



Swanage Medical Practice Patient Participation Group

Patient Survey 2025

Summary

During PPG Awareness Week 2025, members of the Patient Participation Group (PPG) at Swanage Medical Practice undertook a Patient Survey on behalf of the Practice - similar to the Patient Surveys they had undertaken in 2023 and 2024.

The Survey was administered in person by PPG members during the first week of June 2025 - patients attending the Surgery for a face-to-face appointment were invited to take part. We are very grateful to the 400 people who took the time to complete our Survey Questionnaire.

In this year's Patient Survey, we decided to focus on:

- People's experiences of making their appointment and how long they had to wait for an appointment;
- What information and advice patients had sought before booking their appointment;
- People's experiences of contacting the Practice by phone, via the website and via the NHS App, and their use of online GP services; and
- Their overall experience of the Practice.

People were again invited to include comments about their experiences of using services provided by the Practice - this is the real strength and added benefit of our local Practice Patient Surveys and what makes them different to the national GP Patient Surveys.

Of those who participated in our Survey, 86% describe their overall experience of the Practice as either fairly good or very good and 89% described their experience of making their appointment as good. 77% found it easy to contact the Practice by phone, 78% found it easy to contact the Practice via the website and 79% found it easy to contact the Practice using the NHS App.

The results of the Survey are set out in full in this Report, together with all the comments provided by those who took part.

Although the majority of patients rated their experience of using the Practice positively, getting an appointment at the Practice was clearly an issue for many of those who participated in our Survey. The PPG has therefore made a number of recommendations to address these concerns, which the PPG will be supporting the Practice to take forward - these include:

- Promote the use of eConsult and ensure it is more accessible on the website, thereby freeing up the phone lines for those who find it difficult to use technology
- Continue to promote the uptake of the NHS App
- Undertake another review of the Practice Website to ensure it complies with the National Guidance published in January 2025
- Continue to provide clear information about changes in the way services are delivered at the Practice
- Continue to take measures to ensure patients are aware of alternatives to a GP appointment, including services they can refer themselves to
- Ensure patients booked in to see a First Contact Physiotherapist are made aware that they must book in at Reception for these appointments, separately to any other appointments they have at the Surgery that day
- Ensure appointments for time critical blood tests are not delayed
- Ensure text messages sent to patients by the Practice are clear and that patients sent a link to book an appointment are made aware that this link is only valid for a week after the text is sent
- Continue to provide training for Reception staff in Care Navigation, including the allocation of same day appointments
- Consider introducing a fairer and more equitable way to allocate appointments which better meets patients' clinical needs - this could involve the introduction of triage by GPs of all requests for appointments, as has already been introduced in many other GP Practices
- Consider putting in place a hierarchy of appointments of different levels of urgency (eg same day, this week, within 2 weeks) to meet the differing clinical needs of patients, as determined by the triaging GPs.

The PPG's recommendations are also set out in full in the Report.

Mrs Margaret Broadhurst (Dr Margaret Guy)
Chair
Swanage Medical Practice PPG
August 2025

Contents

	Page
Summary	1
Introduction	4
Method	5
Results	6
Discussion	24
Recommendations for further action	30
Appendix 1: 2025 Practice Patient Survey Questionnaire	31
Appendix 2: Comments received in full	32

Introduction

Each year, a random sample of patients registered with each GP Practice is invited to participate in a national GP Patient Survey which is undertaken by market research specialists, Ipsos. The results of the latest national GP Patient Survey were published on 10 July 2025 and can be found at: <https://www.gp-patient.co.uk>

When the Partners at the Practice reviewed the results of the 2022 GP Patient Survey, they felt a further local Survey was needed to explore in more detail why people had responded the way they had to some of the questions included in the GP Patient Survey. The PPG agreed to undertake this Survey on behalf of the Practice in April 2023 and carried out a further Survey in April 2024.

The PPG undertook a further Survey, at the request of the Practice, in June 2025, during PPG Awareness Week.

The questions included in the national GP Patient Survey are reviewed each year to ensure the Survey remains relevant. Significant changes were made to the questionnaire used for the 2024 GP Patient Survey to reflect changes in the way Primary Care services are being delivered - and how patients experience them. We have also updated the questions included in the questionnaire we used this year to enable us to compare our results with those of the national GP Patient Surveys undertaken in 2024 - and in 2025.

After reviewing the results of the previous two Patient Surveys undertaken by the PPG and the results of the 2024 national GP Patient Survey, we decided to focus on:

- People's experiences of making their appointment and how long they had to wait for an appointment;
- What information and advice patients had sought before booking their appointment;
- People's experiences of contacting the Practice by phone, via the website and via the NHS App, and their use of online GP services; and
- Their overall experience of the Practice.

We also gave people the opportunity to include comments about their experiences of using services provided by the Practice - as we did in our two previous local Patient Surveys. This is the real strength and added benefit of our local Patient Surveys and what makes them different to the national GP Patient Surveys.

This year, we decided not to include specific questions about people's experience of their recent consultation, as, in both the national GP Patient Survey and our previous local Patient Surveys, the majority of patients felt their needs had been met. On a practical level, this also meant that we were able to ask people to complete the questionnaire while they were waiting to be seen, rather than trying to catch people as they were leaving the Surgery.

Method

We used a similar methodology for undertaking the Survey as we had used in the two previous years - patients attending the Surgery for an appointment were invited by PPG members in person to complete a questionnaire before leaving the Surgery. This year, we invited patients to complete the survey questionnaire while they were waiting to be seen and, as a result, the number of patients who completed questionnaires was higher than in the previous two years. We were able to adopt this approach because we had decided not to ask any questions about people's experience of the consultation itself this year.

The Survey was carried out by ten PPG members over five days, from 2-6 June, between 9:00am and 12:30pm and between 2:00pm and 4:30pm each day. PPG members invited patients attending the Surgery for an appointment to complete a Survey Questionnaire after they had booked in for their appointment - patients were invited to complete the questionnaire while waiting to be seen and to hand in their completed questionnaires before leaving the Surgery. The majority of patients agreed to participate in the Survey.

The Survey Questionnaire

The questionnaire was produced by the Chair of the PPG following consultation with PPG members and the Practice Manager regarding which questions should be included. After reviewing the results of the previous two Surveys undertaken by the PPG and the results of the 2024 National GP Patient Survey, we decided to focus on:

- *People's experiences of making their appointment and how long they had to wait for an appointment*
- *What information and advice patients had sought before booking their appointment*
- *People's experiences of contacting the Practice by phone, via the website and via the NHS App, and their use of online GP services*
- *Their overall experience of the Practice.*

We also updated the wording of questions included in the Survey Questionnaire to ensure they were aligned with those included in the 2024 National GP Patient Survey questionnaire. Some of the questions were the same as, or very similar to, those included in the two previous Patient Surveys undertaken by the PPG, thereby enabling us to also compare the results of this Survey with those undertaken by the PPG in the previous two years - as well as with the results of the National GP Patient Surveys.

A copy of the questionnaire used for the 2025 Survey is included at **Appendix 1**.

Results

A total of 400 questionnaires were completed - although some questionnaires were not completed in full. Denominators used to calculate percentages have been adjusted accordingly.

During Surgery opening hours that week (between 8:00am and 12:30pm and between 2:00pm and 6:30pm each day, a total of 45 hours), approximately 900 people attended the Surgery for a face-to-face appointment. PPG members were present in the Surgery between 9:00am and 12:30pm and between 2:00pm and 4:30 pm each day, a total of 30 hours. This gives an approximate response rate of 67%.

The results for each question are set out below, together with the results for comparable questions included in the Patient Surveys undertaken by the PPG at the Surgery in April 2023 and April 2024. The results of our most recent local Practice Patient Survey are highlighted in yellow.

Summaries of the main issues raised by patients in the comments they included in their completed questionnaires are also set out below - their comments are set out in full at **Appendix 2**.

Observations made by PPG members administering the Survey have also been included, where relevant.

The results for comparable questions included in the 2023 and 2024 national GP Patient Surveys have also been included - as well as the results for comparable questions included in the 2025 national GP Patient Survey, the results of which were published on 10 July, after we undertook our local Patient Survey (the questionnaires used for the 2024 and 2025 national GP Patient Surveys are very similar). The results of the 2025 national GP Patient Survey can be found at: <https://www.gp-patient.co.uk>.

