

Your NHS Wales Experience Patient Survey 2022-23: Summary of Results

Llangollen Health Centre took part in the Your NHS Wales Experience patient survey between 17.10.2022 and 04.01.2023. We gathered responses using the following methods:

- QR code linked to a MS Forms document publicised on our Facebook page and on our website
- URL linked to a MS Forms document publicised on our Facebook page and on our website
- Paper-based copies of the survey available on reception and in clinician's rooms

292 responses were received in total. 42 of these were paper-based.

242 responses related to an experience within the last 6 months, 30 to an experience within the last 6 to 12 months, 14 to an experience within the last 12 to 24 months and 6 responses to an experience more than two years ago.

The survey asked a total of 11 questions related to the patient's most recent healthcare experience. These questions mostly had 4 options and patients were asked to tick the answer that best described their experience. Some of the questions had a 'not applicable' option. The second part of the survey consisted of 7 equality monitoring questions.

Each question and the available options are listed on the following pages. The table shows the number of respondents who selected each option. The pie chart shows the responses in terms of a percentage of the total number of responses.

Action Plan

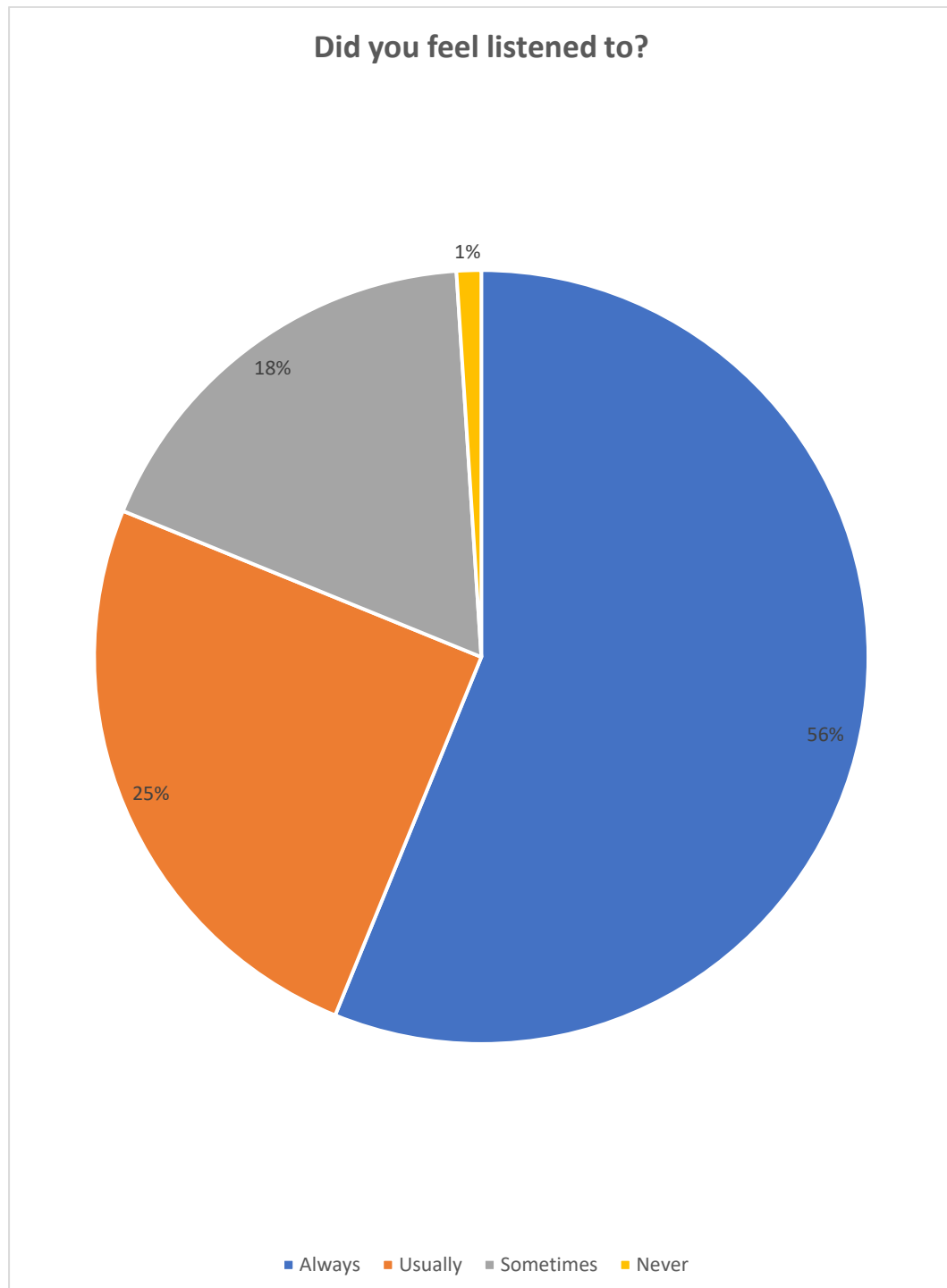
Based on the feedback we have received from this survey, Llangollen Health Centre will:

