

# Warmdene Surgery PPG Patient Survey 2024

This survey ran from 4<sup>th</sup> November to 15<sup>th</sup> November 2024 and was available to complete on paper or electronically via a QR code link in the practice reception area

# Key Demographic Statistics

- ▶ 386 patients responded to the survey, compared to 398 last year
- ▶ 62% of respondents were Female, 36% Male and 2% preferring **not** to disclose their gender [Slide 9](#)
- ▶ The age groups with the highest response rate were age 56-65 and 66-75 (both 20%), followed by 46-55 (17%). Age 86+ (3%) were the lowest responders [Slide 8](#)
- ▶ 89% of the 386 respondents were White, followed by 5% who were Asian or Asian British [Slide 10](#)
- ▶ 53% of respondents stated their religion and 33% stated that they had no particular religion [Slide 11](#)
- ▶ 25% of respondents' day-to-day activities were limited because of health problems/disability, of them, 20% were affected long term. 38% of patients that were affected by this were living with a physical impairment [Slide 12](#)
- ▶ 13% of responders were carers with 70% of those carers caring for a parent, partner or spouse [Slide 13](#)
- ▶ Over half the respondents (52%) rated the overall service at the surgery 5 out of 5, with the average rating for this measure being 4.4 out of 5

# Comments about Overall Service

"Recently moved from another surgery and overall, everything is much more on time, thoughtful and considered"

"Can't fault the practice"

"Efficient, good range of services, helpful attitude"

"Always get an appt on the day when need it. Doctors, nurses and admin staff are very competent and polite. However sometimes have to call multiple times to get a planned appt"

"Terrific service and care"

"This practice is marvellous"

"Care is excellent, but 8am booking system can be stressful"

"Generally, it's excellent - only comment I would have is if you could allow us to make appointments online for the nurses. I have regular blood tests and hate tying up the phone line and reception time with that"

"Superb staff"

"Friendly staff working under extreme pressure"

"I always manage to get same day urgent appt for my children and myself. Drs are thorough, sensitive and understanding"

"Sometimes the 10 minutes per patient are not enough"

"This practice has always been excellent, been here since 1970's"

"All Drs nurses and other staff are amazingly caring"

"Everyone at Warmdene is really nice and helpful. I have a needle phobia, and they are brilliant with me"

"Waiting time to see my doctor is too long"

"Passionate staff, efficient process, helpful team at reception"

"The service is remarkable when it comes to patient care"

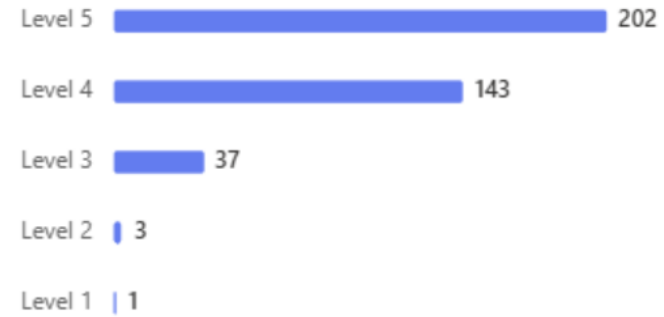
"Some parts of the surgery are very good. The receptionists are all welcoming and help as much as possible to accommodate my needs. Doctors are knowledgeable"

"Not many advance appts available to book online"

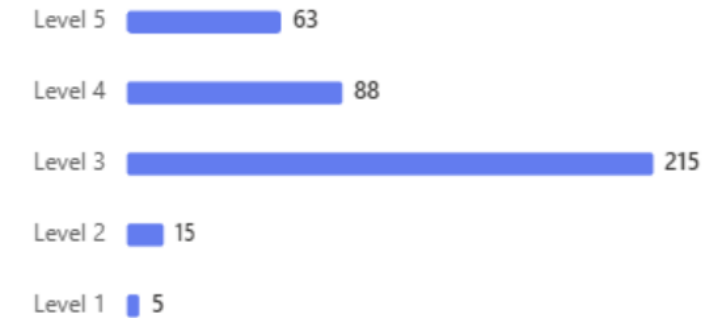
"Always friendly people from receptionist, doctors and nurses. Always kind and helpful"