Differences between the national GP Patient Surveys and our local Practice Patient Surveys

The way the national GP Patient Surveys are carried out is different to the way we carried out our local Practice Patient Surveys. This means that the results of the two Surveys cannot be directly compared - and any comparisons must be treated with caution.

- The GP Patient Survey is a national survey, carried out by Ipsos between January and March each year. A random sample of patients registered with each GP Practice is invited by letter to participate - 2.72 million people aged 16+ across the UK were invited to participate in this year's Survey. In contrast, our local Practice Patient Surveys only included people attending the Surgery for a face-to-face appointment during a one-week period and therefore did not include the experiences of people who had not been able to get an appointment. We also did not survey a random sample of those attending - instead, we attempted to invite all those attending the Surgery for a face-to-face appointment to complete our Survey Questionnaire. However, at busy times, it was difficult to ensure that everyone was included - and some people chose not to complete the questionnaire, often because they did not have time to do so.
- The number of patients who participated in our local Practice Patient Surveys was larger than the number who participate in the GP Patient Surveys: 400 in our most recent local Patient Survey, compared to 134 in the 2025 national GP Patient Survey. The number of people completing some of the

questions included in the 2025 national GP Patient Survey was even lower. For example, only 43 people answered the question about how easy they found it to contact the Practice using the website - and only 28 answered the question about how easy they found it to contact the Practice using the NHS App.

- Response rates to the national GP Patient Surveys were also lower than in our local Patient Surveys - in the 2025 national GP Patient Survey, 287 survey questionnaires were sent out to patients registered with Swanage Medical Practice and 134 were sent back, giving a completion rate of 47%, compared to 26% nationally. Response rates for Swanage Medical Practice were similar in the previous two years: 44% in 2023 (113 people responded) and 46% in 2024 (121 people responded). In contrast, the response rate for our latest local Practice Patient Survey is estimated to be approximately 67%.
- In the National GP Patient Surveys, people are asked about their last experience of contacting the Practice for an appointment, which can be up to 12 months previously, whereas we asked people about their experience on the day of their appointment.
- In the national GP Patient Survey, people's responses to each question are weighted to ensure they are as representative of the Practice population as possible. This also enables more meaningful comparisons to be made with other Practices - and over time for an individual Practice. Looking at the results of the 2025 national GP Patient Survey for Swanage Medical Practice to the question about people's overall experience of the Practice, the number of unweighted and weighted respondents are very similar (134 vs 129), suggesting that those who responded to the Survey were fairly representative of the Practice population as a whole.
- The key difference between our local Practice Patient Surveys and the national GP Patient Surveys is that, in our local Surveys, we gave people the opportunity to include comments about their experiences of using services provided by the Practice. People are not able to give comments in the national GP Patient Surveys or to explain why they have answered questions the way they have.

Making today's appointment

Q.1: How did you make your appointment?

398 people answered this question.

Method	Practice Patient Survey 2025		Practice Patient Survey 2024		Practice Patient Survey 2023	
	Number	%	Number	%	Number	%
I telephoned the Practice to make an appointment	186	47%	128	50%	121	56%
I completed an eConsult following which I was advised by email/text to telephone the practice to make an appointment	12	3%				
Someone at the Practice phoned me to book my appointment	41	10%	43	17%	39	18%
I received a text from the Practice asking me to book an appointment online by following a dedicated link included in the text	31	8%				
I booked my appointment online using the secure online appointment system	2	1%	1	<1%	0	0%
I booked my appointment in person	82	20%	57	22%	29	13%
My appointment was made by one of the doctors	13	3%	13*	5%	8	4%
One of the nurses booked my appointment	22	6%	9	4%	13	6%
My appointment was sent to me in the post / I received a letter	8	2%	6	2%	3	1%
My appointment was sent to me by text/email	0	0	1	<1%	1	1%
My appointment was booked for me by NHS111	1	<1%	0	0%	1	1%
My appointment was booked for me by a friend, as I find it too difficult to book appointments myself	0	0	0	0%	1	1%

* Includes one patient whose appointment was made by the Paramedic

Q2: Overall, how would you describe your experience of making your appointment?

	Practice Patient Survey 2025		Practice Patient Survey 2024		Practice Patient Survey 2023		2025 National GP Patient Survey		2024 National GP Patient Survey		2023 National GP Patient Survey	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Very good	275	70%	181	72%	151	71%	64	50%	80	62%	41	30%
Fairly good	75	19%	61	24%	45	21%	53	42%	30	23%	60	43%
Very good + Fairly good		89%		96%		92%		92%		85%		73%
Neither good nor poor	26	7%	7	3%	13	6%	7	6%	11	8%	15	10%
Fairly poor	8	2%	3	1%	4	2%	3	3%	5	4%	14	10%
Poor	13	3%	1	<1%	2	1%	0	0	3	3%	9	7%

395 people answered this question, 67 (17%) of whom included comments about their experience of making their appointment.

- Positive comments were received from 35 patients
- Negative comments were received from 27 patients
- Five people gave both positive and negative comments
- Two people gave neutral comments (neither positive nor negative).

The full list of comments can be found at **Appendix 2**.

Many positive comments were received, including complimentary comments about the receptionist staff. It was good to see that one person had found the process of following a link to make an appointment, sent to them in a text, very straightforward - although another patient told a PPG member that the link they had been sent didn't work when they tried to use it.

However, a number of concerns were raised - the main issues raised were:

- **Long waits on the phone, particularly when trying to book a same day appointment**
One patient commented that it was quicker to do an eConsult then to telephone for an appointment.

- **Long waits for routine appointments**
Many people reported being told that the earliest available appointment was at least one month hence and, some, as long as two months hence. While undertaking the Survey, PPG members also heard some patients being told that the earliest available appointment to see their GP was six weeks later.
- **Not being able to book a routine appointment because no appointments were available to book and being told to ring back**
Some patients reported being told to ring back the following week to find out if any more appointments had been released - and some reported having to ring back several weeks running before they were able to make an appointment. Some gave up trying and others sought help from another healthcare provider - worryingly, one person reported going to hospital instead, because of the lack of available appointments at the Practice. PPG members also heard some people being told to ring back because no appointments were available to book.
- **Only having the option to book a routine appointment several weeks hence if they do not meet the criteria for a same day appointment**
People feel strongly that appointments need to be available for urgent cases that do not meet the criteria for same day appointments - and that there should not just be a choice of a same day appointment or an appointment several weeks ahead. PPG members were also concerned that some patients who were deemed not to meet the criteria for a same day appointment did in fact need to be seen sooner than a month later - but there seemed to be no option for patients to be offered an appointment within a week, for example.
- **Long waits for blood test appointments, including for time-critical blood tests**
PPG members also heard patients being told that the earliest appointment for a blood test was in four weeks' time.
- **Being offered a telephone appointment when the patient had been explicitly asked by a clinician to book a face-to-face appointment**
- **Inconsistencies in the way same day appointments are allocated**
While undertaking the Survey, PPG members felt that some patients were more easily persuaded that their problem did not necessitate a same day appointment than others. PPG members were also concerned that some patients with potentially serious problems were having to wait too long.
- **Inconsistencies in the advice being given by Reception staff about same day appointments**
Some people reported being advised by Receptionists to ring back and ask for a same day appointment - even when their medical needs did not meet the criteria for a same day appointment. One patient reported being told to phone back the following day and to say it was an emergency - she did this and then got an appointment to be seen the same day. PPG members also heard patients trying to book an appointment in person at Reception being advised to try phoning in the early morning or straight after lunch.
- **Appointment letters arriving after the date of the appointment.**

Q3: How long after you first contacted the Practice to make the appointment / the Practice first contacted you to make the appointment did the appointment take place?

	Practice Patient Survey 2025			2025 National GP Patient survey			2024 National GP Patient Survey	
	Number	%		Number	%		Number	%
On the same day	108	28%		28	21%		22	19%
On the next day	10	3%		8	6%		6	5%
A few days later	51	13%		22	17%		32	28%
Between a week and two weeks later	96	25%		44	33%		33	29%
More than two weeks later	111	29%		13	10%		18	16%
I can't remember	10	3%		17	13%		5	4%
Total	386			132			116	

Q4: How do you feel about how long you waited for your appointment?