- put a flag on the records of hard of hearing patients so that they are automatically offered a face to face appointment
- look at digital ways of communicating test results to patients
- make it easier for patients to find the link to Accurx on our website
- produce a communication campaign to help our patients understand why we use a telephone-first approach

Patient Experience Results

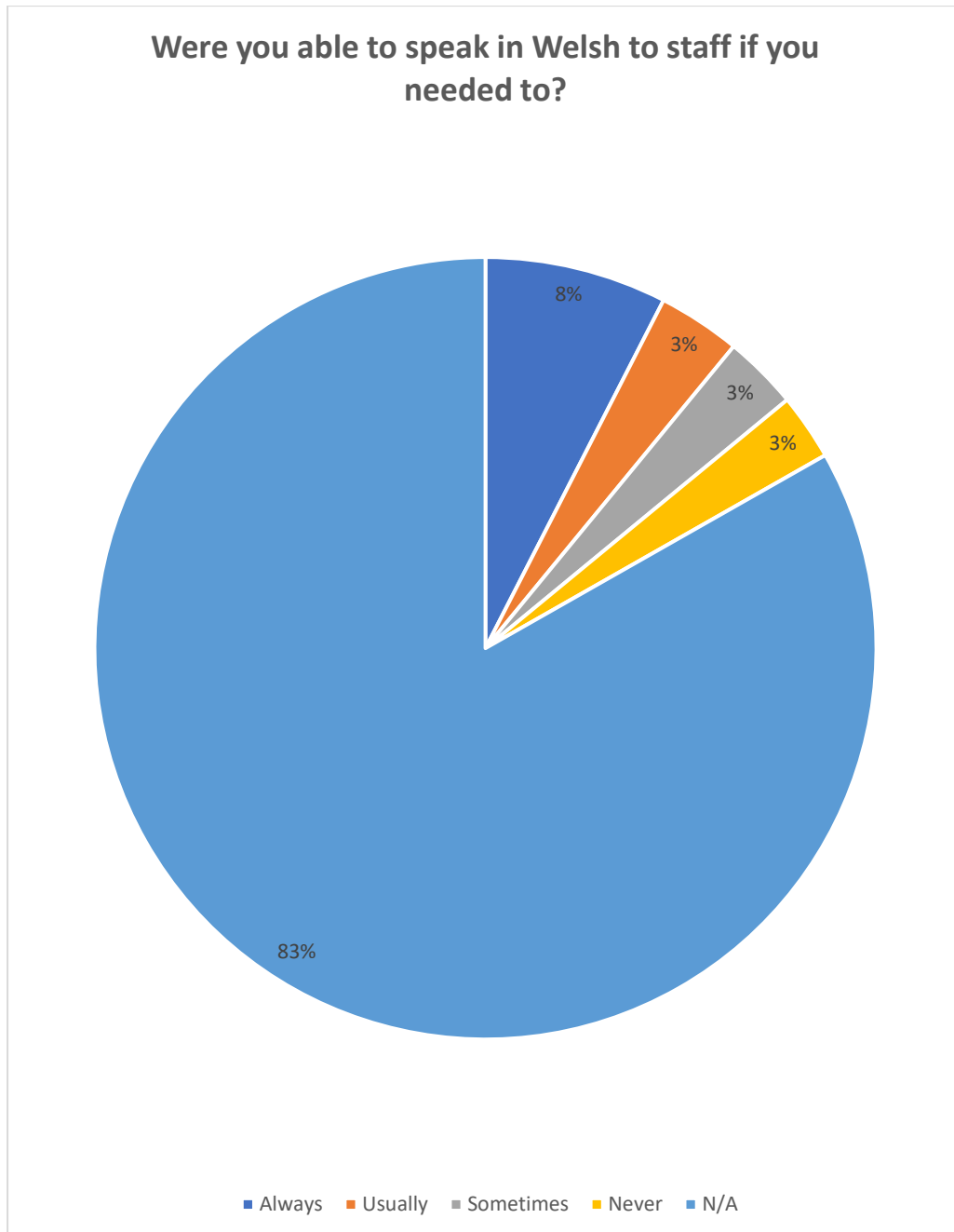
1. Did you feel listened to?

