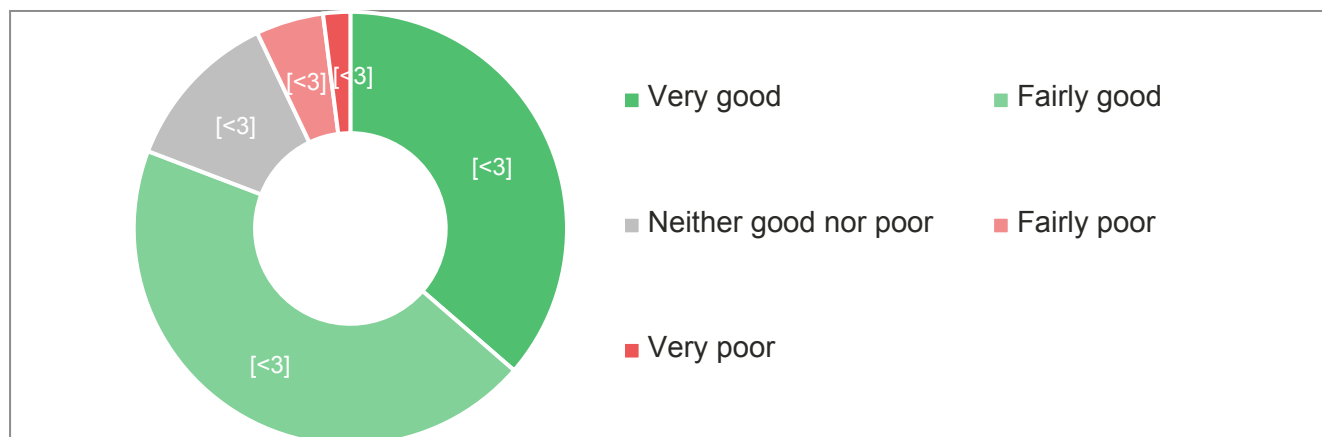


GP PATIENT SURVEY RESULTS, JULY 2017

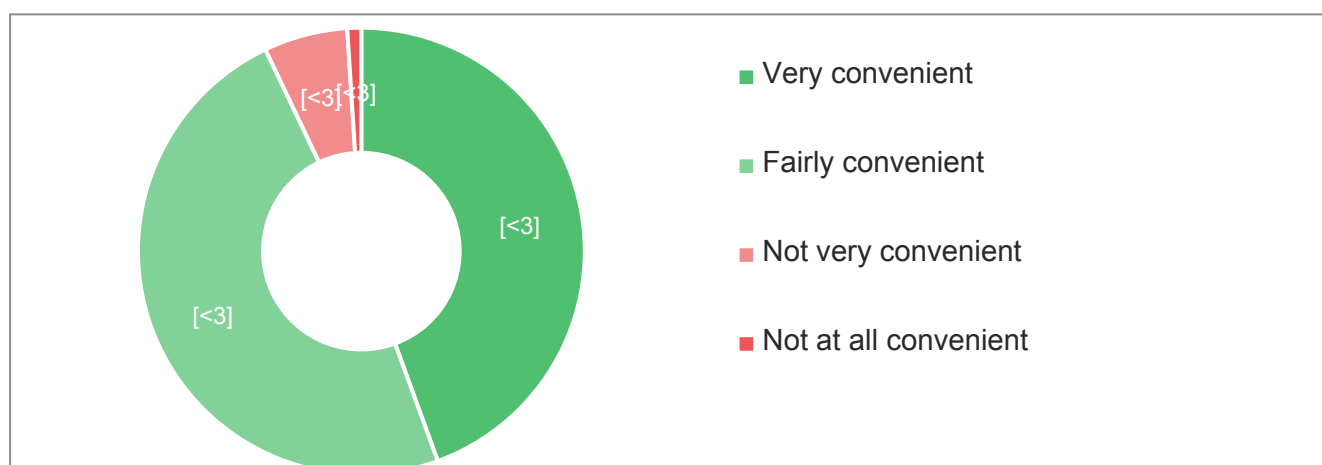
The GP Patient Survey is an England-wide survey, providing practice-level data about patients' experiences of their GP practices. Ipsos MORI administers the survey on behalf of NHS England.

