

NEWS

Highs and lows of district's GP performance revealed

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Are you getting the best healthcare available, or is your doctors' surgery not performing as well as it should?

North Somerset's surgeries have been ranked in NHS England's GP Patient Survey 2017, with patients having their say on their healthcare services.

Times reporter Sam Frost has sifted through the data to identify the key issues concerning patients.

The survey

NHS England canvassed patients from January to March, asking a range on questions linked to the performance of their GP surgery.

From the survey results, the Times filtered through the data to select five key categories covering confidence and trust in medical professionals, waiting times and appointment availability at the nine surgeries in the Times patch.

The vast majority of patients were able to get an appointment when they wanted, with 82 per cent getting an appointment the first time they called - compared to just six per cent who were unable to book an appointment at all.

Across the nine surgeries, most patients (70 per cent) said they 'definitely' have confidence and trust in their GP, with only three per cent saying they have no trust in their doctor.

Similarly, two thirds of patients (65 per cent) said they 'definitely' trust their nurse, while only two per cent said they had no trust at all.

The top-performing surgery in the survey was Heywood Family



GP surgeries have been ranked in new NHS England survey. Picture: GETTY IMAGES

Practice, in Pill, ranking in the top three in all five key categories.

Portishead Medical Group was also highly commended by its patients, making the top three in four categories.

But patients at Clevedon Medical Centre seem less satisfied, with the surgery receiving a bottom-three ranking in all key categories.

Long Ashton Surgery, too, struggled in the survey - placing in the bottom three four times - while Harbourside Family Practice ranked in the bottom three in three categories.

Expert's view

Eileen Jacques, chief officer of Healthwatch North Somerset, said 'most people in North Somerset report a good overall experience of their GP surgery'.

She added: "However, access to appointments continues to be difficult for a sizeable number of people, for example, 29 per cent of local people said it was not easy to

access their GP surgery on the phone and eight per cent reported they could not get an appointment.

"The majority (61 per cent) of responders to the survey were of working age and of those, 31 per cent said they could not leave work for an appointment, therefore access to GP appointments for this group of local people could be challenging.

"A number of people proposed additional opening hours notably before and after working hours and Saturdays."

Ms Jacques told the Times she was 'surprised' by the lack of awareness of online GP services 'in the light of the difficulties for some of getting through on the phone'.

She added: "The development and promotion of online services by GP surgeries may ease some pressure for patients who find it difficult to access their surgery by other means.

"GP surgeries are the first service that most people access

Confidence and trust in nurse

Rank	Practice	Yes, definitely (%)	Yes, to some extent (%)	No, not at all (%)	Don't know (%)
1	Heywood Family Practice	77	14	0	9
2	Portishead Medical Group	72	17	5	6
3	Mendip Vale Medical Practice	70	23	1	6
4	Nailsea Family Practice	69	21	0	10
5	Harbourside Family Practice	68	18	1	13
6	Sunnyside Surgery	66	19	0	15
7	Backwell Medical Centre	65	16	0	19
8	Long Ashton Surgery	58	25	2	15
9	Clevedon Medical Centre	43	33	5	19

Impression of waiting times

Rank	Practice	Don't normally have to wait too long (%)	Have to wait a bit too long (%)	Have to wait far too long (%)	No opinion (%)
1	Heywood Family Practice	71	13	3	13
2	Portishead Medical Group	65	21	5	9
3	Sunnyside Surgery	65	24	3	8
4	Nailsea Family Practice	63	23	8	6
5	Backwell Medical Centre	61	21	10	8
6	Long Ashton Surgery	56	28	4	12
7	Harbourside Family Practice	52	20	13	15
8	Mendip Vale Medical Practice	49	26	11	14
9	Clevedon Medical Centre	41	40	11	8

when they have a health problem and they are also the access point for many other health services as often GPs must provide the referrals.

"We are aware of the increasing

pressures on health services and note that despite these pressures North Somerset GP Practices continue to provide a service that the majority are happy with."

Able to get an appointment to see or speak to someone

Rank	Practice	Yes (%)	Yes, but had to call back closer to time (%)	No (%)	Can't remember (%)
1	Backwell Medical Centre	93	3	4	0
2	Mendip Vale Medical Practice	90	4	2	4
3	Heywood Family Practice	88	4	6	2
4	Portishead Medical Group	84	8	5	3
5	Nailsea Family Practice	84	8	6	2
6	Harbourside Family Practice	81	5	8	6
7	Long Ashton Surgery	77	11	11	1
8	Sunnyside Surgery	75	14	8	3
9	Clevedon Medical Centre	64	22	8	6

Overall experience of GP surgery

Rank	Practice	Very good (%)	Fairly good (%)	Neither good nor poor (%)	Fairly poor (%)	Very poor (%)
1	Sunnyside Surgery	65	27	7	1	0
2	Heywood Family Practice	59	33	6	2	0
3	Portishead Medical Group	57	40	1	1	0
4	Backwell Medical Centre	56	40	2	3	0
5	Nailsea Family Practice	51	46	2	1	1
6	Mendip Vale Medical Practice	44	45	9	2	0
7	Clevedon Medical Centre	39	45	8	9	0
8	Harbourside Family Practice	37	43	13	7	0
9	Long Ashton Surgery	35	45	16	4	0

Confidence and trust in GP

Rank	Practice	Yes, definitely (%)	Yes, to some extent (%)	No, not at all (%)	Don't know (%)
1	Nailsea Family Practice	79	18	1	2
2	Heywood Family Practice	78	19	3	0
3	Portishead Medical Group	75	22	1	2
4	Backwell Medical Centre	70	26	3	1
5	Mendip Vale Medical Practice	69	27	1	3
6	Sunnyside Surgery	68	28	2	2
7	Long Ashton Surgery	67	30	1	2
8	Clevedon Medical Centre	63	21	6	10
9	Harbourside Family Practice	62	33	5	0