Options	No of respondents who selected this option
Always	164
Usually	73
Sometimes	52
Never	3



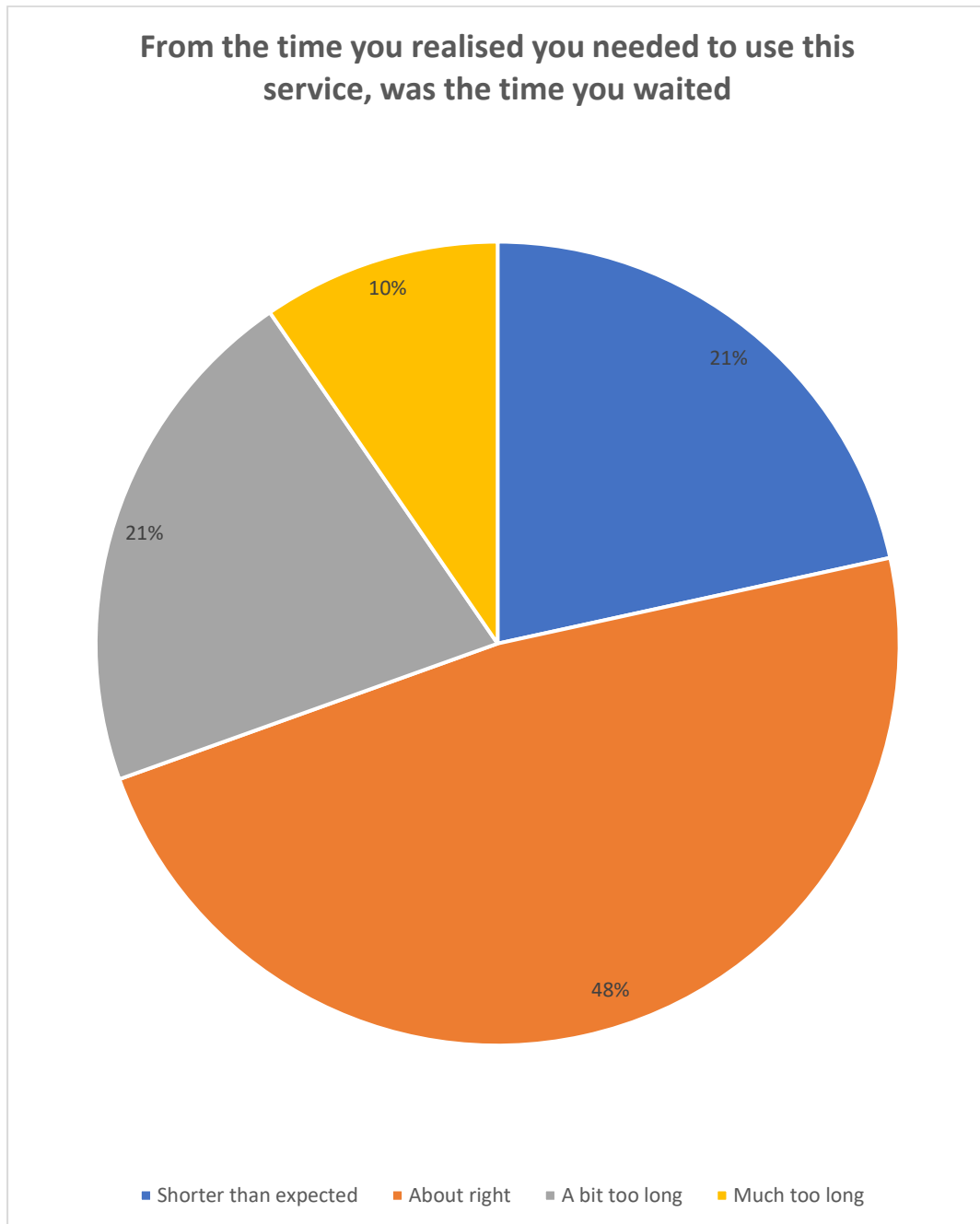
2. Were you able to speak in Welsh to staff if you needed to?

