

St Stephen's House Surgery

Patient Participation Group Survey Results

February 2025

The survey was completed online by 551 of the registered patients at the practice. It was open from the 19th January to the 29th February

It was distributed by emailed to 800 PPG members and sent via SMS to Patients from the surgery. To meet the criteria a patient had to have attended in the last 12 months.

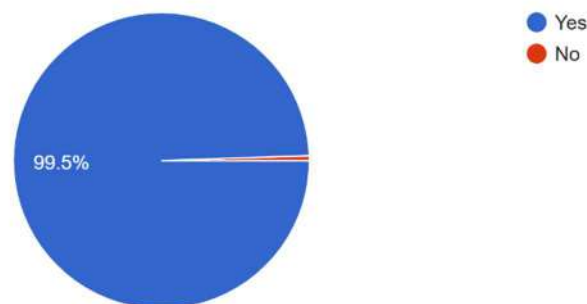
It was also posted on a number of social media platforms.

Results as follows

Introduction

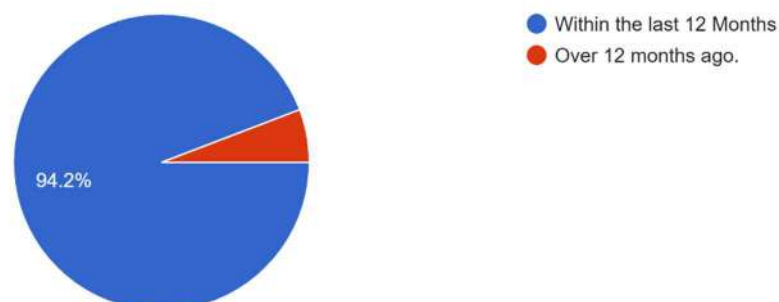
Are you a registered patient at St Stephen's House surgery?

552 responses



When did you last attend or contact the surgery?

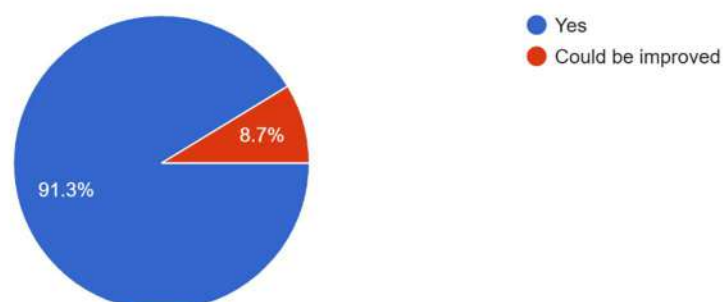
552 responses



Facilities

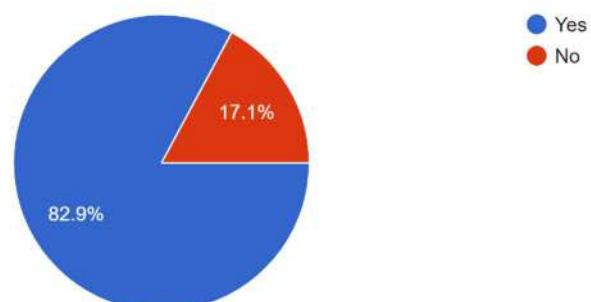
Do you feel the patient facilities, such as doors, toilets, waiting room etc at the surgery are adequate?

516 responses



Are you aware of the surgery opening times?

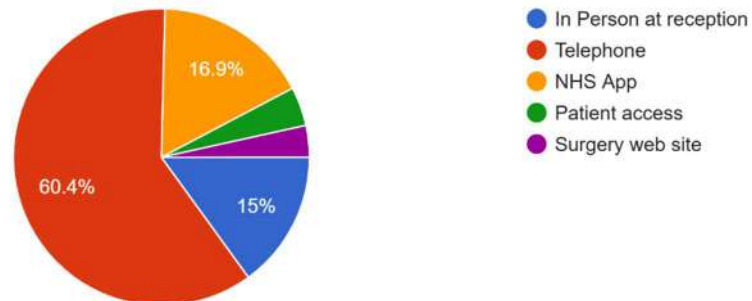
520 responses



Reception and Appointments

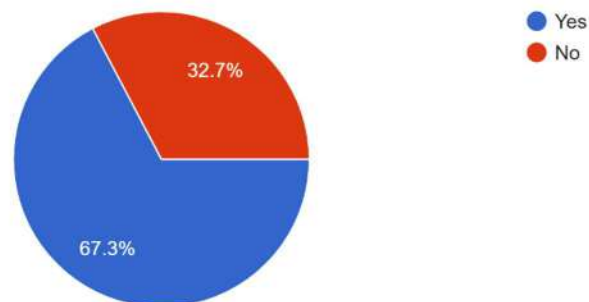
How did you book your last appointment to see a Doctor or Nurse at the surgery?