	Practice Patient Survey 2025			2025 National GP Patient Survey			2024 National GP Patient Survey	
	Number	%		Number	%		Number	%
It was about right	264	75%		89	79%		78	71%
It took too long	88	25%		24	21%		32	29%
Total	352*			113			110	

**As those who answered "Don't know" had been excluded from the results of the National GP Patient Survey, the 26 people who answered "Don't know" in the Practice Patient Survey have also been excluded from the analysis.*

Q5: Before you tried to get this appointment, did you do any of the following?

	Practice Patient Survey 2025		Practice Patient Survey 2024		2025 National GP Patient Survey		2024 National GP Patient Survey		2023 National GP Patient Survey	
	Number	%	Number	%	Number	%	Number	%	Number	%
I tried to treat myself	77	20%	44	17%	31	23%	38	33%	42	31%
I asked for advice a friend or family member for advice	18	5%	24	9%	17	13%	13	11%	23	17%
I went to a Pharmacy	32	8%	22	11%	12	9%	17	15%	17	13%
I phoned NHS 111	12	3%	9	4%	8	6%	9	8%	17	13%
I used NHS 111 online	6	2%			4	3%	3	3%		
Used an online NHS service			32	12%					23	17%
I looked online for information	57	14%			42	31%	24	21%		
Used a non-NHS online service			6	2%					13	9%
I tried a different NHS service	6	2%			1	1%	0	0%		
Contacted or used another NHS service			4	2%					5	4%
I tried to get information or advice from someone else	17	4%			7	5%	5	4%		
Tried to get information or advice from a non-NHS service			10	4%					10	8%
I did something else	35	9%	7	3%						
I didn't do anything before trying to get this appointment	207	53%	159	62%	55	41%	52	45%	50	37%

It should be noted that many of those participating in the Practice Patient Surveys, who indicated that they had not tried to do anything before getting their appointment, said this was either because they were just there for a blood test or because they had not initiated their appointment - ie someone at the Practice had asked them to attend for the appointment.

Of those who indicated that they had done something else in the most recent Survey, one had visited an Optician, one had sought advice from their Dentist, one had visited Purbeck Ear Care, one had asked their hairdresser for advice (they had a lesion on their scalp), one had seen a Chiropractor, another had seen their Physiotherapist twice, one had sought advice from the Travel Clinic in Wimborne and another had telephoned Swanage Hospital about their x-ray results. Two patients indicated that they had seen their GP about the same condition previously and had needed to come back because their condition had not improved.

One patient said they were just trying to stay alive until their appointment.

The number of different actions taken by people participating in the 2025 Practice Patient Survey before they had tried to get their appointment is set out below, alongside the results of the 2024 Practice Patient Survey - 187 patients had taken at least one action before they tried to get their appointment and had taken more than one action.

Number of actions taken before trying to get an appointment	Practice Patient Survey 2025		Practice Patient Survey 2024	
	Number of patients	%	Number of patients	%
Six actions	0		1	
Five actions	3		1	
Four actions	6		3	
Three actions	12		13	
Two actions	24		15	
One action	142	36%	83	30%
No actions	207	53%	159	62%
Total Number of patients who took at least one action	187	47%	116	38%

Contacting the Practice

Q6: Generally, how easy or difficult do you find it to contact the Practice on the phone?

375 people answered this question, of whom 367 (98%) said they had tried to contact the Practice on the phone. Only eight people (2%) said they had not tried the contact the Practice by phone.

The Table below shows the experiences of people who had tried to contact the Practice on the phone.

	Practice Patient Survey 2025		Practice Patient Survey 2024		Practice Patient Survey 2023		2025 National GP Patient Survey		2024 National GP Patient Survey		2023 National GP Patient Survey	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Very easy	120	33%	69	27%	65	32%	36	28%	34	28%	19	14%
Fairly easy	161	44%	139	58%	100	49%	64	51%	66	54%	84	62%
Very easy + Fairly easy		77%		85%		81%		79%		82%		76%
Neither easy nor difficult	29	8%					11	8%	9	8%		
Fairly difficult	43	12%	24	10%	29	14%	14	11%	8	7%	26	19%
Very difficult	14	4%	9	4%	12	6%	1	1%	4	3%	7	5%

Of those who found it difficult to contact the Practice by phone, 33 told us why this was the case.

The main issue raised was the length of time it takes to speak to a Receptionist, particularly first thing in the morning - some people give up because the waiting time is just too long.

Some people reported that they had experienced difficulty getting through to the Practice at all because the line was engaged - and some reported getting through to the Practice and then hearing a message telling them to ring back later.

One patient reported losing their place in the queue and being put back to the end of the queue.

A few people complained about having to listen to too many messages when the phone is first answered.

Q7: Generally, how easy or difficult do you find it to contact the Practice using their website?

A total of 370 people answered this question - 155 (42%) said they had tried to contact the Practice using the website, but 215 (58%) said they had not tried to do so.

In the 2024 Practice Patient Survey, 62 people (24%) indicated that they had used the Practice Website within the last year - although we do not know how many had used the website to contact the Practice.

The Table below shows the experiences of people who had tried to contact the Practice via the website.

	Practice Patient Survey 2025		2025 National GP Patient Survey		2024 National GP Patient Survey	
	Number	%	Number	%	Number	%
Very easy	77	50%	15	35%	15	33%
Fairly easy	44	28%	9	21%	19	54%
Very easy + Fairly easy		78%		56%		87%
Neither easy nor difficult	16	10%	8	19%	6	12%
Fairly difficult	11	7%	5	12%	5	10%
Very difficult	7	5%	6	13%	2	4%
Total	155		43		47	

The main reasons given for why people had not tried to contact the Practice via the website were:

- Not being able to use a computer / not being IT literate / finding technology too difficult
- Problems with login details
- Problems navigating the website - one person said they thought eConsult could be displayed better
- Using the NHS App instead.

One person commented that eConsult could be displayed better on the website - and another felt that it should be easier to navigate the website.

The Table below shows the age breakdown of those who had used the website to contact the Practice, for the 358 people who had given their age.

Practice Patient Survey 2025					
Age	Had tried to contact the Practice using the website			Had not tried to contact the Practice using the website	
0-19	4	67%		2	33%
20-29	2	18%		9	82%
30-39	16	62%		10	38%
40-49	17	52%		16	48%
50-59	18	38%		29	62%
60-69	34	45%		42	55%
70-79	45	46%		56	54%
80-89	19	37%		33	63%
90+	2	33%		4	67%
Total	201			157	

Q8: Generally, how easy or difficult do you find it to contact the Practice using the NHS App?

A total of 237 people (64% of the 371 people who answered this question) indicated that they had the NHS App - although 81 (22%) indicated that they had not used it to contact the Practice. Only 134 people (36% of those who answered this question) said they did not have the NHS App.

A total of 156 people (42% of those who answered this question) indicated that they had tried to contact the Practice using the NHS App. This compares to only 21% in the 2025 national GP Patient Survey and 14% in the 2024 National GP Patient Survey.

In the 2024 Practice Patient Survey, 89 people (35%) indicated that they had used the NHS App within the last year, although we do not know the total number of people who had the NHS App - or how many had used the NHS App to contact the Practice.

The Table below shows the experience of those who indicated that they had tried to contact the Practice using the NHS App.

	Practice Patient Survey 2025		2025 National GP Patient Survey		2024 National GP Patient Survey	
	Number	%	Number	%	Number	%
Very easy	83	53%	15	52%	7	39%
Fairly easy	40	26%	6	23%	6	31%
Very easy + Fairly easy		79%		75%		70%
Neither easy nor difficult	21	13%	2	6%	1	6%
Fairly difficult	8	5%	4	16%	2	10%
Very difficult	4	3%	1	2%	3	14%
Total	156		28		17	

The main reasons given for not using the NHS App were:

- Not having a suitable phone or computer and/or not being online
- Finding it too complicated
- Problems logging into the App
- Problems ordering medication through the App

The Table below shows the age breakdown of those who said they had the NHS App, for the 352 people who had given their age.