Options	No of respondents who selected this option
Always	22
Usually	10
Sometimes	9
Never	8
N/A	243



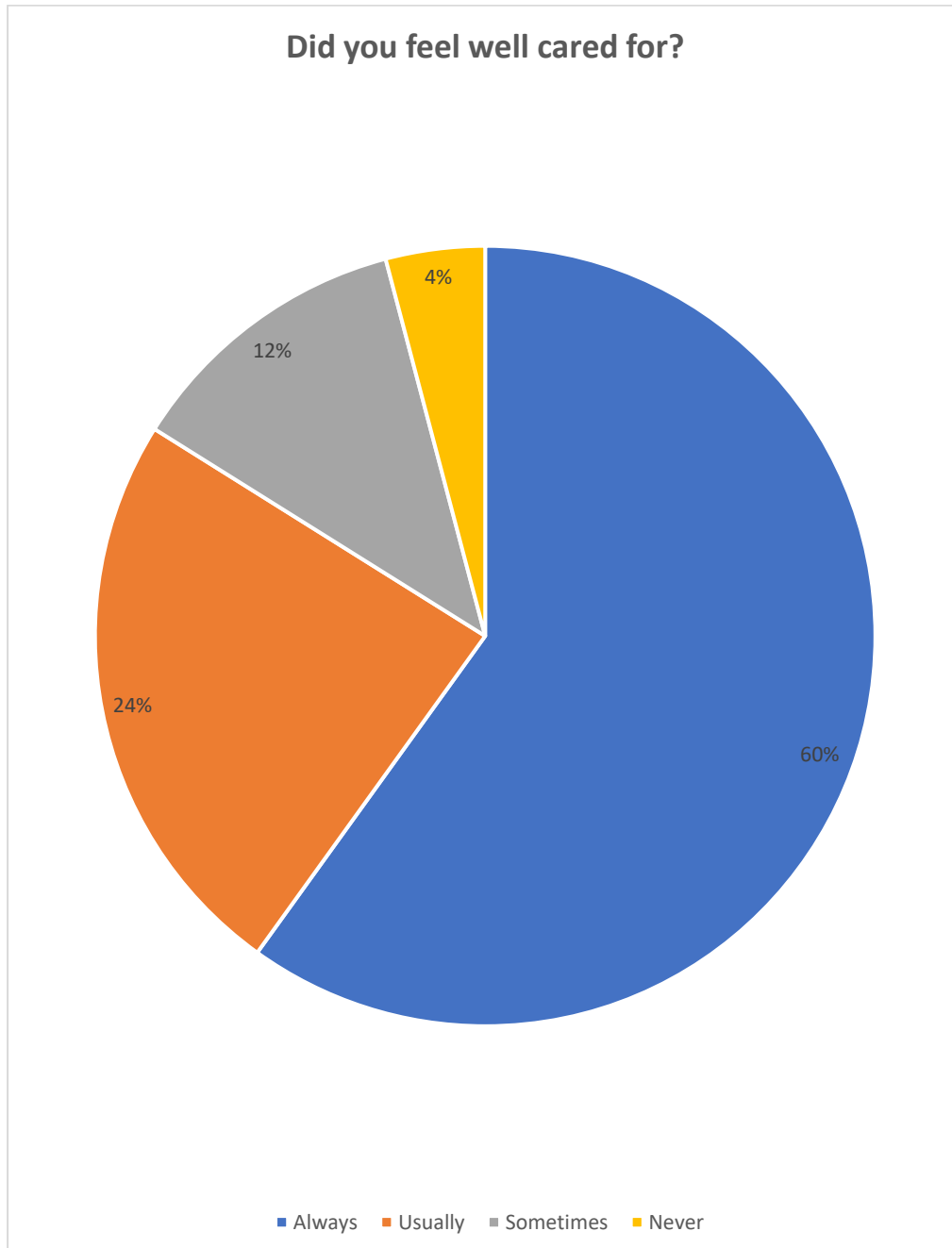
3. From the time you realised you needed to use this service, was the time you waited