520 responses



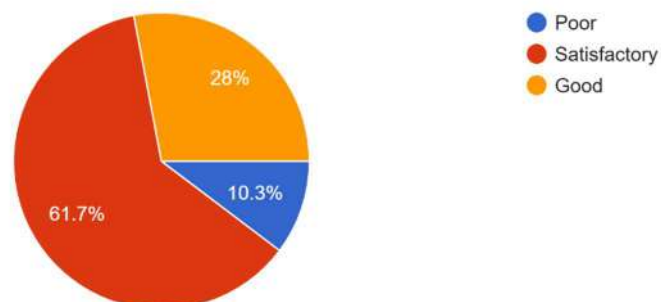
Have you used the surgery's web site? <https://www.st-stephenssurgery.nhs.uk/> Here you can book a Nurses appointment, request a medication re...h our Pharmacist and order repeat prescriptions.

520 responses



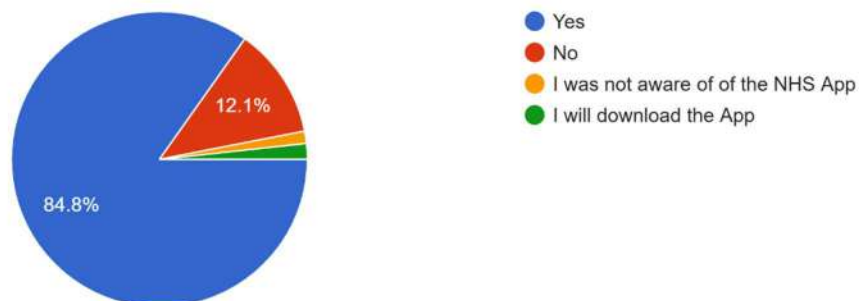
How easy did you find the web site to use?

350 responses



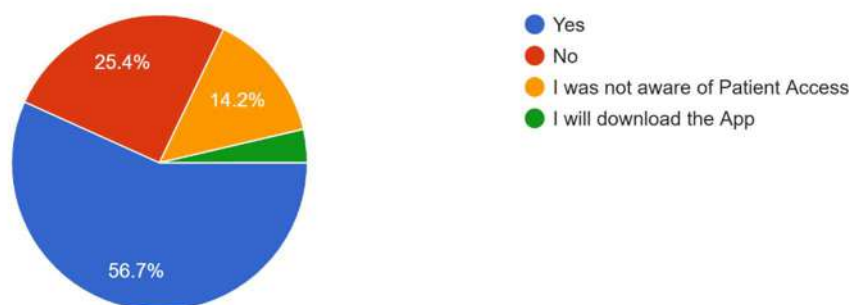
Are you registered with the NHS App? Which will enable you to book doctors appointments, request repeat prescription and view your medical record.

520 responses



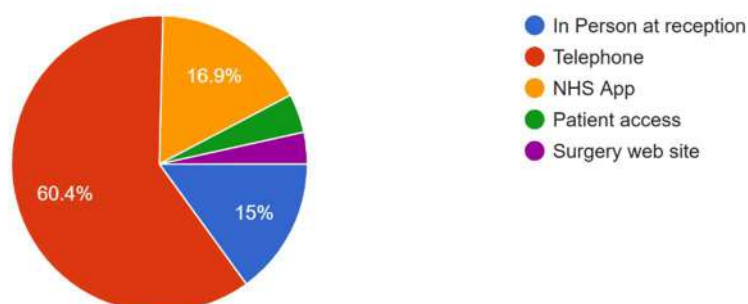
Are you registered with Patient Access App? Which will enable you to book doctors appointments. Here you can request repeat prescription.