# Average ratings

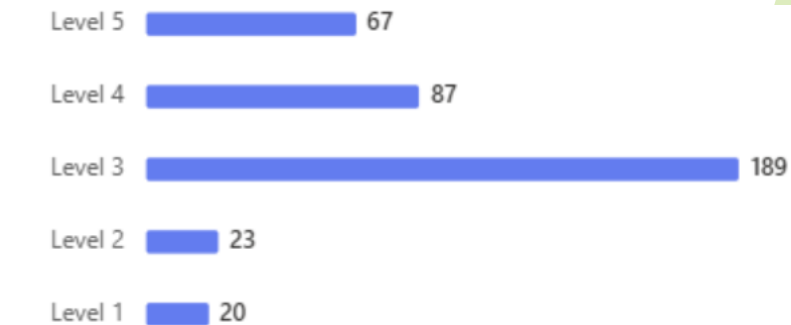
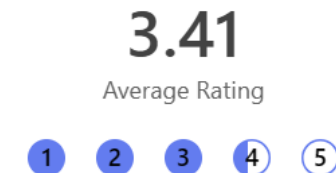
With 1 being poor and 5 being excellent how do you assess the overall service you receive at the surgery?



With 1 being poor and 5 being excellent how do you rate our website?

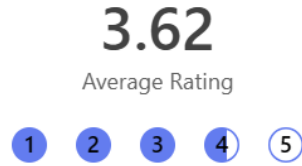


With 1 being poor and 5 being excellent how do you rate our booking system online?

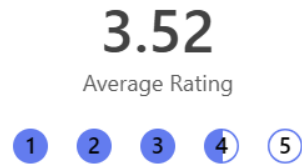


# Average ratings

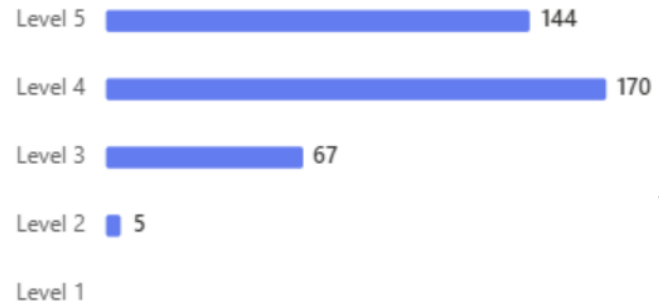
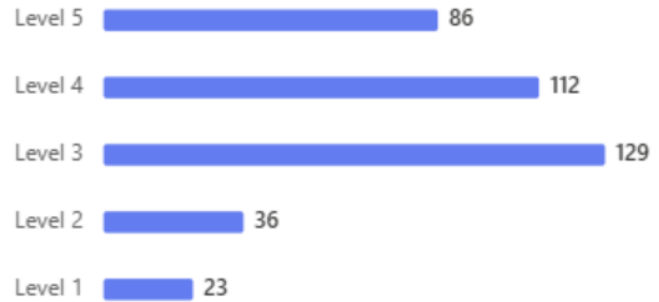
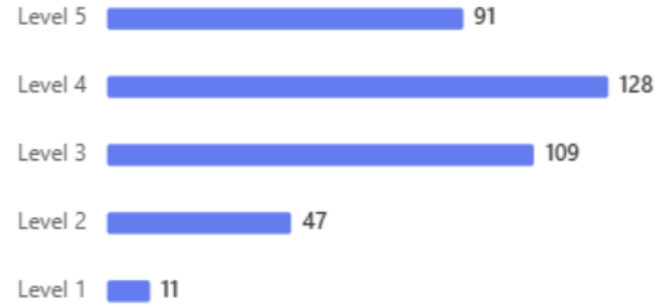
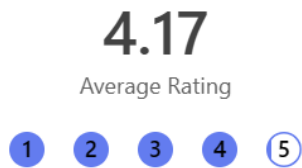
With 1 being poor and 5 being excellent how do you rate our booking system by phone?



