

## National GP Survey Action Plan

### GP PATIENT SURVEY

Results from the 2022 survey

# Olive Family Practice



#### Practice details

##### Olive Family Practice

The Pikes Lane Centre, Deane Road,  
Bolton BL3 5HP

Y03366 Practice code

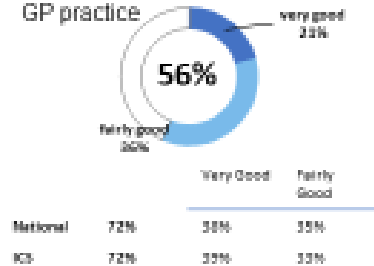
**533** surveys sent out

**98** surveys sent back

**18%** completion rate

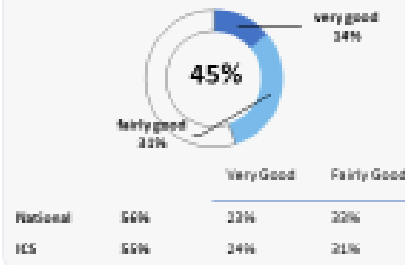
#### Overall experience

##### Good overall experience of this GP practice

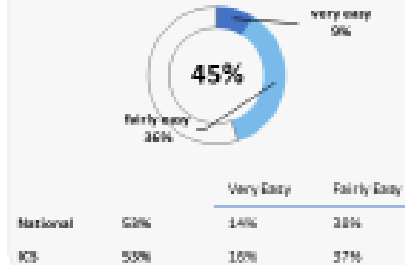


#### Accessing the practice

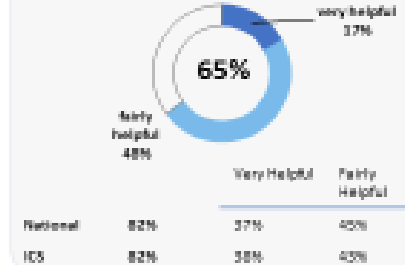
##### Good overall experience of making an appointment



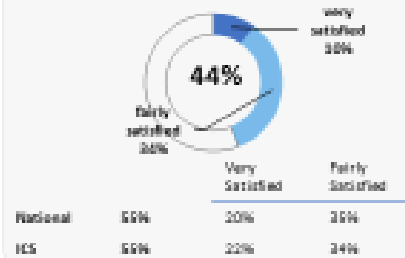
##### Easy to get through to this GP practice by phone



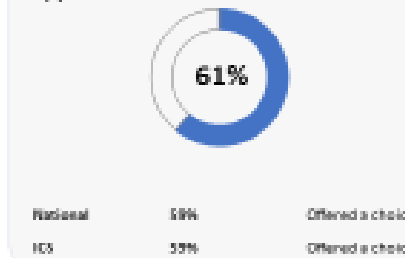
##### Helpfulness of receptionists at this GP practice



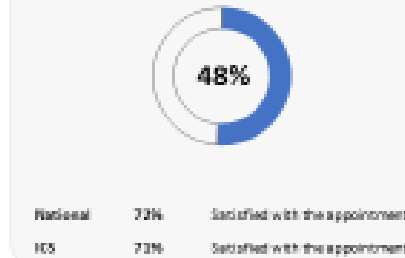
##### Satisfied with the general practice appointment times available



##### Offered a choice of appointment when last tried to make a general practice appointment



##### Satisfied with the appointment offered



① Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

For more information about this practice, please go to: <http://gp-patient.co.uk/PatientExperience/practicecode/Y03366>



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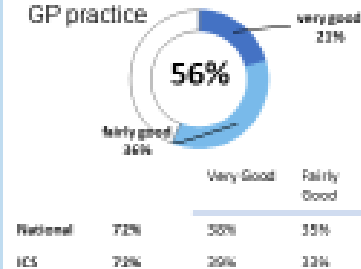
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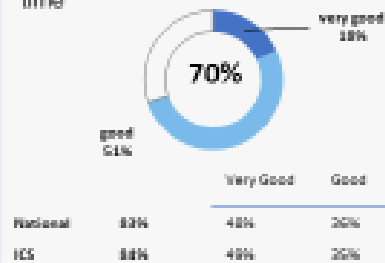
## Overall experience

Good overall experience of this GP practice

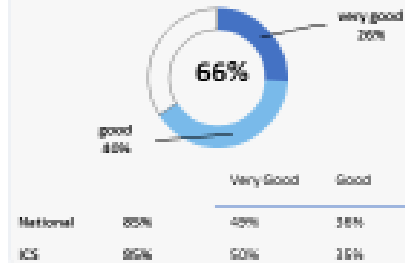


## Appointment experience

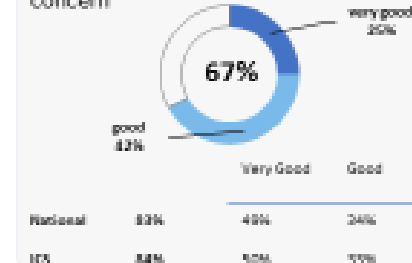
The healthcare professional was good at giving the patient enough time



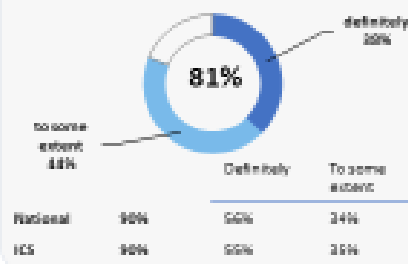
The healthcare professional was good at listening to the patient



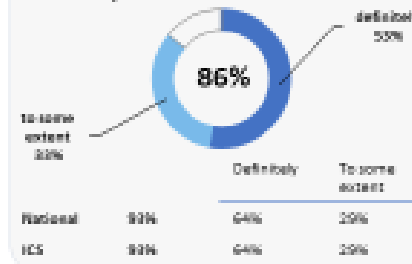
The healthcare professional was good at treating the patient with care and concern



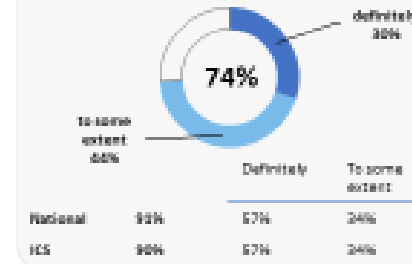
The patient was involved as much as they wanted to be in decisions about their care and treatment



The patient had confidence and trust in the healthcare professional they saw or spoke to



The patient's needs were met



Comparisons with National results or those of the ICS (Integrated Care System) are indicative only, and may not be statistically significant.

Data by Ipsos

For more information about this practice, please go to: <https://gp-patient.co.uk/EnterScore.jsp?GPpracticecode=03066>



### **Positives**

86% of patients had confidence and trust in the healthcare professional they saw or spoke to. 45%.)

### **Negatives**

Only 45% of patients found their experience of making an appointment good or very good.

Only 45% of patients found it easy or very easy to get through to the practice by phone.

Only 65% of patients found the receptionist at the practice helpful or very helpful.

Only 48% of patients were satisfied with the appointment offered.

### **Practice Actions**

The practice has now introduced weekly admin and clinical team meetings to ensure patient feedback and complaints are discussed and lessons learned. All staff now have monthly 1-2-1s and feedback is encouraged from all parties.

The practice manager has had installed an updated telephone system to allow all team members to answer the phones at all times including the manager. A new queueing system will also be installed in October 2022 which will help patients to contact the surgery.

The surgery has also recruited a new pharmacist and female GP (4 sessions) to improve the quantity of appointments offered.