520 responses



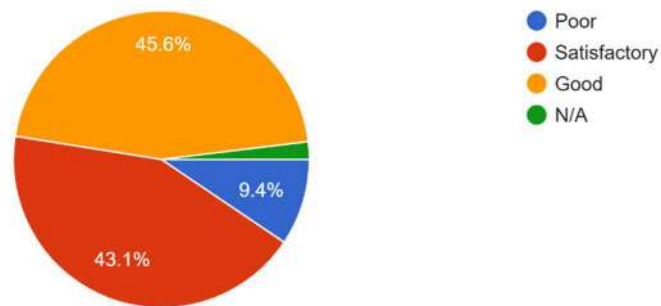
How did you book your last appointment to see a Doctor or Nurse at the surgery?

520 responses



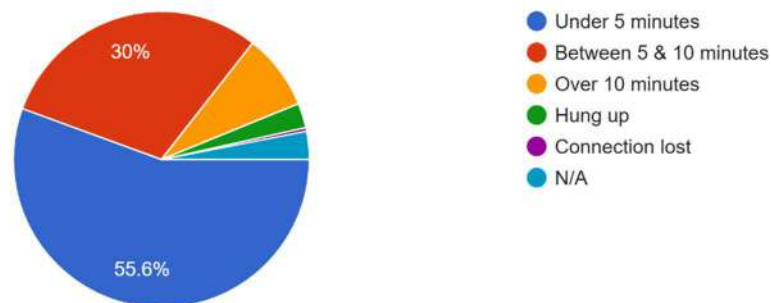
Generally, how easy do you find it to contact the surgery by telephone?

520 responses



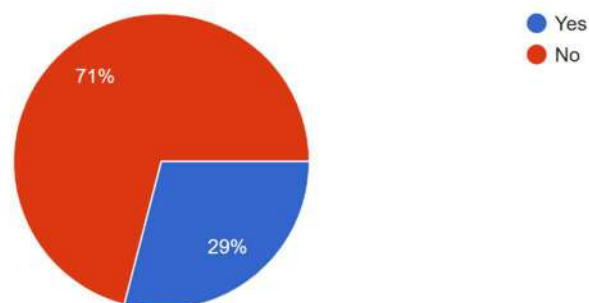
When you last telephoned the surgery, how long did you wait for your call to be answered?

520 responses



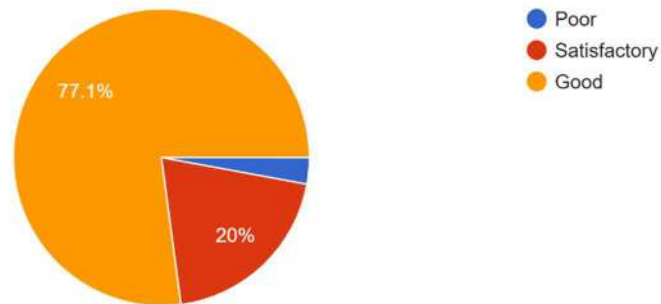
Are you aware that the phone system now has the option to check your next appointment or cancel it?

520 responses



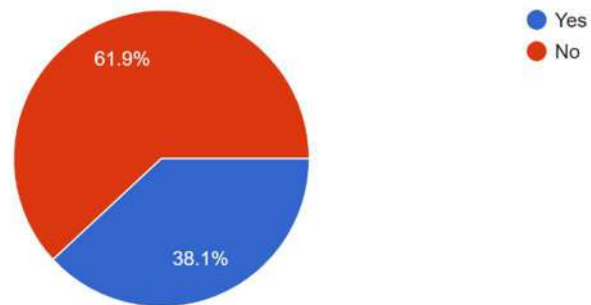
How helpful do you find the Receptionists at the Surgery?

520 responses



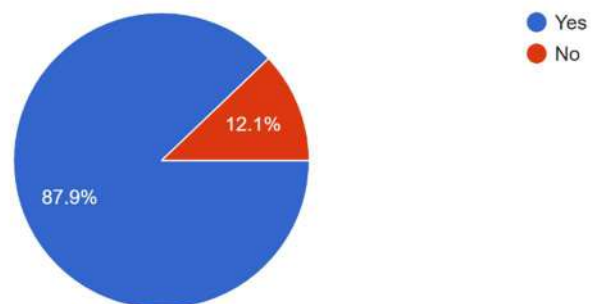
Are you aware that the surgery has added a call back function to the phone system?