With 1 being poor and 5 being excellent how do you rate the car park?

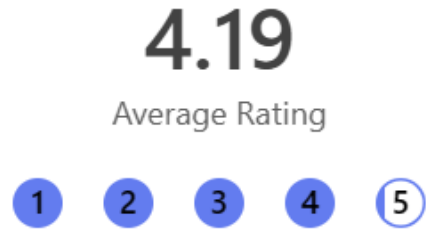


With 1 being poor and 5 being excellent how do you rate the waiting area?

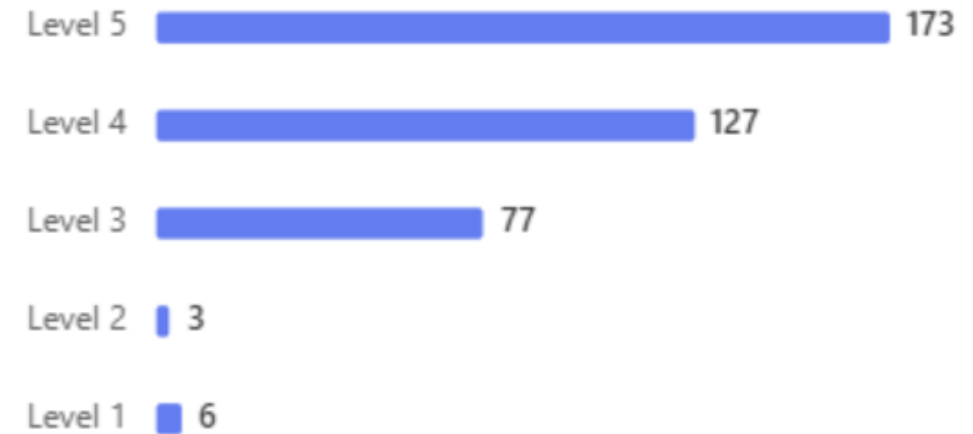
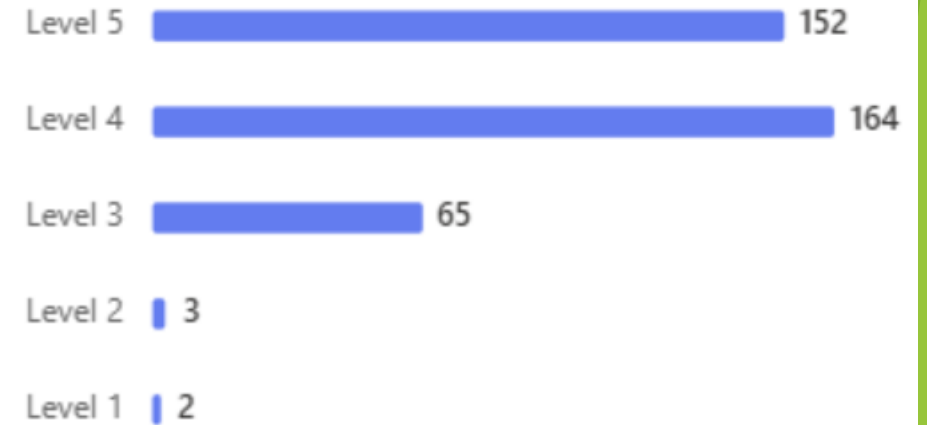
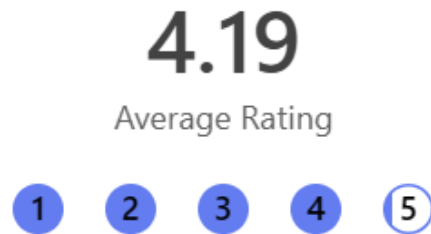


# Average ratings

With 1 being poor and 5 being excellent how do you rate the different services offered?



