



Peninsula Practice Healthwatch Suffolk Survey

Background

In 2021, the Ipswich and East Suffolk Commissioning Group (IES CCG) asked Healthwatch Suffolk (HWS) to engage patients registered with the Peninsula Practice. The aim was to learn more about people's overall experience of the service, and to identify changes in patient demographics, needs and expectations since the start of the pandemic.

The project sought to understand what factors were driving patients' perceptions of services in order to support improved communication and engagement with people across Suffolk Coastal practices.

In 2022, IES CCG asked HWS to carry out a further survey across the Peninsula surgeries to assess whether patient experience and perceptions of the practice had changed.

In both 2021 and 2022, the majority of respondents were between 51 and 70 years of age. **11%** were between 21 and 50 years of age, and only **1%** were under the age of 20.

Responses 2021/ 2022

	402 responses in 2021	772 responses in 2022
Aldeburgh	41% (166)	36% (275)
Alderton	41% (164)	44% (338)
Orford	18% (72)	20% (159)

Table 1 - geographic spread of responses

Treatment and care

In 2022, people were more satisfied about the attitudes of professionals they saw across all surgeries and the care they received.

- ❖ **91%** said that they were 'satisfied' or 'very satisfied' with the attitude of clinical staff, compared to **79%** overall in 2021.
- ❖ **89%** said they were 'satisfied' or 'very satisfied' with the care they had received, compared to **75%** in 2021.
- ❖ **89%** were 'satisfied' or 'very satisfied' with the way information about their treatment was communicated, compared to **74%** in 2021.

"The phlebotomist who does my blood tests and the nurse practitioner who gives my hormone injections are both competent, efficient and put me at ease."
(Aldeburgh patient)

"All recent contacts with GPS have been attentive and unhurried, taking time to understand and enquire about my issue. Where necessary further testing/investigation has been done. Overall I feel very fortunate to have Alderton surgery as my GP." **(Alderton patient)**

"All the staff (medical and nonmedical, including especially those responsible for immunisations and pharmacy staff) have been extremely efficient and dedicated every time I have had contact with them. They go out of their way to help their patients, above and beyond just doing what is necessary." (Orford patient)

Visiting the surgery

The majority of the responses in 2022 came from people with recent experience of the practice:

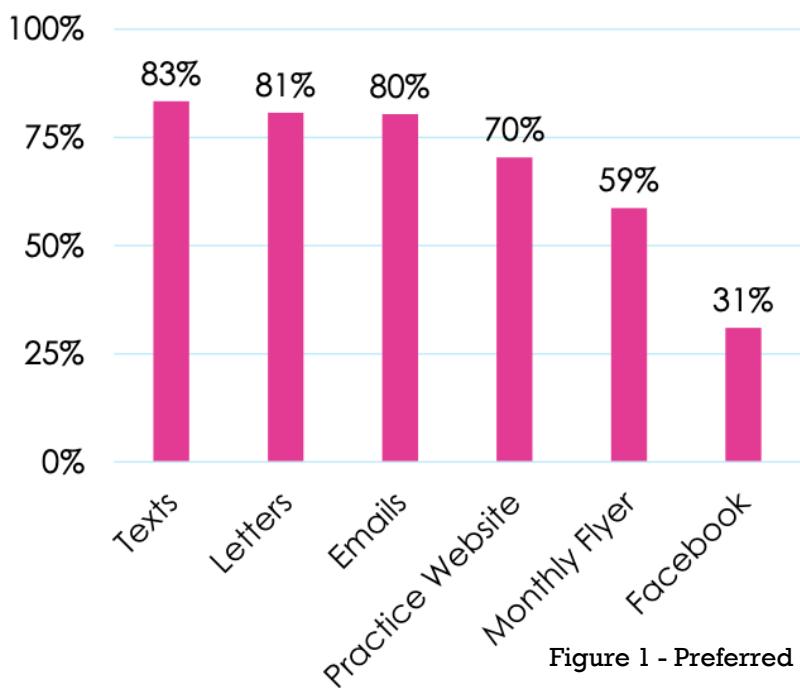
- ❖ **51%** of respondents across the Practice had visited a surgery within the last month.
- ❖ **32%** had visited since January 2021 and **6%** had not visited after January 2020.

And most responses were from regular users of the service:

- ❖ **36%** said they visited the surgery regularly (more than four visits a year).
- ❖ **60%** made one to three visits per year.