Fieldwork took place from January to March 2017. In NHS Southampton CCG, 9,704 questionnaires were sent out, and 3,279 were returned completed. This represents a response rate of 34%. Full results can be found here: <https://www.gp-patient.co.uk/downloads/slidepacks/2017/10X%20-%20NHS%20SOUTHAMPTON%20CCG.pptx>

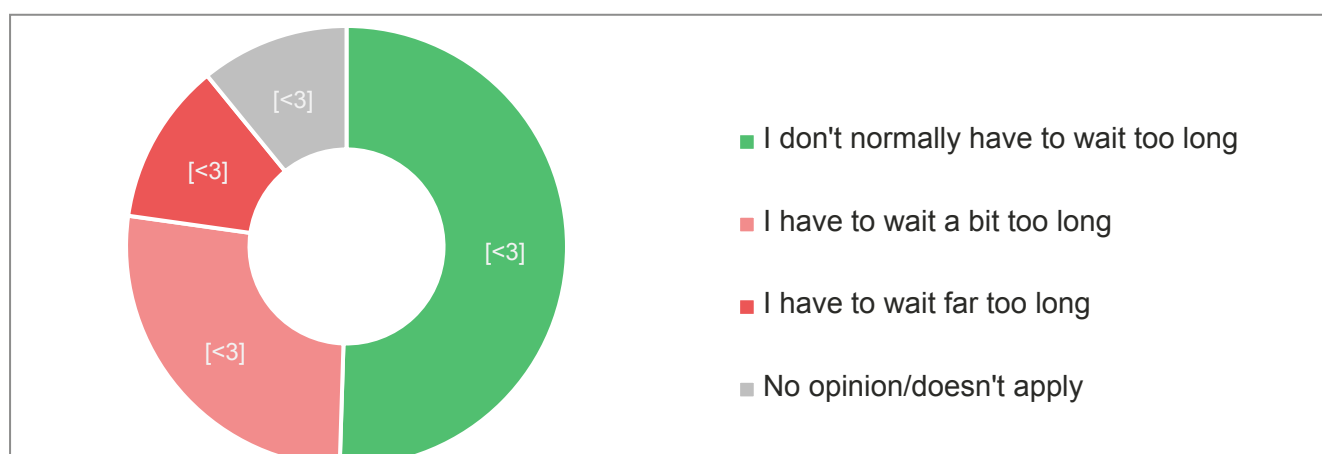
Overall, how would you describe your experience of your GP surgery?



How convenient was the appointment you were able to get?



How do you feel about how long you normally have to wait to be seen?