Age (years)	Do have the NHS App		Do not have the NHS App	
	Number	% of those who answered this question	Number	% of those who answered this question
<20	4	67%	2	33%
20-29	7	64%	4	36%
30-39	22	85%	4	15%
40-49	26	79%	7	21%
50-59	35	74%	12	26%
60-69	49	66%	25	34%
70-79	56	57%	43	43%
80-89	25	50%	25	50%
90+	3	50%	3	50%
Total	227		125	

Use of online services

Q9: Which of the following online GP services have you used in the last 12 months?

Of the 379 people who answered this question, 66% had used at least one of the online GP services listed.

	Practice Patient Survey 2025		Practice Patient Survey 2024		2025 National GP Patient Survey		2024 National GP Patient Survey		2023 National GP Patient Survey	
	Number	%	Number	%	Number	%	Number	%	Number	%
Registering with a GP Practice	21	6%	Not asked		8	6%	5	4%	Not asked	
Booking appointments	94	25%	Not asked		34	26%	37	31%	Not asked	
Ordering a repeat prescription	171	45%	77	30%	42	32%	45	38%	31	21%
Finding out my test results	108	28%	39	15%	30	23%	20	17%	Not asked	
Accessing medical records	72	19%	33	13%	34	26%	21	18%	21	14%
Filling in an online form about a health issue, eg eConsult	37	10%			5	4%	11	9%	Not asked	
eConsult			44	17%					Not asked	
Filling in an online form			19	8%					9	6%
Making an administrative request	32	8%	Not asked		4	3%	7	6%	Not asked	
None of above	131	34%	111	43%	55	42%	43	36%	91	64%

The Table below shows the number of the GP online services listed that people said they had used in the previous 12 months.

Number of GP/NHS online services used	2025 Practice Patient Survey		2024 Practice Patient Survey	
	Number of patients	% of patients	Number of patients	% of patients
Seven online services	0	0%	9	4%
Six online services	2	<1%	4	1.6%
Five online services	8	2%	5	2%
Four online services	26	7%	15	6%
Three online services	52	14%	24	9%
Two online services	58	15%	28	11%
One online service	102	27%	61	24%
None	131	34%	111	43%

Overall experience of the Practice

Q10: Overall, how would you describe your experience of the Practice?

	Practice Patient Survey 2025		Practice Patient Survey 2024		Practice Patient Survey 2023		2025 National GP Patient Survey		2024 National GP Patient Survey		2023 National GP Patient Survey	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Very good	196	52%	171	68%	163	77%	55	43%	83	65%	62	44%
Fairly good	130	34%	64	26%	39	19%	63	49%	30	23%	57	40%
Very good + Fairly good		86%		94%		96%		92%		88%		84%
Neither good, nor poor	30	8%	12	5%	5	2%	7	6%	7	5%	15	11%
Fairly poor	15	4%	2	1%	3	1%	4	3%	7	5%	6	4%
Very poor	6	2%	1	<1%	1	1%	0	0%	1	1%	1	1%

A total of 377 people answered this question, 106 (28%) of whom provided more information about their overall experiences of the Practice:

- Positive comments were received from 48 people (13% of those who responded to this question)
- Mixed comments (ie both positive and negative) we received from 24 people (6% of those who responded to this question)
- Negative comments were received from 32 people (8% of those who responded to this question)
- Neutral comments were received from two people.

The full list of comments can be found at **Appendix 2**.

Many positive comments were received, including complimentary comments about both the Clinical and Reception staff.

However, a number of concerns were also raised, including:

- **Difficulty getting through to the Practice on the phone, particularly first thing in the morning when trying to book a same day appointment - and then being told no appointments are available**
Some people reported just giving up because they either couldn't get through to the Practice as the line were engaged, or they were told to ring back or because the waiting time on the phone was just too long.

- **Difficulty making the case for a same day appointment**
- **Difficulty getting face-to-face appointments to see a doctor in a timely manner for problems deemed not to require a same day appointment - particularly appointments with the patient's own GP**
Some people reported having to wait nearly two months to see their GP - and several patients said it had been much easier to get appointments at their previous GP Practice.
- **Being told that there were no appointments available to book and being advised to ring back, usually a week later**
Several people reported being told to ring back a week later to see if any GP appointments had been released - and several reported having to ring back weekly several weeks running. One person reported ringing back repeatedly and, in the end, being offered a same day appointment - even though their problem did not meet the criteria for a same day appointment. Others reported giving up trying to get an appointment because it was so difficult - and some reported that they had sought help from elsewhere, including going to Hospital instead
- **Being offered a telephone appointment instead of a face-to-face appointment - even when they had been advised by a Clinician that they needed to be seen face-to-face**
- **Long waits for blood test appointments - including time critical blood tests**
One woman reported having to wait over two months for a blood test appointment after the time it should have taken place (she had been advised that she needed to have a blood test one month after giving birth because she had a low haemoglobin and iron level)
- **Long waits for asthma reviews and reviews for other long-term conditions - and for medication reviews**
- **Long delays experienced by some patients in the transfer of their records to the Practice after registering with the Practice**
- **Having appointments cancelled and rebooked for several weeks later, with no explanation**
- **Being deemed to have not attended an appointment to see the First Contact Physiotherapist when the patient was waiting in the Waiting Room to be seen**
The patient had booked in to see her GP and, after seeing her GP, had waited in the Waiting Room to be seen by the Physiotherapist - no-one had told her that she needed to book in a second time, at Reception, to say that she was also there for her physio appointment
- **The need to improve online access.**

Section 4: Demographic characteristics

Of those who gave their gender (373 people), 63% indicated that they were Female and 37% indicated that they were Male.

The Table below shows the age breakdown by gender for those who gave both their age and gender (351 people)¹.

Age	Male	Female	TOTAL	Percentage
0-9 years	2	2	4	1%
10-19 years	1	1	2	<1%
20-29 years	1	10	11	3%
30-39 years	3	23	26	7%
40-49 years	11	21	32	9%
50-59 years	20	27	47	13%
60-69 years	26	48	74	21%
70-79 years	39	60	99	28%
80-89 years	25	25	50	14%
90+ years	3	3	6	2%
TOTAL	131	220	351	

¹ 26 people did not give either their gender or age; 15 women did not give their age; 7 men did not give their age; and one person gave their age, but not their gender ((so a total of 27 people did not give their gender and a total of 49 people did not give both their gender and age) s

Discussion

Experience of making their appointment

The results of our most recent Practice Patient Survey, carried out in June 2025, suggest that fewer people were happy with their experience of making their appointment than had been the case in our previous two Practice Patient Surveys: 89% rated their experience as good in 2025, compared to 96% in 2024 and 92% in 2023.

In contrast, the results of the most recent national GP Patient Survey, undertaken between January and March 2025, suggest that people's experience of making their appointment had improved: 92% described their experience as good in 2025, compared to 85% in 2024 and 73% in 2023. In the 2025 Survey, Swanage Medical Practice also compared favourably to Dorset as a whole (76%) and nationally (70%).

The sampling method we have used for our Surveys was not representative of the whole Practice population, as is the case for the GP Patient Surveys - although the number of people participating in our Surveys was much larger. However, the real value of our local Surveys is that we ask for people's comments about their experiences of using services provided by the Practice.

The biggest concern raised by people in our most recent local Practice Patient Survey was the long waits for routine appointments - and only having the option to book a routine appointment several weeks hence if they did not meet the criteria for a same day appointment. This may be quite appropriate - for a routine follow-up appointment, for example. However, it was also clear that some patients needed to be seen much more quickly than this - their problem may not have been sufficiently urgent for them to need to be seen as an emergency on that day, but was of sufficient concern to warrant an earlier appointment than several weeks hence.

Nearly a third of those who could remember how long it was since they had first requested their appointment told us their appointment had taken place more than two weeks later - and, in the feedback people gave us, many reported having to wait 4-6 weeks or longer for their appointment. Indeed, while undertaking the Survey, PPG members heard patients being told that the first available appointment was four or more weeks hence. A quarter of those who responded to our Survey felt they had had to wait too long for their appointment.

People's comments suggest that they feel very strongly that appointments need to be available for urgent cases that do not meet the criteria for same day appointments - and that there should not just be a choice of a same day appointment or an appointment several weeks ahead. While undertaking the Survey, PPG members were also concerned that some patients deemed not to meet the criteria for a same day appointment did in fact need to be seen sooner than a month later - but there did not seem to be an option for patients to be offered an appointment within a week, for example.