"The Practice had problems with providing care during the Covid pandemic. Reception, and appointments, particularly were not always handled well and many patients left. Now the situation is very much better, and I am glad that we did not join the Aldeburgh exodus." (Aldeburgh patient)

- ❖ **83%** were offered an appointment at a time that was suitable for them, compared to **54%** in 2021
- ❖ There was a large increase in the number of people who reported receiving a face to face appointment (from **28%** in 2021 to **42%** in 2022).
- ❖ In 2022, across all three surgeries, most (**84%**) appointments were with a clinician, GP or nurse.



Communication

People were asked to identify what their preferred communication methods were to be informed about changes at the practice. People's preferred communication methods remained the same.

Please contact the surgery directly if you would like to update your preferred communication method.



Overall Experience

People's overall ratings of their experience of the Practice were higher across all surgeries than in 2021. Across the practice, 'Good' and 'Very Good' ratings increased by **22%** compared with last year.

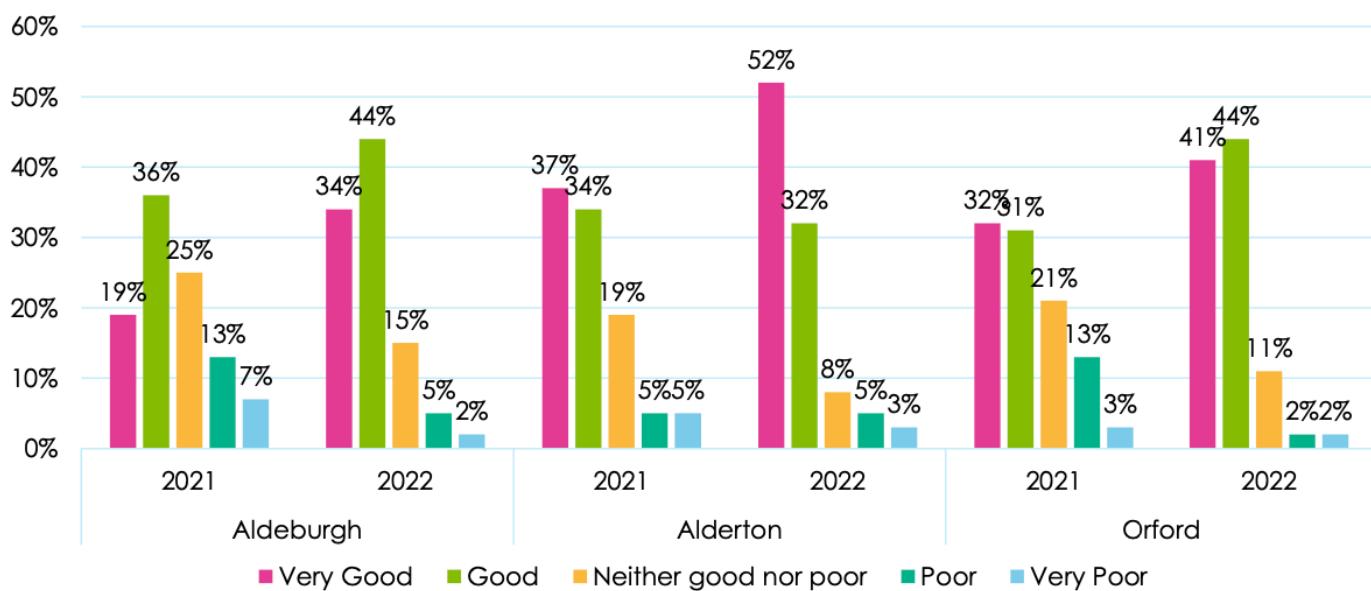


Figure 2 - overall rating of experience of Peninsula Practice in 2022

"During the first Covid lockdown, times were hard for everyone but the Practice still did its best for its patients. Now things have improved greatly generally, and the Practice is, in my view now providing an excellent service. The appointment system is improved, the Practice is proactive in contacting patients when something needs attention and in my experience the staff have been excellent in addressing my problems. Fortunately, I don't need their services very often but I am satisfied that when I do need them, they are there for me and I will receive good treatment. I'm a happy patient!" (Aldeburgh Patient)

- ❖ The 2022 results indicate higher levels of satisfaction levels in all areas covered by the survey.
- ❖ A larger percentage of people were 'very satisfied' with the service they received and the professional attitude and efficiency of staff.
- ❖ Face-to-face appointments are still favoured, but there are higher levels of satisfaction with telephone appointments.
- ❖ There is still a need to improve awareness of the full range of services available at the practice as no improvement was noted in 2022 with respect to people's awareness or knowledge.

