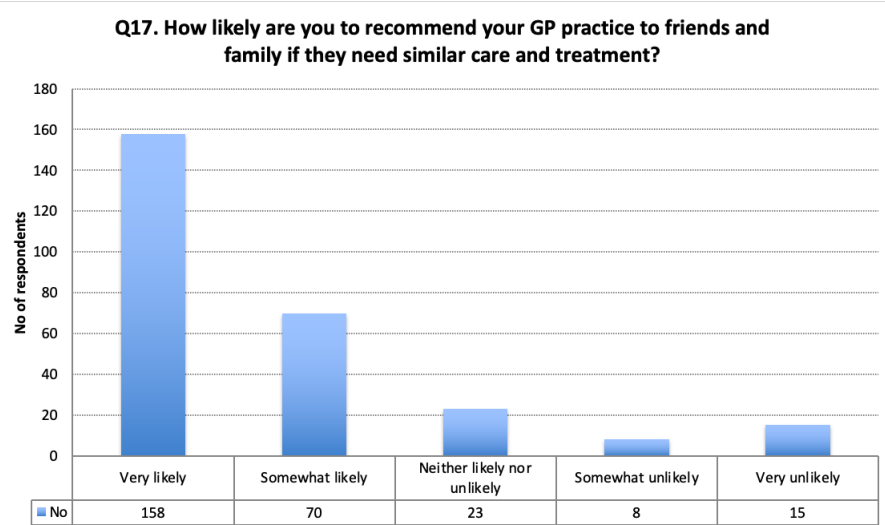


Table 18

Q17 Recommend GP Practice	No	%
Very likely	158	57.7%
Somewhat likely	70	25.5%
Neither likely nor unlikely	23	8.4%
Somewhat unlikely	8	2.9%
Very unlikely	15	5.5%
Total	274	100.0%
Not Answered	4	
Overall Total	278	

Comparison Table 9

No.	Recommend GP Practice?	Answers counted	GP Patient Survey Results 2024				Excludes Not Answered &.....
			National	ICS	Waterfront Practice GP Survey	PPG Survey	
17	How likely are you to recommend your GP Practice to friends and family if they need similar care and treatment?	Very likely and Somewhat likely				83%	None

One thing that would have made your experience even better

Respondents were asked to identify one thing that would have made the experience of their appointment even better. There were 153 respondents (55.0%) that did not answer this question; the remaining 125 respondents gave one or more suggestions which have been tabulated; a summary can be seen in the following table:

Table 19

Category	No	%
Not applicable or Nothing	30	23.8%
Can't think of anything	19	15.1%
Be able to have earlier appointments	16	12.7%
Reduce the amount of time waiting for appointments	11	8.7%
Negative Feedback for GPs	9	7.1%
Improve booking of appointments	8	6.3%
Improve access to GPs	8	6.3%
Compliments about practitioners and appointments	7	5.6%
Problems with double appointments	4	3.2%
Improve access to car parking	4	3.2%
Improve service in Reception	3	2.4%
Improve communication in reception	2	1.6%
Miscellaneous	5	4.0%
Total	126	100.0%
Not answered	153	
Overall Total	279	

The fact that more than half of all respondents did not answer this question implies that they were satisfied with the service that they received; this view is reinforced with the number of respondents that did answer this question 49 (38.9%) indicating that the question was “Not applicable” or that they “couldn’t think of anything”. The details of the remaining suggestions made by respondents will be reviewed by the PPG in consultation with the Practice Manager. The Practice Manager has agreed that where possible she, working with GPs and Practice staff, will take steps to address areas of concern. It should be recognised that car parking, whilst a very important issue, is outside the control of the Waterfront Practice.

How old are you?

Note: Two (0.7%) of all respondents did not answer this question.