520 responses



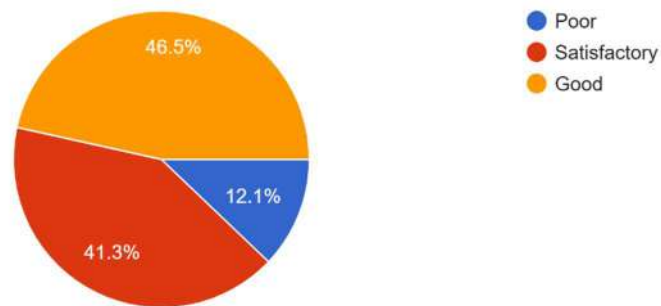
Were you able to get an appointment, the last time you tried?

520 responses



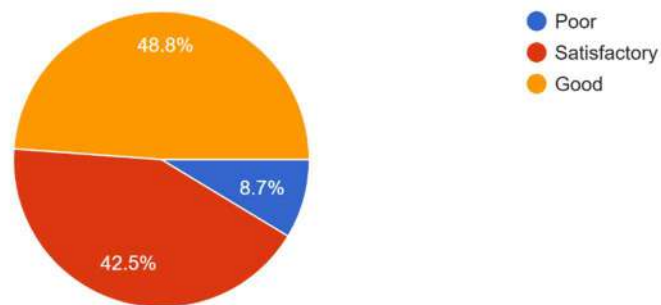
How convenient was your appointment time you were offered?

520 responses



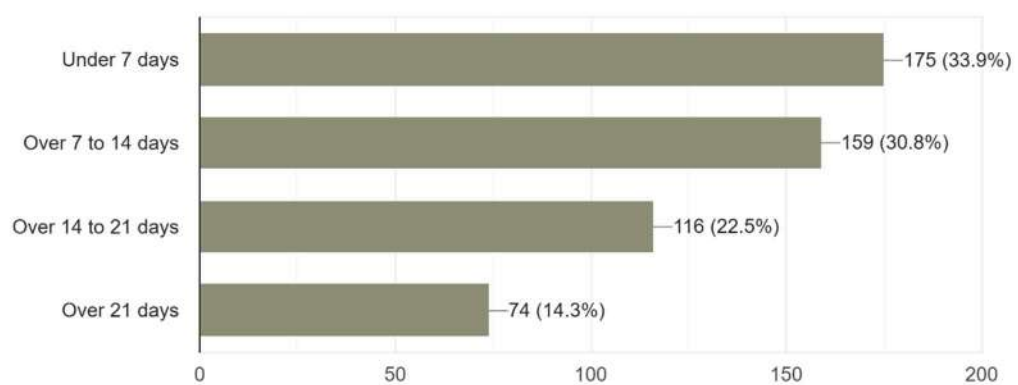
How did you find the experience of making an appointment ?

520 responses



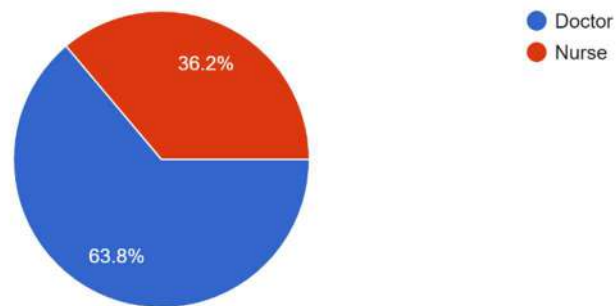
How long did you have to wait for your last appointment?

516 responses



Was your last appointment to see a Doctor or a Nurse?

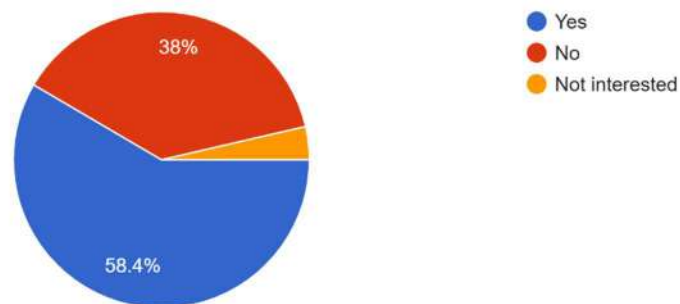
520 responses



Doctors

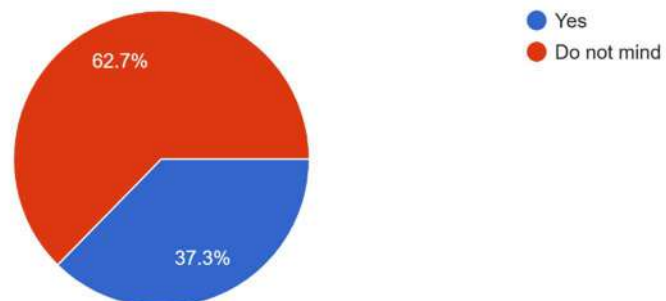
Do you know who your nominated GP is?

