

Friends of Davenport House Service Survey - 2025

How would you rate the following:	2024	2025	Commentary - 2025	Commentary - 2024
The Appointment Booking processes	5.22	6.31	Glad that improved with the new telephone system, however, it is a recurring theme of focus areas for the PPG and the surgery to improve the booking process - from initial engagement, availability of appointments and receipts of feedback SMSs	Expected results as telephone booking system was not working properly. Subsequent improvements have been seen / experienced since the system upgrade with commentary received from both patients and reception staff that the calls can be handled more efficiently and effectively to improve the experience. We will, however, be examining the other systems available to patients to book appointments including the triage system, the NHS app and NHS connect
The NHS App to order repeat prescriptions, view your health records, book appointments, etc	7.08	7.86	Pleased to see improved use and score. Still a lot of people unfamiliar with the capability of the system and then of course, there is the issue of access to Smartphones for a range of the population	Need to encourage more use of this method - aware that there is varying degrees of 'acceptability' at the moment
Reception Team	8.00	7.82	Surprised to see this reduced in score as the working environment has improved and temperament of many patients has improved (previously frustrated by the telephone wait prior to the upgrade). Will evaluate further with the practice	Should hope to see an improvement in next years survey as the situation is pretty arduous due to the poor telephony
Clinical Care at the practice (non-GP including nursing and other staff)	8.79	8.53	General continuity of scoring - will evaluate the specific responses further with the practice to see if any specific points that could be addressed	Patients are typically pleased - once the appointment is confirmed / attended. Impact of PCN being considered
Clinical Care at the practice (GPs)	8.24	7.87	General continuity of scoring - will evaluate the specific responses further with the practice to see if any specific points that could be addressed	Surprised that this is not higher, however, there appears still a high degree of expectation to have a unique, allocated GP. Unsure if results reflect this or poor quality of knowledge or care. Will evaluate with surgery

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The efforts of Friends of Davenport Trustees / Patient Participation Group (PPG)	7.48	7.32	Somewhat skewed by a number of low scores "don't know what you do" - so would therefore suggest more communications are required, however, this is a regular feature of the Quarterly bulletins and the AGM talks (only attended by 35 people this year of 1500 on the mailing list of the 12,000 patients under care by Davenport).	<p>Somewhat disappointed to have received such a low average score, however, perhaps somewhat skewed by 11 answers with scores of 1-5 with commentary - 'No personal experience of they are involved or what they do' or 'I would like to see the PPG taking more positive action, and certainly report the results of discussions with the practice staff'.</p> <p>There is obviously more work to do with the practice to change / influence what they do, but there is also more to be done to communicate what we do. There is positive feedback recieved by the practice, but obviously there are some in the community that feel that we don't have any influence at all. We would encourage anyone with those sentiments to write to the Chair, Simon Speirs, to discuss what more could be done. It should be recognised that PPG volunteers / Trustees of the Friends of Davenport House Charity meet approx 8-10x per year with the</p>
Ideas for Improvements			Most popular themed answers were to improve the booking process - specifically to 'bring back' online bookings. Other suggestions included being able to request a specific GP and prioritise more vulnerable members of the community. Several members wanted a focus on supporting the Red House and perhaps extending Blood services into the practice. Will be working with the Practice and feeding back through the Bulletins during remaining course of the year to the AGM	
Spend Ideas			Very few specific spending ideas - more ideas shared for 'improvements' to services. Ideas ranged from fixing the downstairs toilet (was done), supplying a watercooler (evaluated in 2024 and not accepted by practice as working solution), acquiring a Doppler machine and / or putting a BP/weighing scales in reception. Will be looked at with practice. Would always suggest more ideas please as we have larger sums held in the bank than ideas that can be generated	