

The IPSOS MORI GP Patient Survey

Overall view

Data provided by the July 2014 IPSOS MORI poll taken between January and March of 2014. The data is RAG rated based upon the upper and lower scores for each question: this may be based upon the average across England, London, or the Merton CCG area. The figures are generally similar for Merton compared to England and London. Any discrepancies and schemes in place which may affect future scores are noted below.

ACCESSING YOUR GP SERVICES

Ease of getting through to someone at GP surgery on the phone

19% patients who took part in the survey found getting through to a GP practice “very easy”, compared to an average of 26% across England. The majority of respondents stated that getting through to someone on the phone their GP Practice was “fairly easy”. 12% of respondents stated that they found this “not at all easy”.

How normally book appointments to see a GP or nurse

86% of patients normally book appointments over the phone, in Merton, and 30% book in person. These figures are both marginally below the England wide average. Only 3% of patients book online, although there is a similar picture in wider London and England.

Preferred methods to book appointments at GP surgery

The majority (75%) of patients prefer to book appointments, however 44% of patients have shown interest in being able to book their appointments online. Practices in the borough have been investigating providing online appointment booking, and online prescription requests. NHS England is funding interested practices through the Patient online Access Direct Enhanced Service. However this is an optional service for practices, and practices are currently under no obligation to offer this service.

MAKING AN APPOINTMENT

Last time wanted to see/speak to GP or nurse: What did you want to do?

80% of the survey takers contacted their practice to see a GP, whilst 13% wanted to see a nurse.

When did you want to see or speak to them?

Of the responders, 46% wanted to see a doctor on the same day, whilst 11% did not have a specific date in mind.

Able to get an appointment to see or speak to someone

Only 65% of patients were able to get an appointment or speak to someone, this is compared to the England average of 73%.

What type of appointment did you get?

81% of patients in Merton were then able to book an appointment with a GP. This is marginally below the London average of 82%, and above the England average of 76%.

How long until actually saw or spoke to GP / nurse

The duration of the length of time to an appointment varies across the borough. 37% of patients were able to receive an appointment of the same day, but 32% had to wait “a few days” and 16% had to wait a week or more. This does however, mirror the London-wide.

Convenience of appointment

52% of responders found the appointment fairly convenient, and 37% found it very convenient. 10% found it not very convenient, and 1% found it not convenient at all.

Reason for not being able to get an appointment / the appointment offered was inconvenient

51% of responders found that appointments were not available on that day, 18% stated that there weren't any appointments available at their required time. 14% of responders could not book ahead at the surgery.

What did you do on that occasion?

35% of patients went to the appointment offered, 24% got an appointment on a different day, and 5% had a consultation over the phone.

14% of responders went to a walk in centre or A&E, this is compared to a London average of 12% and an England wide average of 9%. 15% decided to contact the practice on another day.

Overall experience of making an appointment

On average, practices in the Merton area perform below the London and England average for patient experience, in appointment booking. Only 24% found the experience “very good” compare to 34% across England and 29% across London. The area is above average for patients responding neutrally or negatively.

WAITING TIMES

Waiting time at surgery

Patients in Merton report that they have to wait more than 15 minutes in 36% of cases: compared to a London average of 34% and an England average of 27%. 49% wait between 5 to 15 minutes: this is below the London average of 50% and the England average of 57%.

Impression of waiting time at surgery

49% of responders believe that they don't normally need to wait too long. However, 32% believe they wait “a bit too long”, this is compared to the London average of 30% and the England average of 26%.

OPENING HOURS

Satisfaction with opening hours

The satisfaction of patients in Merton reflects that across London and England. 32% are very satisfied, compared to 33% across London. 42% are fairly satisfied.

Is your GP surgery currently open at times that are convenient for you?

70% of responders believe their GP surgery is open at times that are convenient, with 75% reporting the same across England, and 71% across London.

Additional opening times that would make it easier to see or speak to someone

Again, these figures generally reflect those reported across London and England.

36% would like to see appointments before 8am, 12% at lunchtime, 74% after 6.30pm, 77% on a Saturday and 42% on a Sunday.