Figure 19

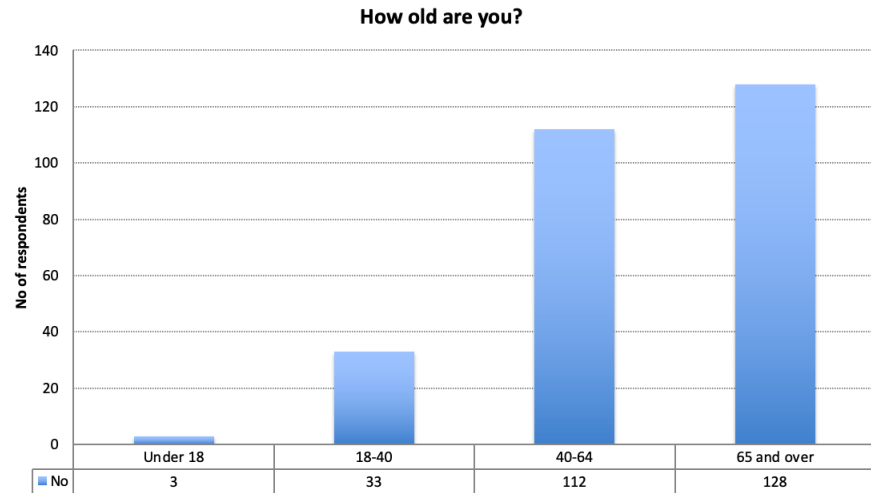


Table 20

Age	No	%
Under 18	3	1.1%
18-40	33	12.0%
40-64	112	40.6%
65 and over	128	46.4%
Total	276	100.0%
Not Answered	2	
Overall Total	278	

Which of the following best describes you?

Note: One (0.4%) of all respondents did not answer this question.

Figure 20

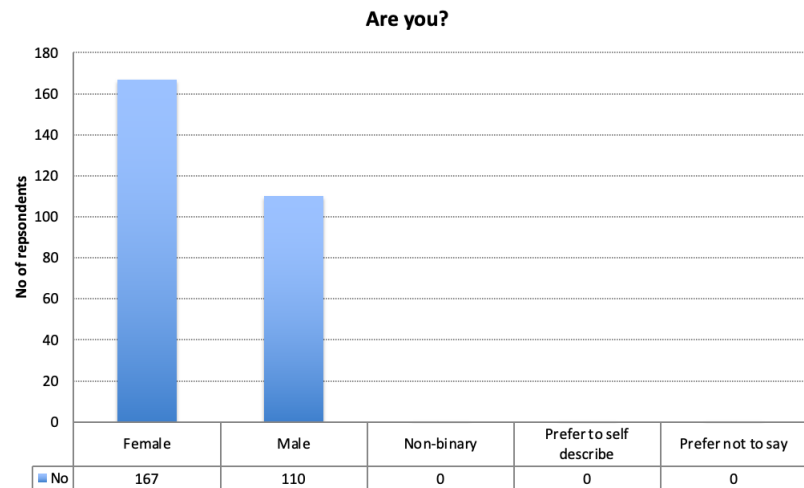


Table 21

Gender	No	%
Female	167	60.3%
Male	110	39.7%
Non-binary	0	0.0%
Prefer to self describe	0	0.0%
Prefer not to say	0	0.0%
Total	277	100.0%
Not Answered	1	
Overall Total	278	

What is your ethnic group?

Note: Two (0.7%) of all respondents did not answer this question.

Figure 21

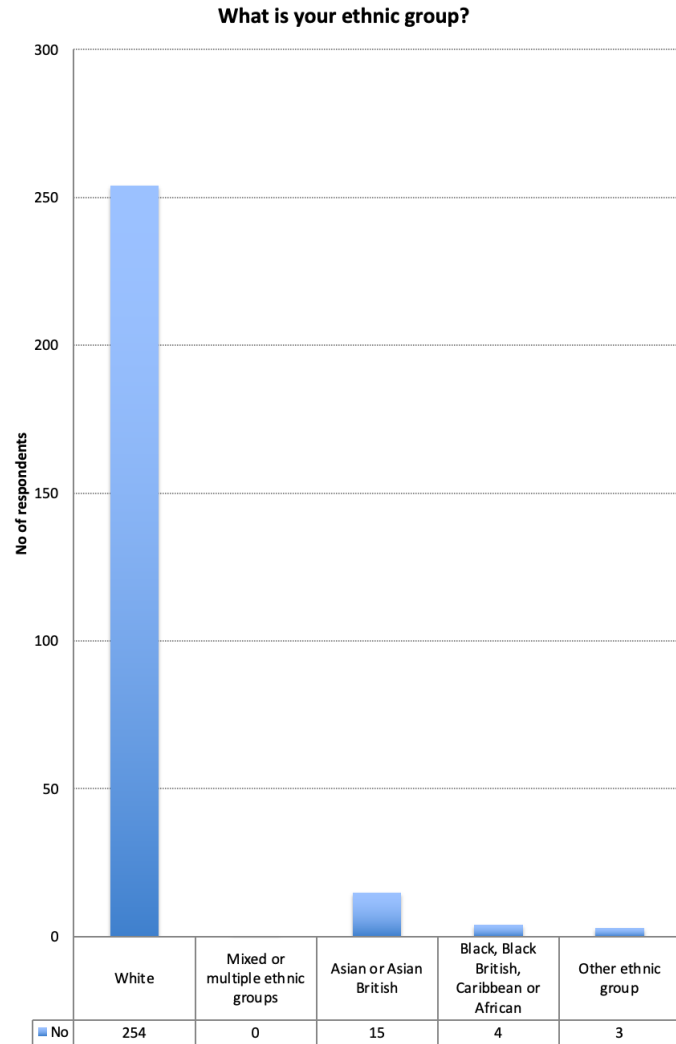


Table 22

Ethnic Group	No	%
White	254	92.0%
Mixed or multiple ethnic groups	0	0.0%
Asian or Asian British	15	5.4%
Black, Black British, Caribbean or African	4	1.4%
Other ethnic group	3	1.1%
Total	276	100.0%
Not answered	2	
Overall Total	278	

