



# WESTBURY GROUP PRACTICE

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## **Westbury Group Practice Survey Action Plan for Services provided in 2024**

During February 2025 the annual Patient survey was undertaken. A combination of the Covid-19 pandemic alongside the introduction of two major IT systems – new online consultations option and telephone service – meant that it was considered sensible to delay the survey until this time. In particular, this delay allowed for these new options to ‘bed-in’ to the practice, and for our patients to have had a chance to use them, before providing their feedback.

The Partners would like to take this opportunity to thank all our patients who took the time to complete the survey. In addition, our thanks go to the members of the Patient Participation Group (PPG) for their help in distributing the survey to patients in the waiting room, as well as their help with analysing the survey results.

The Partners  
Westbury Group Practice  
July 2025

**Dr Richard Edwards   Dr John Moore   Mr Mark Dickson**

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## Action Plan

Area of Concern	Action	Deadline	Responsible person / team
Use of systmconnect	<ul style="list-style-type: none"><li>• More publicity needed</li><li>• No one gets told to call back</li><li>• Need to be treated as phone calls to the surgery are</li></ul>	Ongoing	CM MJ/KB
Use of Call-back option on telephone	<ul style="list-style-type: none"><li>• More publicity</li></ul>	Ongoing	CM MJ/KB
Availability of GPs	<ul style="list-style-type: none"><li>• Continue to publicise the use of other clinicians in the practice, and elsewhere</li><li>• Republish details of the Reception team triage process.</li></ul>	Ongoing	CM
		End May 2025	CM
Cannot book appointments in advance	<ul style="list-style-type: none"><li>• We need to explain to our patients the reasoning behind this decision.</li></ul>	End June 2025	Partners/CM

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## Comparison of the 2022 and 2024 Surveys

The last survey was completed in 2022 and, where possible, we have listed the questions that were asked both in 2022 and for this survey.

- Which age bracket do you fall into?
  - **2022 Survey - 2147 replies with 71% over 50+ yrs old**
  - **2024 Survey - 1603 replies with 83% aged 50+ yrs old**
- When using the (online consultation) E-consult function, how satisfied were you with the process and result?  
**2022 Survey - 28% satisfied – 15% dissatisfied**  
How satisfied were you with the SystmConnect process and result?  
**2024 Survey - 29% satisfied – 7% dissatisfied (47% not used this option)**
- The last few years have seen a large increase in the use of remote consultations (telephone and video calls). How would you rate your experience of a consultation with a medical professional using this method?
  - **2022 Survey - 40% satisfied – 20% dissatisfied**
  - **2024 Survey - 55% satisfied – 13% dissatisfied**
- When interacting with non-clinical members of our practice teams, how satisfied are you with their help and guidance? Non-clinical staff include the Secretaries, Reception staff, other administrators.
  - **2022 - 67% satisfied – 14% dissatisfied**
  - **2024 - 75% satisfied – 9% dissatisfied**
- It is the role and intention of the practice to ensure that all patients get advice from the most appropriate clinician for their condition/enquiry. To do that reception will triage your ailments...and this will help them to book you with the most appropriate person. With this in mind, how satisfied were you with the approach and understanding from the reception staff?
  - **2022 Survey - 60% satisfied – 16% dissatisfied**
  - **2024 Survey - 72% satisfied – 13% dissatisfied**

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- How would you find out what is happening in the practice? For example opening hours, changes and news
  - **2022 Survey - 56% website – 19% social media – 16% local paper**
  - **2024 Survey - 36% website – 22% SMS from surgery – 13% White Horse News**

It is very pleasing to see that in most instances listed above our patients feel we are making progress. In particular, we received poor feedback previously in respect of our online option, E-Consult, as it was not considered to be very easy to use. We believe our new offering, systmconnect, to be an improvement on this and we are keen for our patients to use this more frequently. We hope that the increased use of systmconnect will help to alleviate the volume of callers generally, and in respect of the dreaded 8am rush.