332 responses



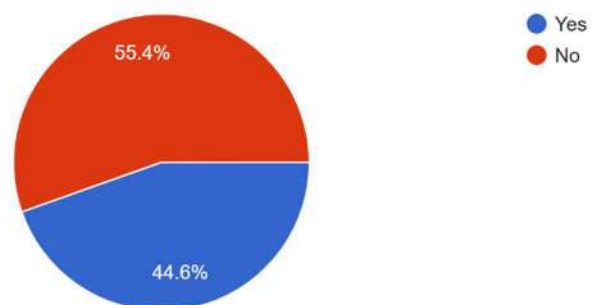
Do you prefer to see your nominated GP

332 responses



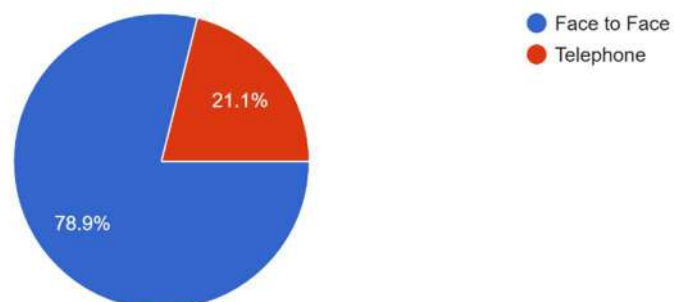
Do you find that you are usually able to book to see or speak to your preferred GP?

332 responses



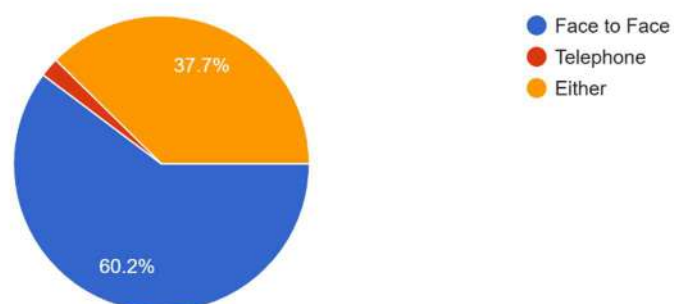
Was your last appointment Face to Face or Telephone?

332 responses



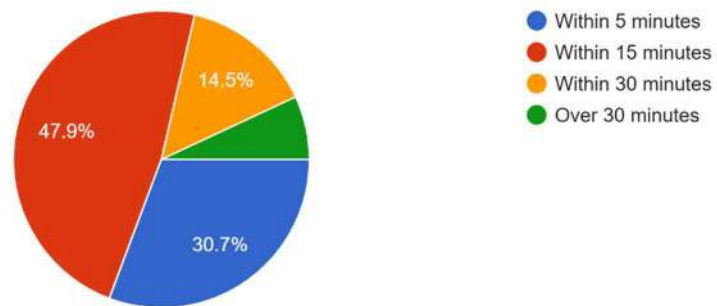
What type of appointment do you prefer?

332 responses



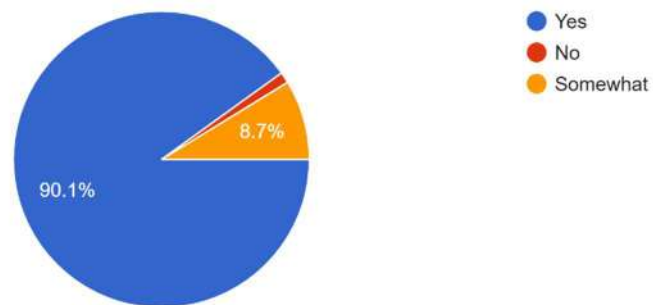
Were you contacted or seen within your appointment time?

