



## **Aboyne Medical Practice Patient Survey results**

At the back end of 2023, the PPG undertook a small survey with a random subset of the Practice's patients to try to understand patient's priorities in terms of the way they access primary care services locally.

Whilst the survey involved a relatively small number of patients, it did provide us with some helpful feedback and in particular reassured us that the way the practice provides access to GP services is in line with what the patient population need, want and prefer.

The survey also gave respondents the opportunity to provide specific feedback and make comments of a more general nature. This has already resulted in some changes to, for example, the initial welcome message when patients ring the practice.

Below, you can see the results of the survey, together with some reflections on the results, from Doctor Grandison.

### **PPG Survey feedback to respondents:**

Many thanks indeed to those of you who took the time to respond to our recent sample survey regarding the access to GP services locally.

The purpose of this small survey was to help our Practice understand where patient priorities lie when it comes to accessing healthcare, and whether the results would match the current design of access offered.

Results:

**The top ranked priority was "The ability to see any GP quickly when needed".**

This reassures us that our provision of a designated Duty Doctor between 8am-6pm daily for "urgent issues" allows us to meet this need. As medical professionals we feel a responsibility to see the sickest patients quickly.

In addition, we keep a small number of face to face appointments with other GPs each day, allowing the Duty Doctor to fit patients in with the doctor who knows them best, if needed.

## **The 2<sup>nd</sup> ranked priority was “Face to face Appointments”**

Our face to face appointments are now provided at “pre-pandemic” levels, and so we are pleased that our own priorities match those in the survey results.

Together with our desire to continue predominantly in-person consulting, we have also added in extra bookable telephone appointments, recognising this is how many patients were used to contacting us in the past few years.

## **The 3<sup>rd</sup> ranked priority was “Being able to see your preferred GP”**

As doctors we feel strongly that continuity of care is key to providing the best, most efficient care, and so the majority of our appointments are available to pre-book for each GP. However, with increased medical complexity comes increased need for time, and so we continuously review the balance of meeting urgent demand with continuity of care.

### **Lower priorities**

Telephone appointments, online booking, video consulting and emailing for advice were all ranked significantly lower than the top three above in the survey returns.

We still retain the ability to offer some of these more novel methods of consulting when needed, though we are well aware most of our population prefer a more traditional model which we are working hard to deliver.