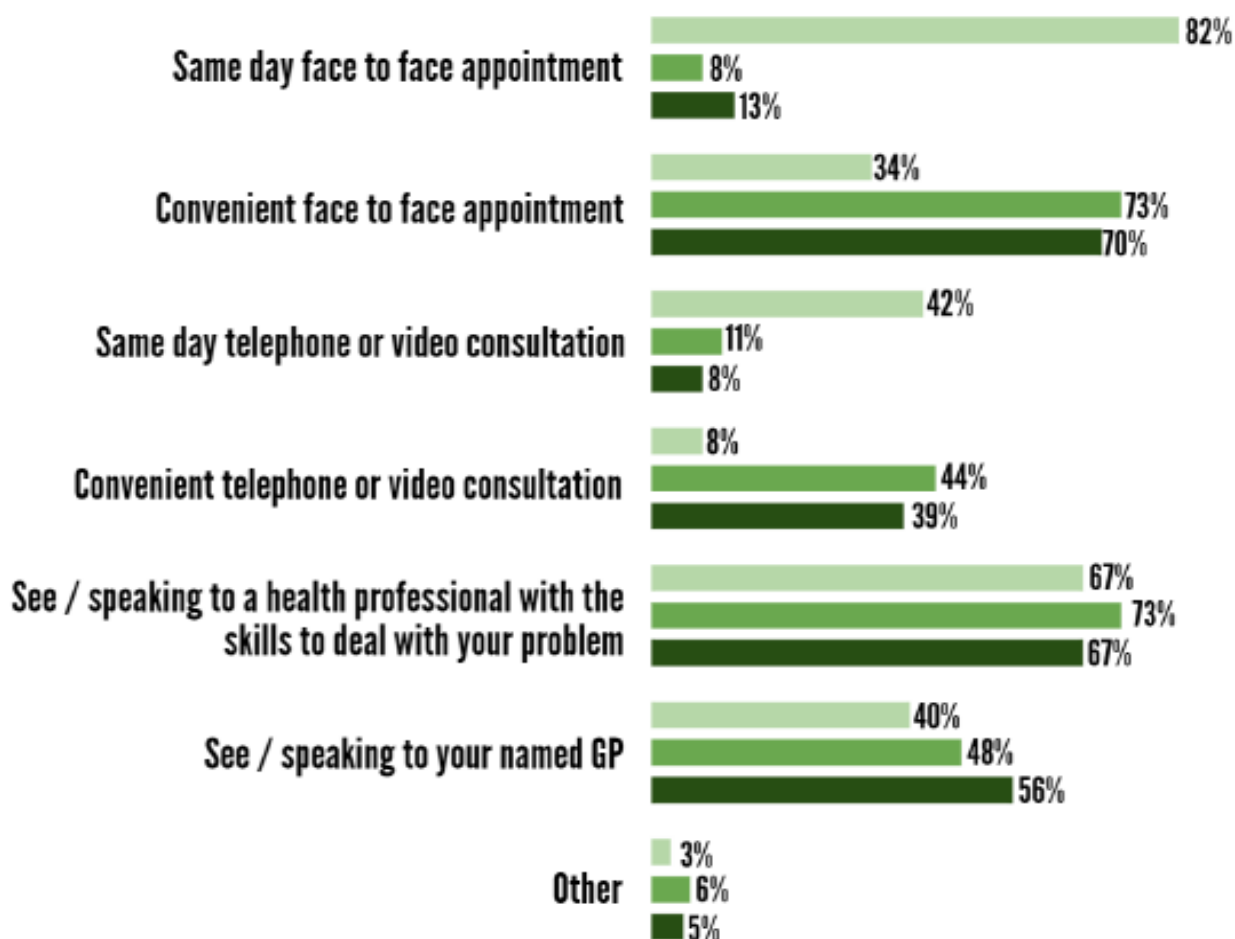


Accessing GP Services



For the following three scenarios, please select three things you feel are the most important.

- You are seeking help with a problem that you feel needs urgent or immediate attention from your GP surgery.
- You want to make a routine appointment at your surgery for a new problem that does not need immediate attention.
- You need an appointment for a regular review of a long term condition such as diabetes or a heart / respiratory disease.



Would you be willing to see someone specially trained to deal with the problem you have rather than a GP?

Yes - 96%

No - 4%

What times in the evening would you consider booking a non-urgent appointment at your doctors surgery?



You ring your GP practice on a Friday afternoon for a non-urgent appointment. The next available appointment is on Sunday afternoon. What would you prefer to do?

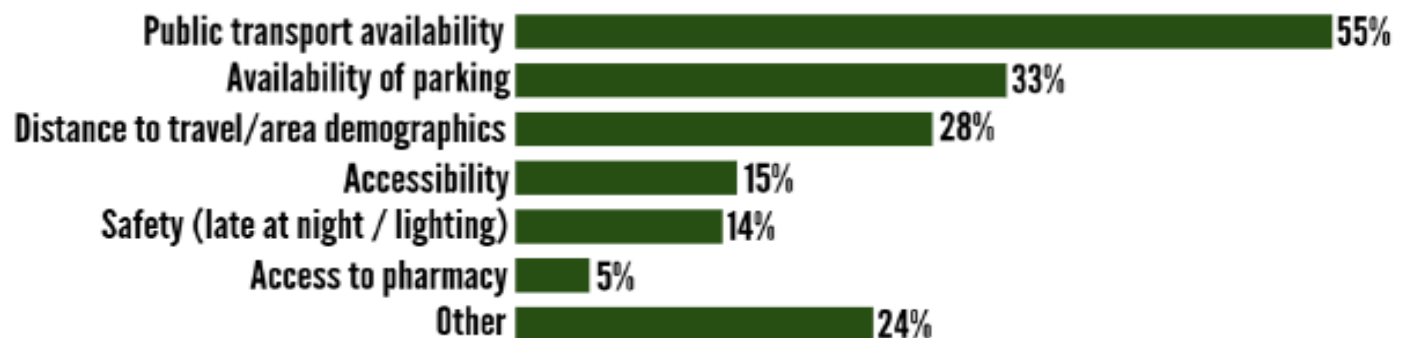
70% would attend the appointment on Sunday



30% would prefer to attend an appointment on Monday



We are planning to have evening and weekend GP appointments available in centres around the city. When deciding upon the locations of each of these, is there anything that you think we should consider? (Themes of comments)



From the following list of alternative technologies to support your health needs, please select the ones you would be open to using.



