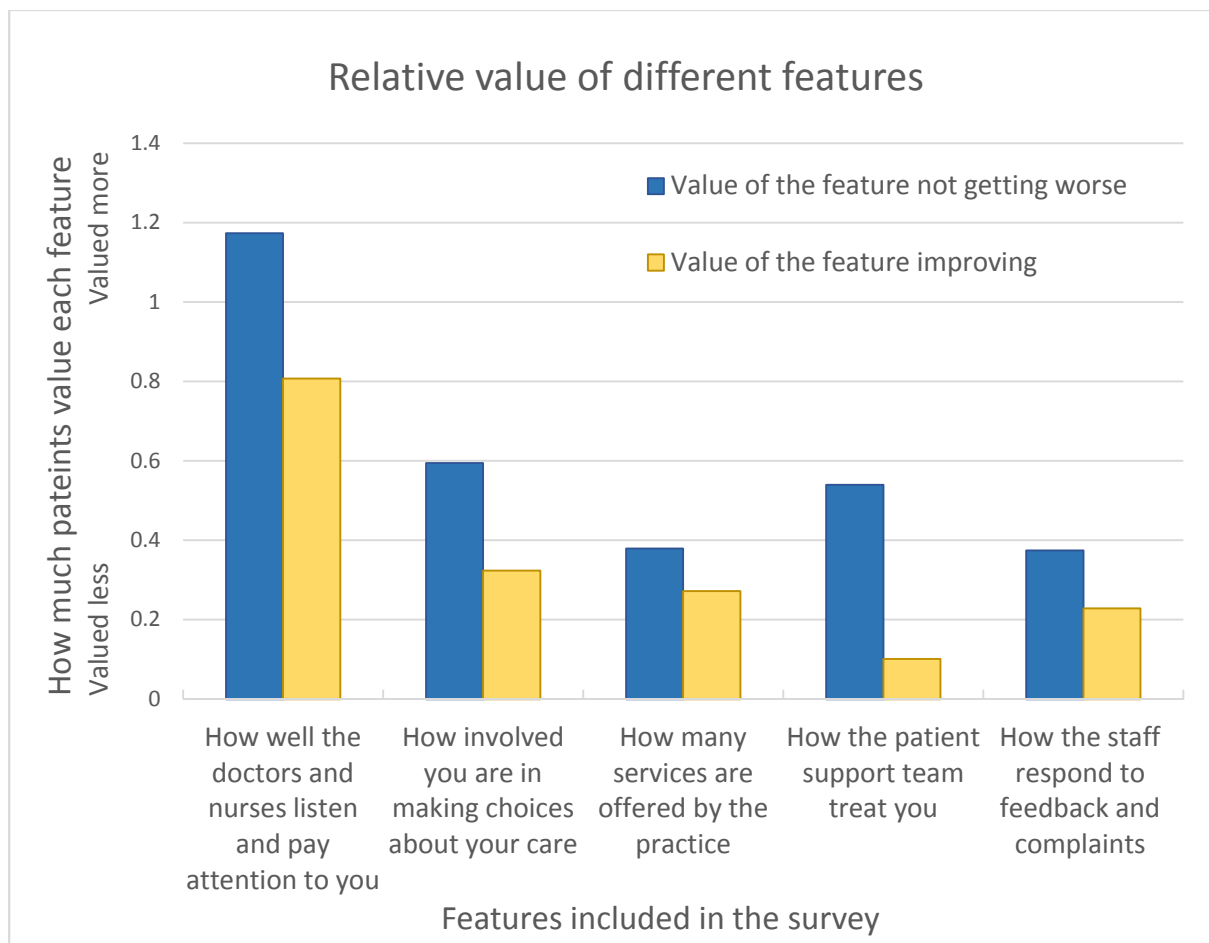# Prioritisation survey results

Who took part?

- 333 people completed the survey.
  - 160 people completed it online after getting a text message from the practice.
  - 115 people completed a paper version handed out in the waiting room.
  - 58 people voted in a ballot box in the waiting room.
- 52 was the average age of people who completed the survey. The oldest person was 91 and the youngest was 10.
- More women (66%) than men (44%) completed the survey.
- Most people were White (63%), Black (17%) or Asian (12%).
- Most people had a University degree (60%).
- Just over half (58%) of the people had a long term condition.
- Most people were either extremely likely (40%) or likely (41%) to recommend St Martin's Practice to friends and family.
- People who completed the paper version of the survey were younger, less educated, and less likely to be White, than people who completed the survey online or by voting.

What features did the population of St Martin's Practice Value?

Main result

- The feature patients at St Martins Medical Practice value most is "How well the doctors and nurses listen and pay attention to you".
- Patients value this feature not getting worse, and improving, more than they value any other feature. This feature is really important to patients.
- The second feature patients value is "How involved you are in making choices about your care".

From the graph you can see that the blue sections are all bigger than the yellow sections. This shows that generally people value things not getting worse, more than they value improvements.

Other results

- Patients who have good experience of the practice are more likely to value features not getting worse, rather than improvements.
- Patients who do not recommend the practice are more likely to value improvements, rather than features not getting worse.
- Black and minority ethnic patients valued features differently to White patients. This may be because they rate their experience lower.
- Patients with long term conditions valued features differently to those without long term conditions.

Free text comments

159 of the 333 people who completed the survey made free text comments.

There were positive and negative comments.

Comments were about the different features in the survey (see graph), but also about the following things:

- Appointments out of hours
- Waiting time for an appointment
- Being able to see the same GP
- Longer appointments
- Difficult appointment system
- Not getting through on the phone
- Type of appointments (online, email)
- Late running clinics
- Administration issues
- Patient centred practice
- Car parking
- Waiting room issues
- More male GPs
- Patient group issues