We understand that historically our waiting times on the telephones have been a source of annoyance and anger from our patients. We do note that, whilst there were still negative comments on this aspect of our service, they were much reduced from previous surveys. The new phones have an option for patients to request a 'Call-back' from the surgery and we have received many very positive comments on this function. This allows patients to carry-on with their day and receive their call-back in their original queue position.

Many of you will be aware of our new website and judging by the reduction in its use over the last few years patients are unhappy with that change. We have had various conversations with the PPG on improvements and this is now an ongoing activity.

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## Questions 10 and 11 – Free text responses

These were reviewed and given a category of subject so that we could identify the areas of most importance to our patients. These were the top areas of response.

### What is the one main thing that you think the surgery does well?

Knowledgeable, Caring and Helpful Staff:

*'Reception team lovely' ; 'Nurses and Doctors always kind'*

Appointment there when needed

*'appointments have always been easy to access'*

*'I can get an appointment when I need one'.*

Prescription Services

*'dealing with requests and prescriptions'*

Cleanliness

*'Practice is kept clean' ; 'The cleanliness of the surgery'*

### What is the one main thing that you think the surgery could improve upon, and how?

Appointments:

*'being able to book appointments in advance' ; 'more face-to-face appointments'*

Seeing a GP

*'seeing a GP in person' ; 'more face-to-face appointments'*

Phone system

*'ring at 8 then you are in a queue' ; 'answer phone calls quickly'*

Adverse comments about Staff

*'could be better – less rude'*

*'Some staff on Reception to be more friendly and be happy when greeting you.'*

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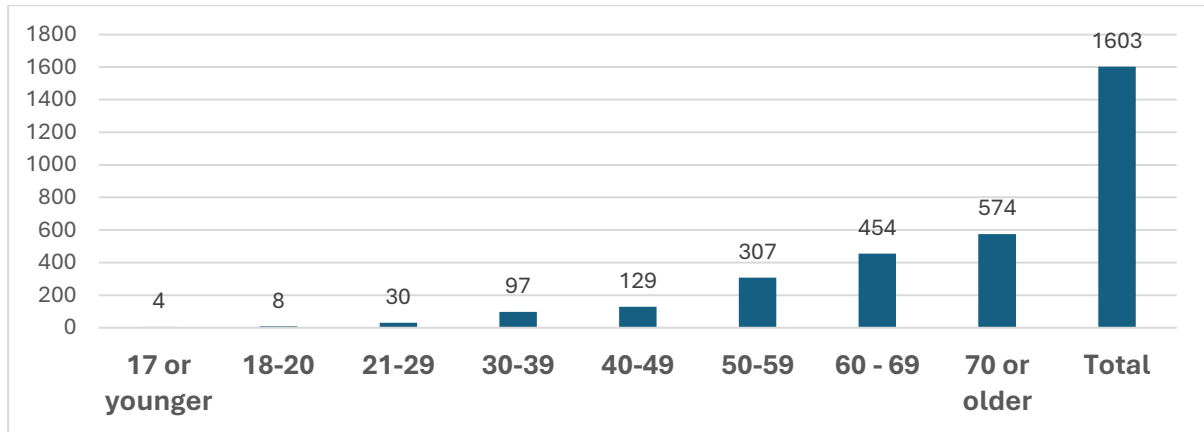
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## Age of Respondents



**Q2. In June 2024, E-Consult was replaced by SystemConnect for online queries. How satisfied were you with the information you saw about the introduction of SystemConnect?**