Some people reported being told to ring back the following week because no appointments were available to book - and several had needed to ring back several weeks running before being able to book an appointment. It was concerning to hear that some patients had given up trying to get an appointment - and some had gone elsewhere for help.

In their comments, people also told us about inconsistencies in the way same day appointments are allocated - and about inconsistencies in the advice being given by Reception staff about accessing same-day appointments. While undertaking the Survey, PPG members observed that some patients appeared to be more easily persuaded that their problem did not necessitate a same day appointment than others. PPG members were also concerned that some patients with potentially serious problems may be having to wait too long for an appointment. Experience from GP Practices that have already introduced triage by a GP of requests for appointments suggests that people with serious problems are more likely to be seen in a timely manner - and that the introduction of Total Triage also results in a more equitable allocation of appointments.

It was also concerning to hear about the long waits for blood tests - particularly for time critical blood tests, such as those required post-partum. PPG members feel that a system does need to be put in place as soon as possible to ensure that such blood tests are not delayed.

In the recently published *Ten Year Health Plan for England: Fit for the Future*¹, the Government has vowed to end the 8:00am scramble - and cites examples of GP Practices that have already achieved this (see Case Study Included on Page 29 of the Plan about the introduction of Total Triage at Brondesbury Medical Centre, in London).

In May 2024, NHS England published a series of helpful guides to support the implementation of their Modern General Practice Model² - including helpful guides and assessment tools for GP Practices on improving care navigation and triage processes (updated on 6 August 2025)³ and aligning capacity with demand⁴. One of their recommendations is that, when determining the urgency of appointment required, a hierarchy of appointments should be available to those undertaking triage to address different levels of urgency (eg same day, this week, within 2 weeks).

More and more GP Practices are now implementing Total Triage Models, often supported by Clinical Decision Support Systems. It is clear, though, from experience in other Practices within Dorset, that the introduction of such systems does need to be carefully managed - and supported by a clear communications strategy.

Nearly half the people who responded to our local Practice Patient Survey had telephoned the Practice to make their appointment - and 20% had come into the Surgery in person to book their appointment (some people told us they did this because they found it so difficult to get through on the phone). Only 3% had completed an eConsult. Even if a Total Triage model is not adopted at Swanage Medical Practice, it might well be that encouraging more people to use eConsult would help to free up the phone lines for those who find technology challenging - as happened at Wareham Surgery following the introduction of their Total Triage system.

¹ <https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future>

² <https://www.england.nhs.uk/gp/national-general-practice-improvement-programme/modern-general-practice-model/>

³ <https://www.england.nhs.uk/publication/how-to-improve-care-navigation-in-general-practice/>

⁴ <https://www.england.nhs.uk/publication/how-to-align-capacity-with-demand-in-general-practice/>

It was good to see that 8% of those who responded to our local Practice Patient Survey had made their appointment by following a dedicated link sent to them by the Practice in a text - again reducing the need for them to phone the Practice to make their appointment. However, one person told us that they had not been able to make an appointment this way because the link no longer worked for them - emphasising the need to make sure people know that the link only remains active for a week.

Eight people (2%) reported that they had been sent their appointment in the post - although, unfortunately, one person told us that the letter had arrived after the date of the appointment.

Accessing other services before requesting an appointment

In 2023 and again in 2024, the PPG worked with the Practice to raise awareness of alternatives to a GP appointment, including services people can refer themselves to. It is clear from the 2025 Practice Patient Survey that more people are seeking information and advice from other sources before trying to get an appointment: 47% of those who responded to our Survey had either tried to treat themselves or sought advice or treatment from somewhere else before requesting an appointment - up from 38% in 2024.

Contacting the Practice by phone

It was disappointing to see that the proportion of people who reported finding it easy to contact the Practice by phone was lower in our latest local Practice Patient Survey than had been the case in the two previous local Practice Patient Surveys: 77% in 2025, compared to 85% in 2024 and 81% in 2023.

A similar proportion (79%) of those who responded to the 2025 national GP Patient Survey also said they found it easy to get through to the Practice by phone, compared to 60% for Dorset as a whole and 53% nationally. However, this was also lower than had been the case in the 2024 national GP Patient Survey (82%).

A new digital telephone system was installed at the Practice in April 2023, which enables the number of calls coming in at any one time to be monitored, as well as the length of time people are waiting to have their call answered. When the number of calls coming in increases and waiting times for calls to be answered increase, additional staff can be deployed to answer calls, thereby reducing waiting times - although there will still be times when there are insufficient staff available to answer all the calls coming into the Practice in a timely manner. The feedback we received in our local Survey suggests that this is often the case first thing in the morning, when people are trying to phone the Surgery to book a same day appointment.

Contacting the Practice using the website

In our most recent local Practice Patient Survey, 42% of those who responded to this question (155 people) said they had tried to contact the Practice using the website, 78% of whom said they had found it was easy to do so. This is a higher proportion than reported in the 2025 national GP Patient

Survey, when 55% of those who had tried to contact the Practice using the website said they had found it easy to do so, compared to 62% for Dorset as a whole and 51% nationally. However, in the 2025 national GP Patient Survey, only a small number of people (43) said they had tried to use the website to contact the Practice. It should also be noted that further changes have been made to the Practice website since the 2025 national GP Patient Survey was undertaken.

In 2022, the Practice launched a new website as part of its drive to improve communication. However, it was clear from the results of the 2023 GP Patient Survey that more could still be done to make it easier for people to use the Practice Website. We therefore decided to invite people to make suggestions for improving the website further in the local Survey we undertook in 2024 - and 30 people chose to do so. In Autumn 2024, the PPG reviewed every page on the Practice website. The Practice subsequently took on board all the PPG's suggested amendments - as well as those made by respondents to our 2024 Survey. This work was completed in March 2025. In January 2025, just after the PPG had completed its review, NHS England published further guidance on improving GP Practice websites¹ and the PPG has already agreed to review the Practice website again to ensure it meets the recommendations in this Guidance.

The main reasons people gave for not having tried to contact the Practice using the website were either that they were not able to use a computer or that they had experienced problems with their login details. One person commented that eConsult could be displayed better on the website and another felt the website could be easier to navigate.

However, it was interesting to see that people of all ages reported that they had tried to use the website to contact the Practice - including more than a third of those aged 80+ who participated in our Survey. This suggests that age alone is not a barrier to trying to use the website.

Contacting the Practice using the NHS App

Nearly two thirds of those who responded to our most recent local Practice Patient Survey said they had the NHS App. Again, it was interesting to see that people of all ages were using the NHS App, including half of those aged 80+, suggesting that age alone is also not a barrier to using the NHS App.

Of those who answered this question, 42% (156 people) said they had tried to contact the Practice using the NHS App, 79% of whom indicated that they had found it easy to do so. Although similar proportions also said they found it easy to use the NHS App in the national GP Patient Surveys, it should be noted that only a small number of people responded to this question in the national Surveys (28 in 2025 and 17 in 2024).

The main reasons people gave for not using the NHS App were: not having a suitable phone or computer; not having online access; finding the App too complicated to use; and problems logging in to the App. Some people also reported experiencing problems ordering their medication through the App.

¹ <https://www.england.nhs.uk/long-read/step-by-step-guide-to-improving-general-practice-website-online-journeys/>

Use of online services

Two thirds of those who responded to our most recent local Practice Patient Survey indicated that they had used at least one of the online GP services listed.

The proportion of people who indicated that they had ordered a repeat prescription online had increased to 45%, up from 30% in our 2024 Survey. This increase can in part be attributed to NHS Dorset's *Only order what you need* campaign, one element of which means that Community Pharmacists are no longer able to order repeat prescriptions for patients - the onus is now on patients to request repeat prescriptions for their medication only when they need it.

The proportion of people who reported that they were now looking at their test results online had also increased (28%), as had the proportion who were now accessing their medical records online (19%). However, only 10% said they had filled in an online form about a health issue, such as eConsult.

There is clearly scope to increase the use of online GP services, particularly the use of eConsult

A few years ago, the PPG worked with the Practice to promote awareness of online services, including eConsult, and the PPG has already agreed in its priorities for the year ahead to undertake another similar campaign.