332 responses



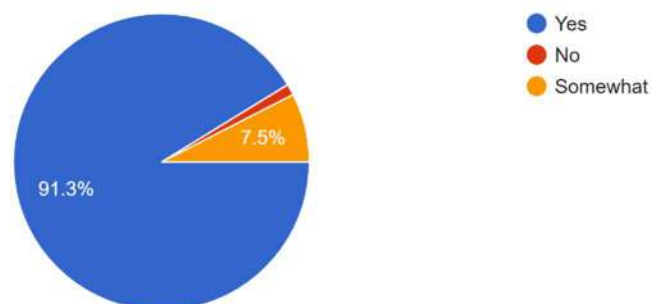
Do you feel the last GP you last saw or spoke to was good at listening to you?

332 responses



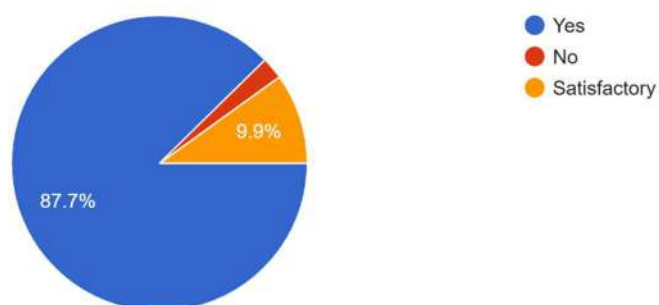
Do you feel that the last GP you saw, or spoke to was good at explaining your tests and treatments?

332 responses



Do you feel that the last GP you spoke to, or saw, was good at involving you in decisions about your care?

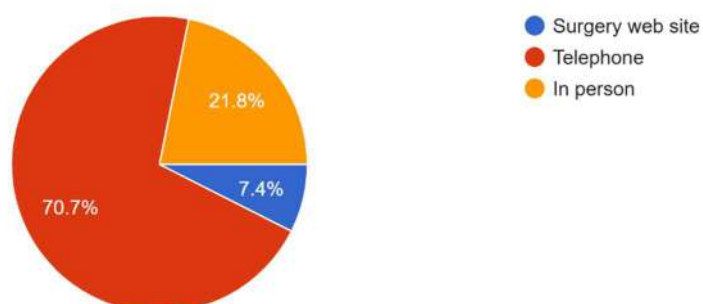
332 responses



Nurses

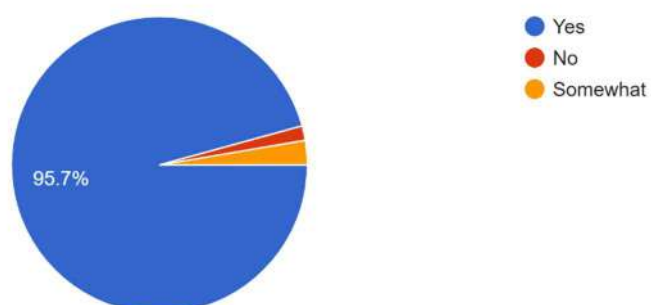
How did you book your last nurses appointment?

188 responses



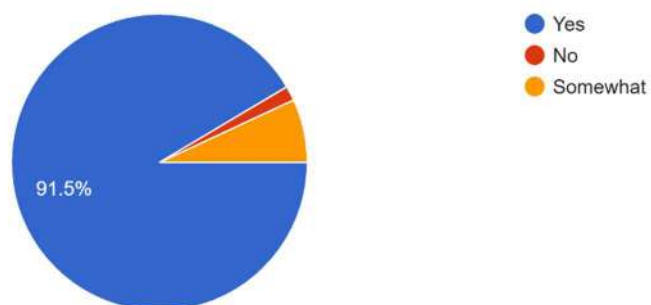
Do you feel that the last nurse you spoke to, or saw, was good at giving you enough time?

188 responses



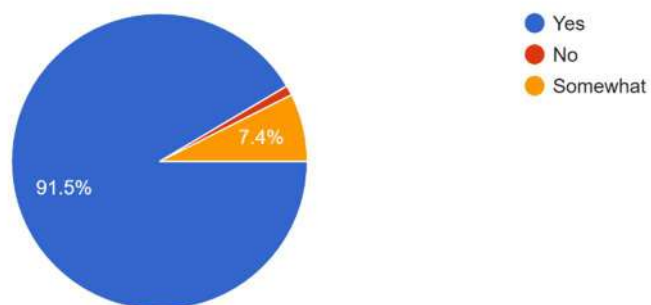
Do you feel that the last nurse you spoke to, or saw, was good at listening to you?