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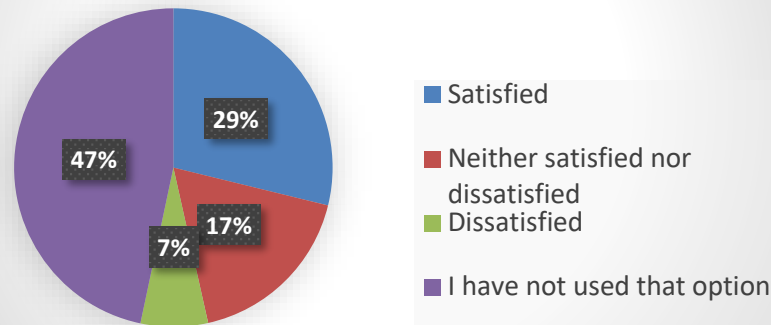
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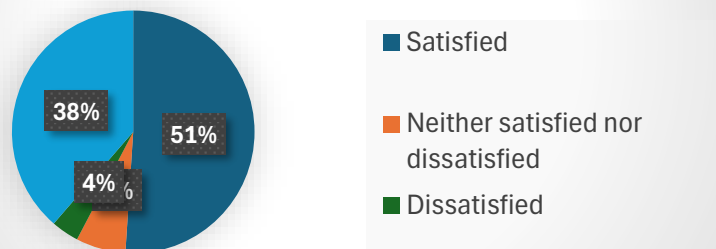


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Q3. How satisfied were you with the Systmconnect process and result?



Q4. The new phone system introduced in July 2024 incorporates a 'Call back' feature. . How satisfied were you with that option?



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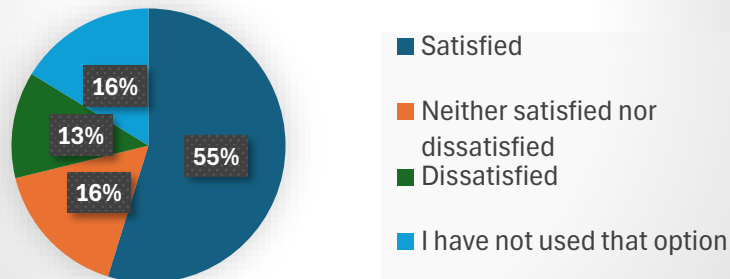
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Q5. The Practice books telephone call appointments where appropriate. How would you rate your experience of a consultation by telephone?



Q6. When interacting with non-clinical members of the practice, how satisfied were you with their help and guidance?



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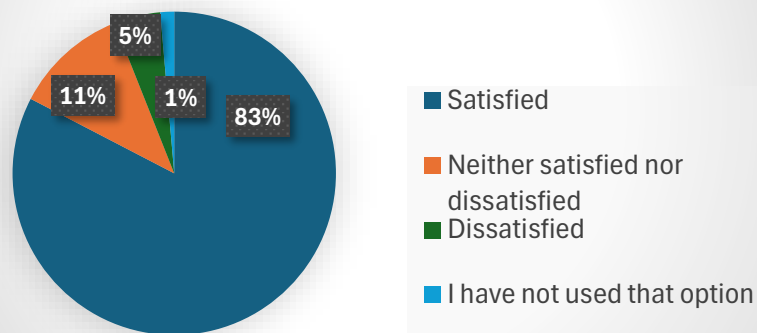


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Q7. It is the role and intention of the practice to ensure that all patients see or receive advice from the most appropriate clinician for their condition or enquiry.  
With this in mind, how satisfied were you with the approach and understanding?



Q8. How satisfied were you with the service provided by the Prescription team?



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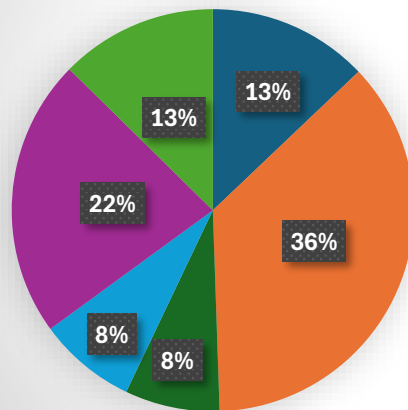
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Q9. How would you find out what is happening in the practice?



- White Horse News - local newspaper
- Practice website
- Practice facebook page
- Word of mouth

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