Overall experience of the Practice

The proportion of people participating in our most recent local Practice Patient Survey who rated their overall experience of the Practice as either fairly good or very good was lower than in our two previous local Patient Surveys - 86%, compared to 94% in 2024 and 96% in 2023.

However, in the 2025 national GP Patient Survey, the results of which were published on 10 July, 92% of people described their overall experience of the Practice as good, compared to 80% for Dorset as a whole (Swanage Medical Practice was one of the top 10 GP Practices in Dorset for overall experience) and 75% nationally. According to the national GP Patient Surveys carried out over the last three years, people's overall experience of the Practice had also improved - from 84% in 2023 and 88% in 2024. In the 2025 GP Patient Survey, 96% also felt their needs had been met during their last appointment, compared to 92% for Dorset as a whole and 90% nationally. The full results of this Survey can be found at: <https://www.gp-patient.co.uk>

The main Issues raised by those patients who provided feedback about their overall experience of the Practice in most recent local Practice Patient Survey were about their experiences of getting an appointment, and included:

- Difficulty getting through to the Practice on the phone, particularly first thing in the morning when trying to book a same day appointment
- Difficulty making the case for a same day appointment
- Difficulty getting face-to-face appointments to see a doctor in a timely manner for problems deemed not to require a same day appointment - particularly appointments with the patient's own GP

- Being told that there were no appointments available to book and being advised to ring back, usually a week later
- Being offered a telephone appointment instead of a face-to-face appointment - even when they had been advised by a Clinician that they needed to be seen face-to-face
- Long waits for blood test appointments - including time critical blood tests

Addressing the shortage of GP appointments continues to be a challenging issue to address - for all GP Practices. Training more GPs is one of the priorities in the 10 Year Health Plan for England¹, as well as increasing the proportion of staff trained for Community and Primary Care roles. The Plan also sets out how the Government plans to free up GP capacity, including reducing the burden of needless bureaucracy and rolling out technology to cut unnecessary administrative and clerical work.

In 2023 and 2024, the PPG worked with the Practice to raise awareness of alternatives to a GP appointment, including services patients can refer themselves to, and it is clear from the 2025 local Practice Patient Survey that many patients are seeking information and advice from other sources before trying to get an appointment - and many are trying to treat themselves. The PPG has already agreed to continue working with the Practice over the year ahead to raise awareness of alternatives to a GP appointment.

Some patients can be redirected to an alternative service or to another member of the Multi-Disciplinary Team of Clinicians now working at the Practice - either by the Receptionists or by the GPs undertaking triage. However, it is essential that those patients who do need to be seen by a doctor are enabled to do so in a timely manner.

A number of other issues were also raised by people who participated in our Survey, which should be fairly straightforward to address - these include:

- Having appointments cancelled and rebooked for several weeks later, with no explanation
- Being deemed to have not attended an appointment to see the First Contact Physiotherapist when the patient was waiting in the Waiting Room to be seen
- The need to improve online access.

However, it should be noted that some concerns raised are not within the Practice's direct control to address, including:

- Long delays experienced by some patients in the transfer of their records to the Practice from their previous GP Practice after registering with the Practice.

¹ <https://www.gov.uk/government/publications/10-year-health-plan-for-england-fit-for-the-future>

Recommendations for further action

Although the majority of patients rated their experience of using the Practice positively, getting an appointment at the Practice was clearly an issue for many of those who completed our Survey Questionnaire. The PPG therefore recommends that the Practice takes the following measures in the short term - we think these actions should be fairly straightforward to implement and would help address some of concerns people raised:

- Promote the use of eConsult and ensure it is more accessible on the website, thereby freeing up the phone lines for those who find it difficult to use technology - the PPG would be happy to help promote the use of eConsult and to run sessions on using eConsult for patients who are not familiar with the process
- Continue to promote the uptake of the NHS App - the PPG would also like to support the Practice with this action, including helping patients to set up the NHS App on their phones, and has already identified this as one of its priorities for the year ahead
- Undertake another review of the Practice Website to ensure it complies with the National Guidance published in January 2025 - the PPG would also like to support the Practice with this action and has already identified this as one of its priorities for the year ahead
- Continue to provide clear information about changes in the way services are delivered at the Practice - the PPG would also like to continue supporting the Practice on this issue
- Continue to take measures to ensure patients are aware of alternatives to a GP appointment, including services they can refer themselves to - the PPG would also like to support the Practice with this action and has already identified this as one of its priorities for the year ahead
- Ensure patients booked in to see a First Contact Physiotherapist are made aware that they must book in at Reception for these appointments, separately to any other appointments they have at the Surgery that day - the PPG would also be happy to help increase awareness of this issue
- Ensure appointments for time critical blood tests are not delayed
- Ensure text messages sent to patients by the Practice are clear and that patients sent a link to book an appointment are made aware that this link is only valid for a week after the text is sent - the PPG would also be happy to support the Practice to increase awareness of this issue
- Continue to provide training for Reception staff in Care Navigation, including the allocation of same day appointments.

In the longer term we would recommend that the Practice also considers:

- Introducing a fairer and more equitable way to allocate appointments which better meets patients' clinical needs - this could involve the introduction of triage by GPs of all requests for appointments, as has already being introduced in many other GP Practices
- Putting in place a hierarchy of appointments of different levels of urgency (eg same day, this week, within 2 weeks) to meet the differing clinical needs of patients, as determined by the triaging GPs.

Again, the PPG would be happy to support the Practice in making what would be a major change to the way appointments are allocated, both by helping to support communications about its introduction and supporting patients to complete any online forms required.

Swanage Medical Practice Patient Survey 2025



Swanage Medical Practice
Patient Survey 2025



We have decided to undertake another survey to help the Practice improve the services we offer. The Patient Participation Group (PPG) has kindly agreed to help us with this survey. Please answer the questions below. We will keep your answers completely confidential.

Making today's appointment

1. How did you make your appointment?

- 1.1 I telephoned the Practice to make an appointment
- 1.2 I completed an eConsult following which I was advised by email/text to telephone the Practice to make an appointment
- 1.3 Someone at the Practice phoned me to book the appointment
- 1.4 I received a text from the Practice asking me to book an appointment online by following a dedicated link in the text
- 1.5 I booked my appointment online using the secure online appointments system
- 1.6 I booked my appointment in person
- 1.7 I booked my appointment another way - if yes, please say how

.....
.....

2. Overall, how would you describe your experience of making your appointment?

- 2.1 Very good
- 2.2 Fairly good
- 2.3 Neither good nor poor
- 2.4 Fairly poor
- 2.5 Poor

Please tell us more about your experience

.....
.....
.....

3. How long after you first contacted the Practice to make the appointment, or the Practice first contacted you to make the appointment, did the appointment take place?

- 3.1 On the same day
- 3.2 On the next day
- 3.3 A few days later
- 3.4 Between a week and two weeks later
- 3.5 More than two weeks later
- 3.6 I can't remember

4. How do you feel about how long you waited for your appointment?

- 4.1 It was about right
- 4.2 It took too long
- 4.3. I don't know

5. Before you tried to get this appointment, did you do any of the following?

Please tick all that apply

- 5.1 I tried to treat myself
- 5.2 I asked a friend or family member for advice
- 5.3 I went to a Pharmacy
- 5.4 I phoned NHS 111
- 5.5 I used NHS 111 online
- 5.6 I looked online for information
- 5.7. I tried a different NHS service
- 5.8. I tried to get information or advice from someone else
- 5.9. I did something else
- 5.10 I didn't do anything before trying to get this appointment

If you did something else, please say what it was you did

.....
.....

Contacting the Practice

6. Generally, how easy or difficult do you find it to contact the Practice on the phone?

- 6.1 I haven't tried
- 6.2 Very easy
- 6.3 Fairly easy
- 6.4 Neither easy nor difficult
- 6.5. Fairly difficult
- 6.6. Very difficult

If you find it difficult, please tell us why

.....
.....
.....

7. Generally, how easy or difficult do you find it to contact the Practice using their website - for example, to order a repeat prescription?

- 7.1 I haven't tried
- 7.2 Very easy
- 7.3 Fairly easy
- 7.4. Neither easy nor difficult
- 7.5 Fairly difficult
- 7.6 Very difficult

If you find it difficult, please tell us why

.....
.....
.....

8. Generally, how easy or difficult do you find it to contact the Practice using the NHS App - for example, to order a repeat prescription?