With 1 being poor and 5 being excellent how do you rate our privacy?



# Comments about website, booking systems, car park, waiting area, different services offered and privacy

"I think the waiting area is colourful and inviting"

"Never used website nor booked online"

"It's hard to get an appt when it is needed and even harder to book in advance. The car park is a bonus (not looking for space or paying). Lots of services and staff helpful"

"As I struggle understanding people on the phone, this means I have to come into the surgery to book appts. I have suggested that a mirror is placed at the entrance/exit, so that cars coming in the opposite direction can be seen"

"Today I had to park on the road. People don't park well. Marked spaces might help, plus 2 Kamsons cars parked here"

"I don't use the website"

"Could do with more online booking appts"

"Lack of maternity services - midwives. Too far to travel with no car to Hollingbury"

"There is no privacy when you book in"

"I used to use the website to book online then it stopped, and I didn't realise I could book online which would be more convenient and missing out on appt as I could never call at 8am"

"Disabled areas often full- not enough spaces"

"Phone booking is difficult. Waiting area could have music/radio. Parking is an issue"

"No smart phone so no access to links"

"Would be good to have appts online that can be booked the same week."

"I wasn't aware I could book online! Waiting area chairs are very close together (when busy risk of catching things)"

"Phone system is difficult to get through and when I am working, I cannot spend an hour plus waiting"

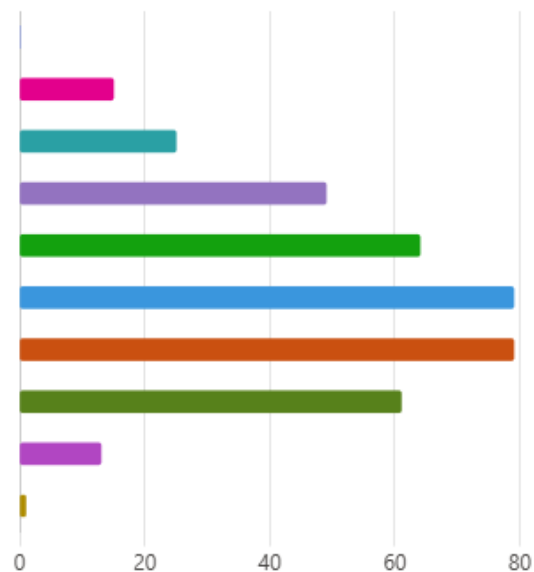
"Allotted spaces in car park would provide more space. If you add lines to the car park you can easily fit in at least 4-6 extra cars with minimal outlay"

"Would prefer a separate area for confidential talks with receptionists"

"Never used the website or online booking system. It is easier to make appts in person rather than on the telephone"

# Age of Respondents

Under 16	0
16 – 25	15
26 – 35	25
36 – 45	49
46 – 55	64
56 – 65	79
66 – 75	79
76 – 85	61
86+	13
Prefer not to say	1



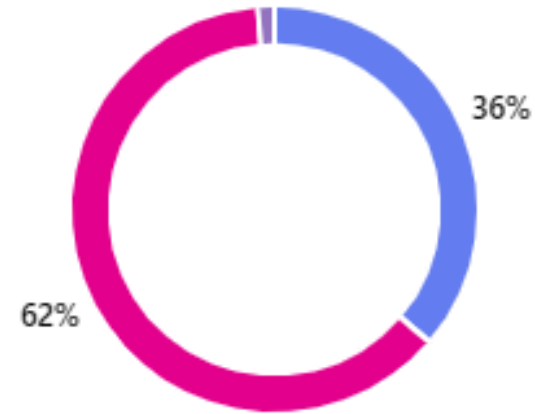
## Key themes:

- 56% of the highest responding age groups (56-65 & 66-75) were female
- Only 10% of responders were 35 or under
- The age group that gave the highest percentage of 5 ratings for overall service were 86+ with 77% of the age group rating the practice a 5
- The age group that gave the lowest percentage of 5 ratings for overall service were 26-35 with only 28% of respondents rating the practice a 5
- There were only 4 respondents (1%) that only rated the overall service a 1 or a 2 and they were all between the age of 26-45
- The age group most impacted by a disability was age 86+ with 54% of patients being affected
- The age group that had the highest percentage of carers was 56-65 accounting for 37% of carers