61% - Mobile phone apps



73% - Email



53% - Online / video consultation

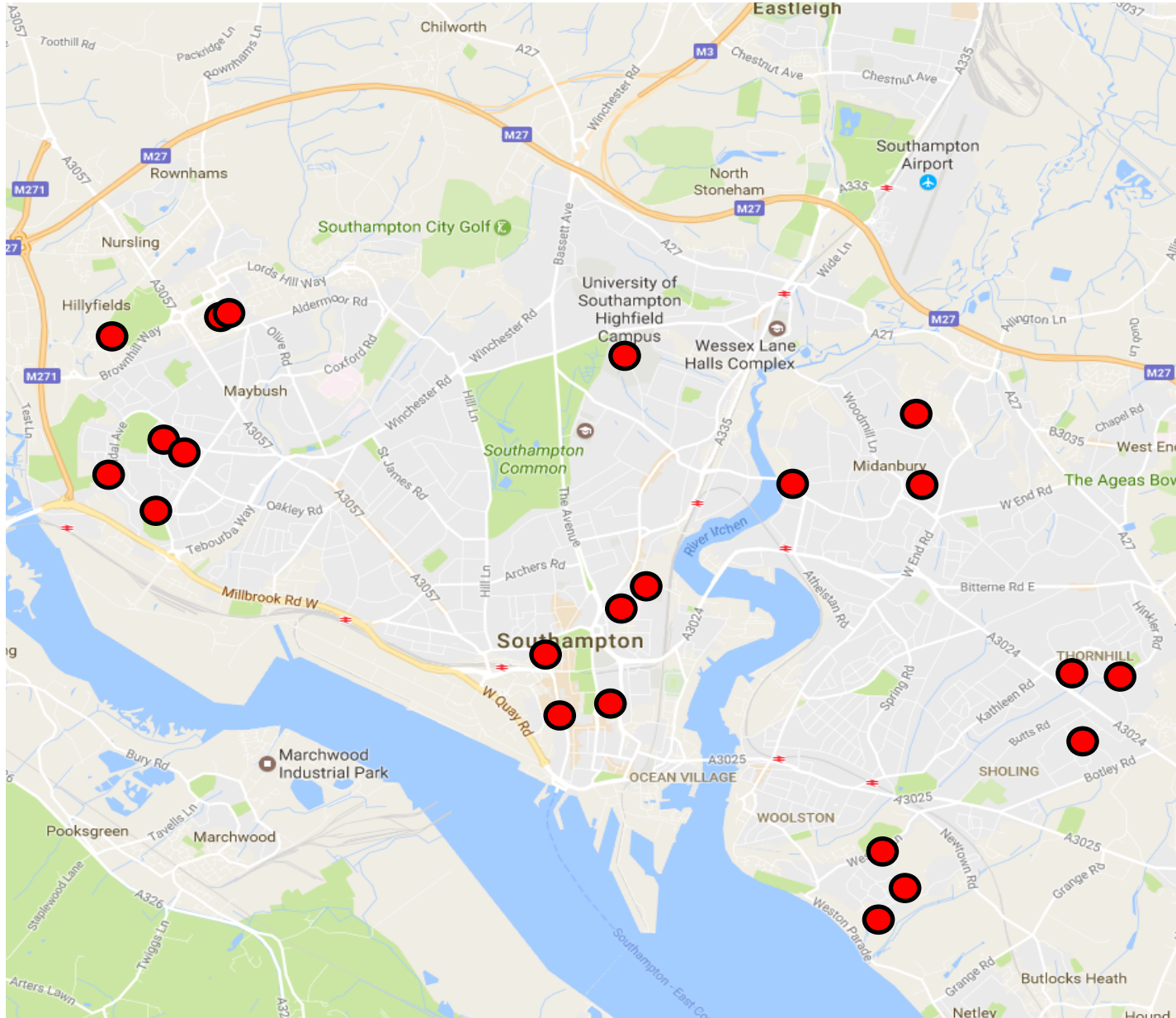
Source: Southampton People's Panel 29th Poll
- 558 respondents (48% response rate)

You can always contact us with ideas and suggestions at peoples.panel@southampton.gov.uk



Keep Polling

LOCATIONS OF NHS SOUTHAMPTON CITY CCG BUS ROADSHOWS (SPRING 2017)



- Lordshill Library
- All Saints Church, Sedbergh Road
- Newlands Primary School
- Sure Start, Pickles Coppice
- Millbrook Christian Centre
- David Lloyd Gym, Frogmore Lane
- Maytree Nursery and Infant School
- Montague Avenue, Sholing
- University of Southampton campus
- Hinkler Road, Thornhill
- Chamberlayne Leisure Centre
- Weston Shore Infant School
- Antelope Park
- Meggesson Avenue, Townhill Park
- Guildhall Square
- Royal South Hants Hospital
- Drayton Close, Weston
- The Bargate
- Bitterne Park Triangle
- Vanguard Road, Bitterne
- Mela Festival, Hoglands Park