- 8.1 Very easy
- 8.2 Fairly easy
- 8.3 Neither easy nor difficult
- 8.4 Fairly difficult
- 8.5 Very difficult
- 8.6 I don't have the NHS App
- 8.7 I do have the NHS App, but I haven't used it to contact the Practice

If you find it difficult, please tell us why

.....
.....
.....

Online Services

9. Which of the following online GP services have you used in the last 12 months?

By "online", we mean on a website or a smartphone App

Please tick all the boxes that apply

- 9.1 Registering with a GP Practice
- 9.2 Booking Appointments
- 9.3 Filling in an online form, such as eConsult, to give information about a health issue - for example, to ask for an appointment or advice?
- 9.4 Ordering repeat prescriptions
- 9.5 Finding out my test results
- 9.6 Accessing my medical records
- 9.7 Making an administrative request - for example, asking for a Fit note or updating contact details?
- 9.8 None of these

Overall experience of the Practice

10. Overall, how would you describe your experience of the Practice?

- 10.1 Very good
- 10.2 Fairly good
- 10.3 Neither good nor poor
- 10.4 Fairly poor
- 10.5 Very poor

Please tell us more about your experience

.....
.....
.....
.....
.....

Some questions about you

11. What is your gender?

12. How old are you?

Thank you for your time

Comments received in full

Q2: Overall, how would you describe your experience of making your appointment?

Positive comments

- Walked in and got appt with nurse straight away.
- Very nice lady made me an appointment.
- Using the link I was sent was very straightforward.
- The nurse did all the work - I just sat there!
- Easy and simple.
- Very prompt and quick appointment.
- Very polite and understanding, got the appointment I needed.
- Very helpful Receptionist.
- The Receptionist was empathetic to me asking for an appointment.
- Staff helpful and pleasant.
- Staff are always helpful and give good advice.
- I telephoned to make my appointment - I like to speak with a human!
- Receptionist very helpful and friendly.
- Really helpful, kind Receptionist helped me.
- No problem, very helpful.
- Never had a bad experience here.
- Lady on telephone was very helpful.
- Kind, friendly staff - very accommodating.
- It was quick and easy.
- I was given an option of an appointment earlier, but I couldn't attend due to work; staff member accommodated my limited availability.
- I was able to get an appointment on the same day.

- I had been referred to my doctor after an external appointment with another health professional and so went straight to the Medical Centre to book an appointment. They offered me one in less than a week's time.
- I have been booked in for a series of vaccinations - all have gone smoothly.
- I got an emergency appointment.
- Helpful and polite.
- Good care.
- Friendly and efficient.
- Excellent service.
- Excellent, caring attitude.
- Easy to do.
- Donna in the Treatment Room is fantastic - always kind and helpful.
- Call answered promptly and same day appointment.
- Bereavement of sibling, seen within half an hour - thank you.
- Always go above and beyond to help.
- All very straightforward and efficient.

Both positive and negative

- Receptionist was unable at first to find an appointment with a female doctor until July, but she called back within an hour with an appointment. I felt very looked after and like she had gone above and beyond.
- Put on hold, nine in front of me; when I got to number one in the queue, put back again - but when I got through all good.
- First phone call, no appointments available; second phone call, very good after symptoms explained - appointment found very quickly.
- This time my appointment was made by doctor, but usually experience is very poor.
- I was told to phone the next week when the rotas come out; I said I was happy to see any doctor, but told I had to see only my own doctor. I asked when I was likely to be able to see my own doctor and was told from mid-July (six weeks away). I was told that, if it was an emergency, I could phone the following day at 08:30 and say it was an emergency. When I did, I got an appointment with the Senior Paramedic - it was great.

Neither positive nor negative

- Quicker to do an eConsult than to telephone for an appointment.
- I was contacted several times to make the appointment as I was not immediately available.

Negative comments

- The long times one has to wait to see the doctor one-to-one.
- Takes too much unnecessary time on unhelpful information on the phone.
- Sometimes long delays to get through and speak to Reception.
- Sometimes it's too long.
- Just a long wait for a face-to-face appointment if not an emergency.
- It took a long time for the phone to be answered.
- It can be difficult to get an appointment sometimes, as so busy.
- I was in queueing system, but no appointments available, so I dialled twice and got to number seven in the queue - and then managed to get an appointment.
- Appointment cancelled twice because of doctor's illness.
- Letter arrived late, missed appointment.
- First available appt was 6 weeks.
- Called 3 times and there was no availability for 3 weeks.
- We were told there were no appointments and to ring for sit and wait, but, when we rang for sit and wait, we were told that the medical needs were not covered by sit and wait. It was very hard to get an appointment.
- Waiting time for appointment is very poor.
- The Receptionist was rude and not very helpful.
- Poor information and advice about how to make a walk-in appointment.
- Appointments are never available - had to go to hospital.
- Took ages to get through on the phone.
- My doctor asked to see me face-to-face; after trying for three weeks for availability, I made an appointment with his Registrar.
- Bit of a long wait on the phone.
- I have waited over a month to see my doctor - I was continually being pressured into a telephone consultation, having been told by the Practice Nurse I needed a face-to-face appointment.
- Had to wait more than a month for the appointment (it was a routine blood test after giving birth).
- For three weeks in a row, I was told to call back next week to see if there was any availability (time critical postnatal check)
- Almost 2 months to wait was a surprise. Shocked!

- Computer system in Treatment Room out of action, so couldn't alter my appointment.
- I wanted to be given a date for my steroid injection (as I have been on the list for 2.5 months without a date); I was told to see the GP Registrar, who said he couldn't do anything about getting an appointment.
- I was told it was either an emergency or no appointments available for at least a month. How do you know if you are going to feel ill 30 days in advance? I felt ill, in pain with bloating and a guppy tummy for four weeks - no appointment available. Not good enough!

Q6: Generally, how easy/difficult do you find it to contact the Practice on the phone?

Reasons given for why people found it difficult

- A long time waiting.
- Difficult - because they barely have availability.
- Busy.
- Busy line.
- Can take a while in queue.
- Either phone not answered or just takes ages before it is answered.
- Hard to get through in the morning.
- Have to hang on for ages to be answered, then no appointments for a couple of weeks with own doctor.
- I avoid ringing at busy times.
- I kept ringing back until they answered.
- I was on hold for over half an hour and then gave up!
- OK if you pick a quiet time!
- It is necessary to ring at 8:30am sharp.
- Lines are very busy.
- Lines engaged; waiting.
- Long wait to get through.
- Often a long wait.
- Often a long wait.
- Phone is very busy in the mornings.
- Phoned at 8:30 and eventually message said phone back later.

- Takes a long time to answer.
- Very dependent on the time of day.
- Very, very difficult. Huge wait in line on the phone. Told off if you go into the Practice directly because you can't get through on the phone!
- Waiting - and having to listen to information too well-known.
- Waiting in a queue.
- You do have to phone at 8:30 on the dot.
- 8.30 rush.
- Always a long queue on phone.
- Always engaged.
- Long queue, too many options to choose from, if limited cognition.
- Phone line can be busy.
- Quite difficult to get through on phone in mornings.
- Waiting to get through. Irritating info - I know I can go to a pharmacy.

Q7: Generally, how easy difficult do you find it to contact the Practice using their website?

Reasons given for why people found it difficult

- I use the NHS App.
- I can't use a computer, so really on the phone.
- Doesn't seem to recognise me, so I have to change the password - so I don't bother with this.
- Doesn't show all my prescriptions, even though I have asked for that to be corrected.
- eConsult could be displayed better.
- Fails - for me.
- I don't do anything on the website.
- I find technology too difficult.
- I have no login details.
- I prefer to come into the Surgery.
- I think it should be more obvious where to go online.

- I use the NHS App.
- Not used to website.
- Not very good with computers.
- Technology avoidance.
- Usually can only order via pharmacy.
- No internet.

Q8: Generally, how easy/difficult do you find it to contact the Practice using the NHS app?

Reasons given for why people found it difficult

- Easy to order for my husband (I'm his Carer), but my App is not updated with progress.
- I can't get logged in half of the time.
- I don't have a suitable phone to use the App.
- I prefer to speak to someone.
- I tried the NHS App, but find it to be too difficult to fill in. Far too complicated.
- No computer.
- Technology avoidance.
- There isn't usually an option, and it says to call.
- When I tried to order my prescription, half of things were not listed.
- No internet.
- Not set up.