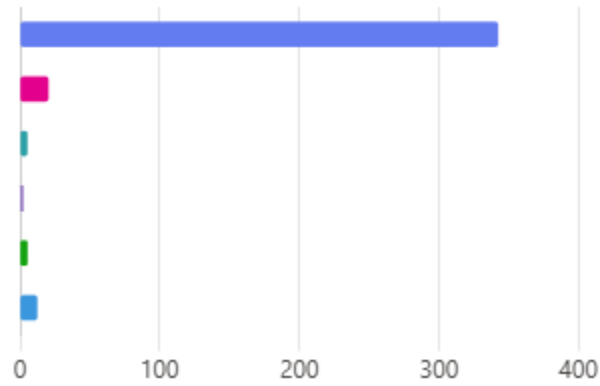
# Gender of Respondents

● Male	140
● Female	241
● Prefer to self-describe	0
● Prefer not to say	5

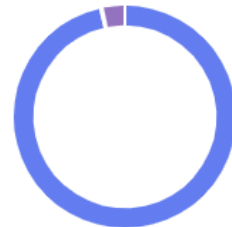


# Ethnicity of Respondents

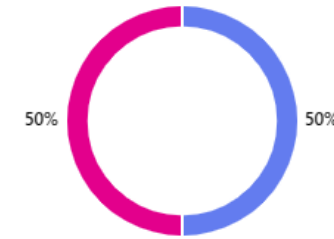
White	342
Asian or Asian British	20
Black or Black British	5
Mixed	2
Other Ethnic Group	5
Prefer not to say	12



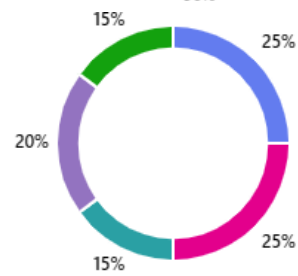
English / Welsh / Scottish / Northern Irish / British	330
Irish	1
Gypsy or Irish Traveller	0
Any other White background	11



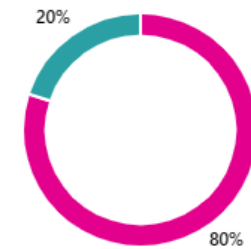
Asian & White	1
Black African & White	1
Black Caribbean & White	0
Any other mixed background	0



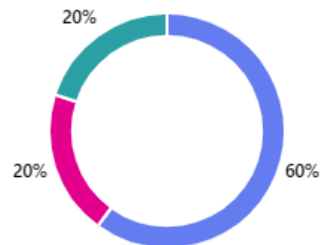
Bangladeshi	5
Indian	5
Pakistani	3
Chinese	4
Any other Asian background	3



Arab	0
Any other ethnic group	4
Prefer not to say	1



African	3
Caribbean	1
Any other Black background	1



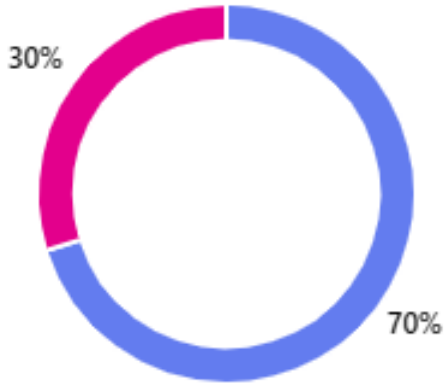
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# Religion of Respondents (self-described)

91 respondents (45%) answered CofE for this question.