188 responses



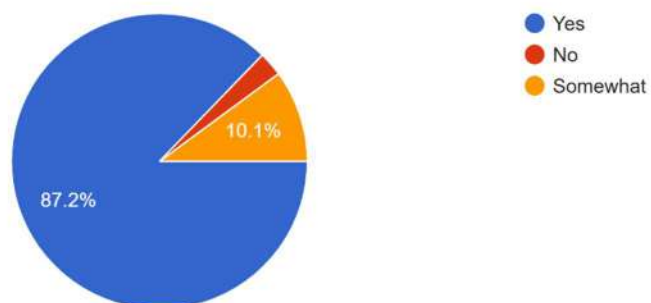
Do you feel that the last nurse you spoke to, or saw, was good at explaining tests and treatments?

188 responses



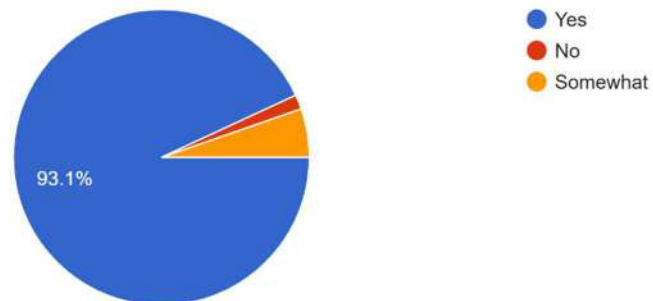
Do you feel that the last nurse you spoke to, or saw, was good at involving you in decisions about your care?

188 responses



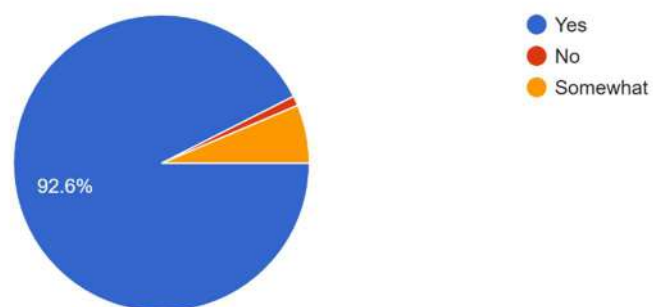
Do you feel that the last nurse you spoke to, or saw, was good at treating you with care and concern?

188 responses



Do you have confidence and trust in the last nurse that you saw or spoke to?

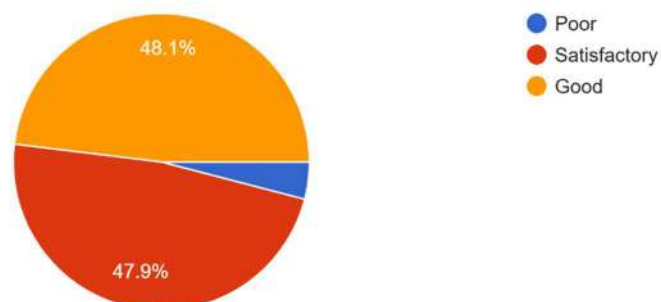
188 responses



The Surgery

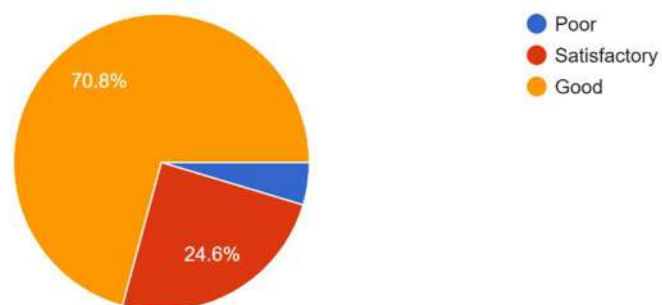
How satisfied are you with the Surgery's opening hours?

520 responses



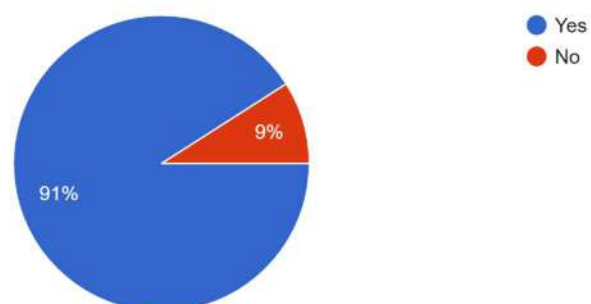
How would you rate your overall experience of this surgery?