Q10: Overall, how would you describe your experience of the Practice?

Positive comments

- More than satisfied with my experience at the Surgery, both appointments and telephone calls with Doctor.
- I think we have a good service, all things considered.
- Helpful.
- Good doctors and nurses - kind, understanding and professional.

- All very helpful.
- Staff are always efficient and friendly.
- Reception staff are always very helpful, and I always feel listened to.
- Prompt and helpful.
- Excellent, never had any problem.
- Always find the staff are friendly, helpful and professional. Appointments and consultations are always timely.
- The Paramedic is an excellent listener, very efficient and knowledgeable. A credit to the Practice. Excellent choice when Doctor not available.
- Staff are lovely and very helpful.
- Overall, very good and efficient.
- Not the best time for me to do this today as just a routine blood test, but on the rare occasions when I or my husband called with worrying symptoms, we have usually been seen the same day.
- Never had a problem - my doctor is an absolute star.
- I was particularly impressed by my GP, taking a real interest in my test results and researching the cause.
- I have not had any negative experiences. Always helpful.
- I have moved from Chelsea recently and have found the quality of the service here to be excellent.
- I have found it straightforward to book appointments for many years, especially emergency ones.
- I have always had great advice and treatment over a period of 30 years. Long may it continue.
- I generally find it easy to get an appointment when I need one, and I found the staff very helpful.
- I find the Swanage Practice accessible and helpful.
- I always get all the help I request, even getting fitted in when there are no appointments available.
- Good appointment system. Caring and listening Receptionists. Very organised.
- Go over the top to help.
- Generally, I think the Practice is very good. My experience has been positive and I feel like I have had my health needs properly met.
- For the last few years, all contact has been excellent.
- Fantastic service - we are very lucky.
- Excellent. My appointment at 4:20 pm was on time. The medication was successful - I will complete the course. The doctor I saw was extremely polite and very helpful. I could not be more pleased.
- Excellent experience.

- Broadly positive.
- Brilliant service.
- Always very helpful and friendly.
- Always very helpful.
- Always helpful, will go out of their way to try and make appointments as soon as possible. Lovely with my children. Understanding.
- Always found it perfect for me.
- All excellent, considering the NHS staffing problems.
- The Practice, at every point, has been fantastic to my family. I couldn't ask for better care.
- The staff worked very hard, and I appreciate that. I think it is a two-way relationship.
- Today, I have been seen on time!
- We think it has improved recently.
- When I, or my two girls, struggle with something, generally speaking I get help.
- Always helpful and efficient.
- My doctor is fantastic.
- Easy to get blood tests, easy to get a sit and wait appointment, easy to order online prescription.
- Staff always friendly and helpful.
- Very helpful and informative.
- My doctor is an excellent GP, who always follows through.
- My doctor is great!

Both positive and negative comments

- Easy to get an appointment, although not always with my doctor - but usually someone will see you.
- We don't like using apps or websites, as it is not as straightforward as implied. We prefer to phone as it's quicker and more direct and personal.
- Great on this occasion, but my partner and family members have struggled to get appointments that are timely, which is concerning.
- Once you get in, they are fine.
- Always pleasant staff and very friendly. Only one that is borderline rude and condescending.
- Staff very good - but I recently moved here and, in my previous location, I got appointments much more quickly.
- Sometimes a long wait for appointment - but, if necessary, I can see someone else.

- Overall, pretty good - although it was too long for a suspicious mole appointment at seven weeks.
- Online could be better, but all the staff are lovely and helpful.
- GP is excellent, but I sometimes have difficulty with the Reception staff.
- Excellent! I do wish all Reception staff knew how to add dependents to the NHS App.
- Apart from the wait for the appointment, all staff are lovely and helpful. Most would help more if they could.
- Always very helpful, although it is sometimes difficult to see my own doctor.
- All kind, helpful and professional. Occasional hiccup, but generally good. Wait time for appointments is bad - but unavoidable.
- The telephone to Reception is usually good to make appointments, though sometimes very busy. Staff are mostly helpful, friendly.
- Staff nice and kind. Sometimes it takes time to get an appt with my Dr and I give up.
- Usually fairly good, sometimes a long wait.
- Friendly staff, just the time to wait for blood test was disappointing.
- On the whole very good, but there have been some issues - but no time or space to discuss here.
- The best day to telephone the Practice is a Thursday - seems less busy. There is a long wait to see the doctor, sometimes four weeks or more. In an emergency appointments are quick - if I can get on the list.
- Generally, very good - considering how busy the Practice is. Can be frustrating when trying to book asthma or prescription reviews and no dates are available.
- The people are very friendly, but it often takes a long time to get an appointment - ie nothing available for over a month. However, in an emergency, I'm sure they would find an earlier one.
- I find the telephone app ridiculous. Face-to-face is good. Blood clinic very good - when the appointment is made by them.
- Generally, very good, but sometimes problems with blood test appointments for Poole Hospital.

Negative comments

- The telephone lines are too busy, and appointments do seem to be a long way away, especially for chronic conditions.
- On one occasion, waited 45 minutes to be seen, and, as I walked in to see the doctor, she said "Chair" - a bit like Doc Martin!
- Difficult to see nominated doctor at short notice
- The biggest problem is always long waits on phoning in for information or appointments
- Phone access needs to be better when trying to make sit and wait appointments
- At times it's very difficult to get through or to get an appointment as fully booked

- The doctors are not responsible for long waiting times. Orthodox mental and physical health practitioners of all kinds need to learn about the latest research into the nature of trauma for healing practices.
- Not enough staff- as with everywhere!
- On a separate experience, I had to wait over two months to have a blood test, which was required to take place one month after giving birth. I was told repeatedly that there was nothing sooner, despite me explaining that it needed checking due to low haemoglobin and iron.
- I could not book an appointment at all - told to ring weekly to see if GP appointments have been released. I had to go for an emergency one, although my condition wasn't, due to no idea when I could see GP.
- Really hard to get an appointment with my doctor and have to wait pretty long, which is bad.
- I recently moved to the area from another county and healthcare trust. Shambles! No records, no communications. Can't access each other's records. Existing NHS referrals need to start from scratch! It's not 1825, it's 2025!
- Great difficulty getting through on the phone at times - numerous calls often needed to get through.
- Sometimes it can take a long time to make appointments, and even longer to see my own GP (seen her four times in almost four years!)
- Not everyone at the Practice is fully focused on the customer. For me, a defensive attitude or "too busy" meets a request or a situation.
- It would be better if we didn't have to wait so long for Appointments
- It is the administration that is a complete failure. I now know three families who have moved from Swanage specifically due to the dreadful so called "service" supplied by Swanage Medical Practice.
- it is quite frustrating when appointments are cancelled and then rebooked without communication for four weeks later.
- I understand the NHS is struggling, but I feel nervous for my future care (as an elderly lady with multiple health issues). I know you are all doing all you can and trying to do your best.
- English is not my first language. Previously found it very difficult to ring Practice - and also a long wait to be answered.
- Constantly getting things wrong!
- Cannot get appointments with GP. Long waiting times or just telephone consultations available. I think I need face-to-face for certain medical issues.
- This comment is based on some of the doctors I have seen who I felt have just fobbed me off.
- This morning was very frustrating - I was not told I needed to book in at Reception for physio appointment - I had a prior appointment with Dr, which I booked in for, then waited for 30 minutes in waiting room, but not called.
- Very difficult to access appointments.
- Very difficult to get a GP appointment.
- Waiting times are bad.

- Can't get appointment, info has not been passed onto hospital, follow ups and referrals have not been done.
- Have some difficulties explaining an "emergency" to receptionist. It's not life or death but nearly!
- It is difficult to make appointments when no appointments on offer for one month. Everybody in Swanage is complaining about it. Has been the same for over five years and not changed in that time. In my last doctors. in Surrey, there was standing room only and yet you could always get Appointments. Waiting room here - nearly always very few people around. Empty.
- I often have a need for sit and wait, which is not good.
- Takes far too long to get to see your own doctor.

Neither positive nor negative

- Just moved to Swanage - too early to tell.
- This is my first time visiting the Practice.