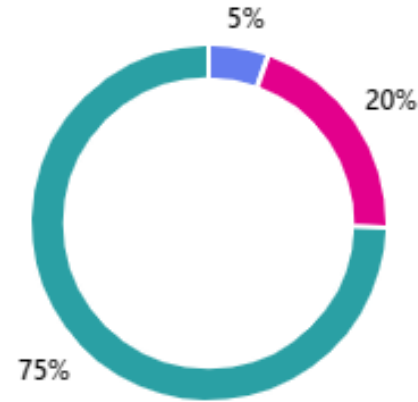


● I have no particular religion	127
● I prefer not to say	54



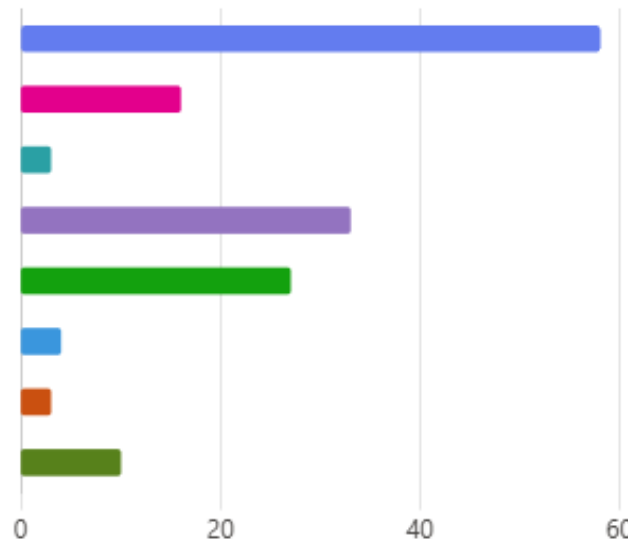
# Are day-to-day activities limited due to health problems/disability?

● Yes, short term 0-12 months	21
● Yes, long term 12 months or more	77
● No	288



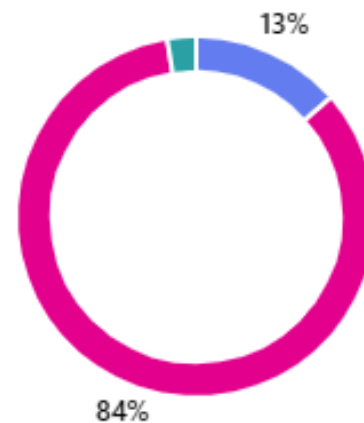
## Please state the type of impairment

● Physical Impairment	58
● Sensory Impairment	16
● Learning Disability/Difficulty	3
● Long-standing illness	33
● Mental Health condition	27
● Autistic Spectrum	4
● Other Developmental Condition	3
● Other	10



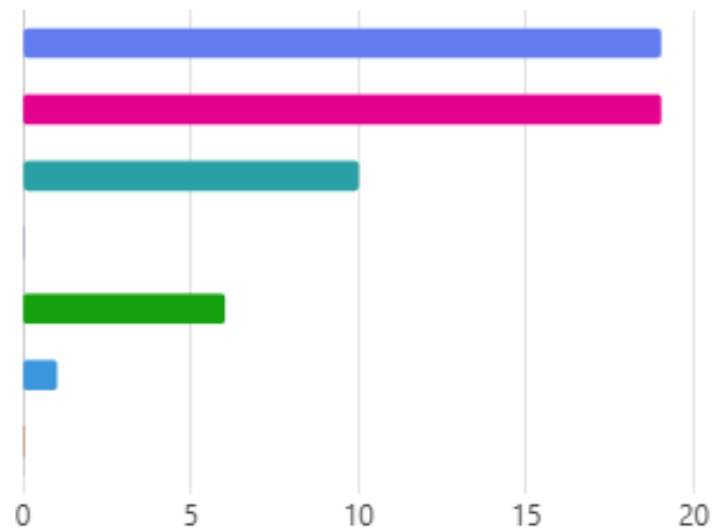
# Are you a carer?

Yes	52
No	324
Prefer not to say	10



# Who do you care for?

Parent	19
Partner/Spouse	19
Child with special needs	10
Friend	0
Other family member	6
Other	1
Prefer not to say	0



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