520 responses



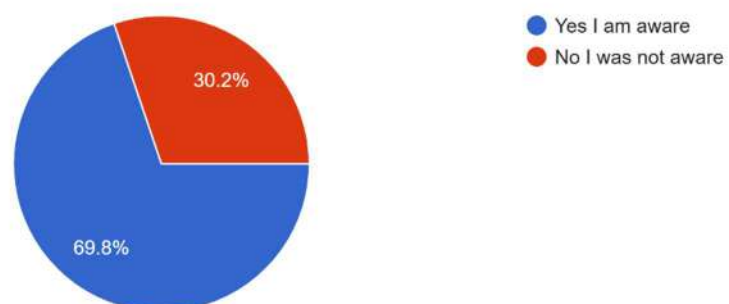
Would you recommend this surgery to someone new to the area?

520 responses



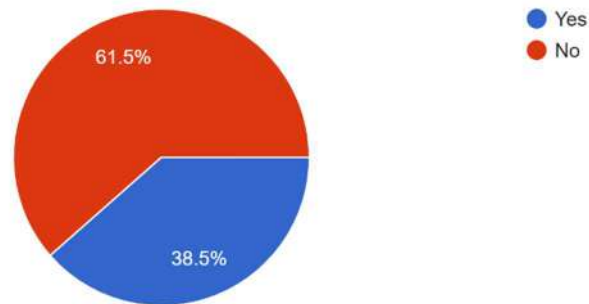
Are you aware of the GP Hub,

520 responses



Have you needed to use the Hub?

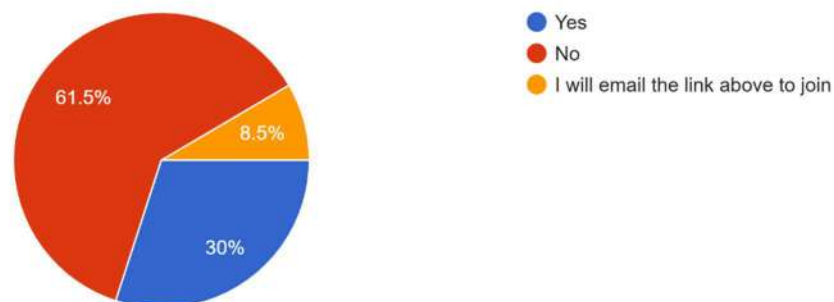
514 responses



Partient Participation Group (PPG)

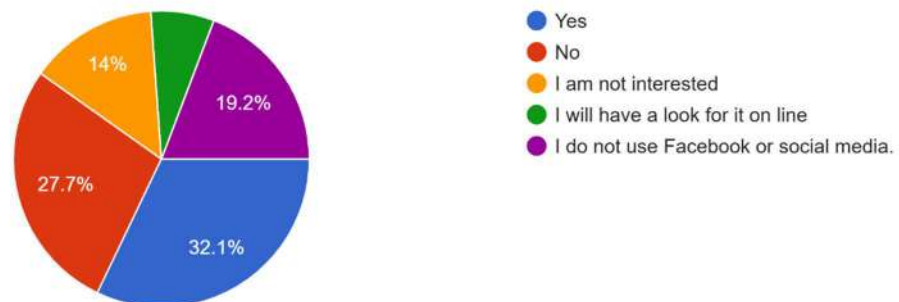
Are you signed up to the PPG - Patients Participation Group? If you would like to register email us.
mailto:ppg.stephenshousesurgery@nhs.net

520 responses



Are you aware of the PPG Facebook Page?
| Ashted | Facebook

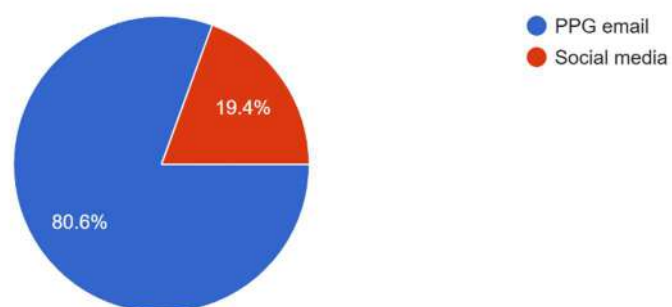
520 responses



(1) PPG- St Stephens House Surgery Ashted

How did you receive this survey?

520 responses



Thank you for your time and assistance in completing our survey.

Prepared by

Christopher Ranger
Patients Participation Group
3rd March 2025