Areas highlighted by the NHS GP Patient Survey 2024

On one level the survey offers a degree of reassurance since there are no significant differences in outcome between the Waterfront Practice, ICS and National results. Looking carefully at the 40 questions the Waterfront achieves 19 higher rated responses than either the ICS or National results. Of the remaining 21 questions it matches or is within range of the ICS and National results. With this in mind, as a first step it is useful to consider the three areas for improvement which the NHS National Patient Survey highlights at the end of their report.

Where patient experience is lowest compared with the ICS result

7% of respondents were offered a choice of location when they last tried to make a general practice appointment – ICS Result 12% and National result 13%

The PPG noted this as an apparent anomaly at its meeting in August 2024, since unlike some other surgeries in the area it only has one location for patients to be seen. In response the Practice Manager explained that the High Oak Surgery in the same building might be considered an option for patients. It is noteworthy that the ICS result 12% and National result 13% are similarly low rated. It would be useful to know exactly what the question is designed to record or reveal.

32% of respondents usually get to see or speak to their preferred healthcare professional when they would like to - ICS Result 37% and National result 40%

There is no room for complacency, of course, but that 32% of Waterfront respondents of the NHS National Patient Survey saw or spoke to their preferred healthcare professional is within range of the ICS and National result - this is a long-standing challenge for most surgeries. Importantly, the NHS Patient Survey goes on to record that 92% of respondents had confidence and trust in the healthcare professional they saw or spoke to during their last general practice appointment. A result also reflected in the PPG Survey where 95% (245) patients indicated confidence and trust in the person they saw for their consultation.

The PPG Patient Survey used what has been the traditional question 'How often do see or speak to your preferred GP when you would like to?' which will need to be revised next year to ensure that results are more directly comparable. Last year the NHS Patient Survey result revealed that only 16% of patients saw their preferred practitioner compared to the National Survey 35% and ICS 31%. The PPG Patient Survey 2024 indicates an improvement since 35% saw or spoke to their preferred GP always, almost always, or a lot of the time. It is an issue which needs to be considered in the action plan for 2024-2025.

85% of respondents felt their needs were met during their last general practice appointment - appointment ICS result: 88% and National result: 90%

Although it is clear why NHS Patient Survey 2024 marked this out as an area of 'lowest' patient experience, the Waterfront result of 85% of respondents feeling their needs were met is once again within range of the ICS (88%) and National result (90%). The PPG Patient Survey Question 15 'In your appointment today, how good was the healthcare professional you saw' shows that 94% (248) felt that their needs were met – 77.9% (204) marking 'Yes, definitely' and 16.8% (44) 'Yes, to some extent.' It is an outcome that the practitioners in the front line of Primary Care at the Waterfront should take satisfaction in achieving.

Looking ahead

Promote the Waterfront Surgery Website and NHS App

The PPG Patient Survey results show that 34.9% of patients (97) have not yet tried to use the Waterfront Website and 50.7% of patients (151) have not tried to use the NHS App. More than half, 58.7% of respondents (162), phoned the practice to make an appointment.

It raises the question of whether the practice should try to encourage those patients with appropriate access to use either the GP website or the NHS App rather than using the telephone to make appointments? For NHS England there are considerable benefits to online appointment booking – reducing pressure on phone lines, saving staff time, fewer missed appointments – some research appears to show those who book online are less likely to not attend appointment. A further positive point may be that for non-urgent cases, where patients fill in the online form with details of their symptoms or problem, given a robust triage system it may allow the surgery to direct them to an appropriate healthcare professional which, of course, may well mean a GP phone or face-to-face appointment.

Over the next year it would be sensible to promote the benefits for those patients who have both access and skills of contacting the surgery via the Waterfront website or the NHS App. A number of strategies might be utilised such as mentioning the options and appropriate technical support on appointment cards, as a ‘sign off’ on prescription forms, posters and handouts in reception.

That said, for the Waterfront PPG it remains important that patients are able to phone or call in to the surgery to make enquiries, seek help and make appointments. So-called barriers to online communications may not simply be due to lack of knowledge of the service, or the sometimes challenging activation process of setting up an account. Patients who do not have mobile phones, tablets or computers or, if they do, lack the skills to navigate online bookings should not be disadvantaged.

Inclusion should be paramount for all patients during a period in which the NHS and others are seeking to move ‘interactions’ online with not always successful outcomes.

Access to GPs and Preferred GP (Healthcare professional)

The Waterfront PPG has discussed in many meetings over the years why patients might prefer to see or speak to a particular healthcare professional. Reasons may be related to gender, feeling able to speak freely, personal confidence in their professional skills, past experiences and desire to be examined by someone who they feel ‘knows them’. A great deal of research has been undertaken by medical organisations which is focused on this subject and is worth reviewing. Continuity of care may be important, particularly for those patients with multiple chronic illnesses or with mental health conditions. Some studies suggest that GPs providing high-quality care to ‘regular’ patients may not only help them maintain better health but reduce their demand for consultations.

In 2023 a ‘Rebuild General Practice’ campaign survey launched by the BMA and then Health Secretary, Jeremy Hunt, found that 57% of respondents felt it important to see the same GP each time they visited their surgery. It was interesting that 73% said that seeing the same GP is beneficial because ‘they didn’t need to explain their medical history each time’ and 56% believed this ‘would mean more accurate diagnoses’. The Queen Mary’s Clinical Effectiveness Group (CEG) (2024), noted that as continuity of care is in decline, patients who do not attend the same GP could be disproportionately affected.

The problem for all GP practices lies in funding and staffing which restricts the number of appointments which are available. A recent article on the BMA (British Medical Association) website (1st November, 2024) examining the 'Pressures in general practice data analysis' shows that England has a shortage of GPs and that GPs are changing their working patterns to reduce stress, ill-health and improve work-life balance. It cites that In September 2024 there were 63.57 million patients registered with GP practices in England, an increase of 6.7 million since 2015. In simple terms the average number of patients each full-time equivalent GP is responsible for now stands at 2,273: an increase of 335 patients per GP since 2015. Both nationally and locally, the challenges of staffing and an increasing number of patients means that it is hard to see how access to a preferred GP or healthcare professional might be significantly improved.

Earlier appointments. The percentage of patients who have same day appointments 13% is less than the National 27% and ICS average 28%

The issue of the low percentage of patients being able to book same day appointments has been discussed by the Manager of the Waterfront Practice and PPG members in a number of meetings over the past year. The challenge is made clear by the answers to Question 5 "If you need to see a GP urgently can you normally be seen on the same day? with 31 (15%) of those respondents who had tried, answering "Always or almost always" and the same number answering "A lot of the time". But this is contrasted by almost the same number, 60 (29.1%) answering "Never or almost never" with 84 (40.8%) only answering "Some of the time". The Practice Manager considers that one option might be to work out how many appointments are booked on the day and try to hold back an appropriate percentage for "on the day" appointment requests. It is a strategy that is worth trialling but needs to be monitored very carefully to ensure that all patients seeking appointments are appropriately supported.

Ethnicity

One concern which arises from this year's PPG Patient Survey is that while it was completed by a record number of respondents – 278 in all, it may not fully reflect the demographic ethnicity of the practice. Unfortunately, it is not possible to establish the ethnic profile of respondents in earlier PPG Patient surveys as this question has only been asked in 2023 and 2024. The PPG needs to work with the Practice Manager to compare the practice profile and, if necessary, seek ways of broadening the range of responses in the survey for 2025. One possibility may be running not only an on-line survey but offering patients the chance of completing questionnaires in reception. A further area of investigation should also focus on opportunities for mirroring the gender and age profile of respondents with that of patients.

Conclusion

Whilst the Waterfront PPG tries to provide a patient 'voice' to challenge and improve services where possible for all patients, it has also placed on record in many meetings its appreciation of the commitment of the GPs, healthcare assistants, back office and reception staff to the best quality service in often demanding, challenging circumstances. During COVID, and since, the pressure and increased workload on Primary Care staff has been notable. It is therefore pleasing that both the NHS Patient Survey 2024 and PPG Patient Survey 2024 results are very positive about the Waterfront Practice – just a few examples: 83% find the receptionists and administrative team at this GP practice helpful which matches the national result; 73% describe their experience of contacting their GP practice as good compared to 67% national and 59% ICS. There is always room for improvement and 'lessons to be learned': hopefully this year's action plan will encourage the Waterfront Practice to continue to be flexible, responsive and caring to those it serves in what is one of the most deprived areas in the country.