Options	No of respondents who selected this option
Shorter than expected?	63
About right?	140
A bit too long?	61
Much too long?	28



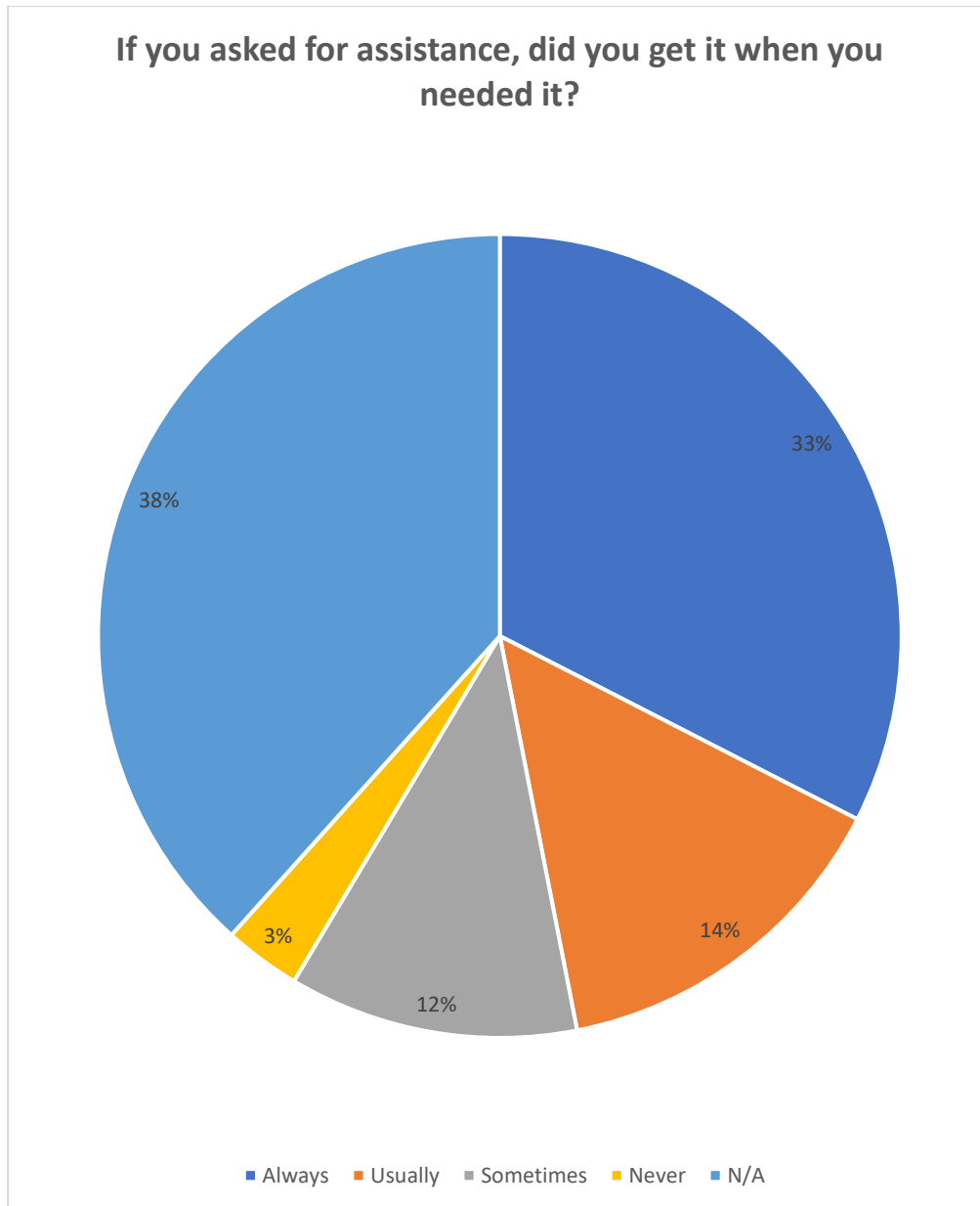
4. Did you feel well cared for?

Options	No of respondents who selected this option
Always	175
Usually	70
Sometimes	35
Never	12



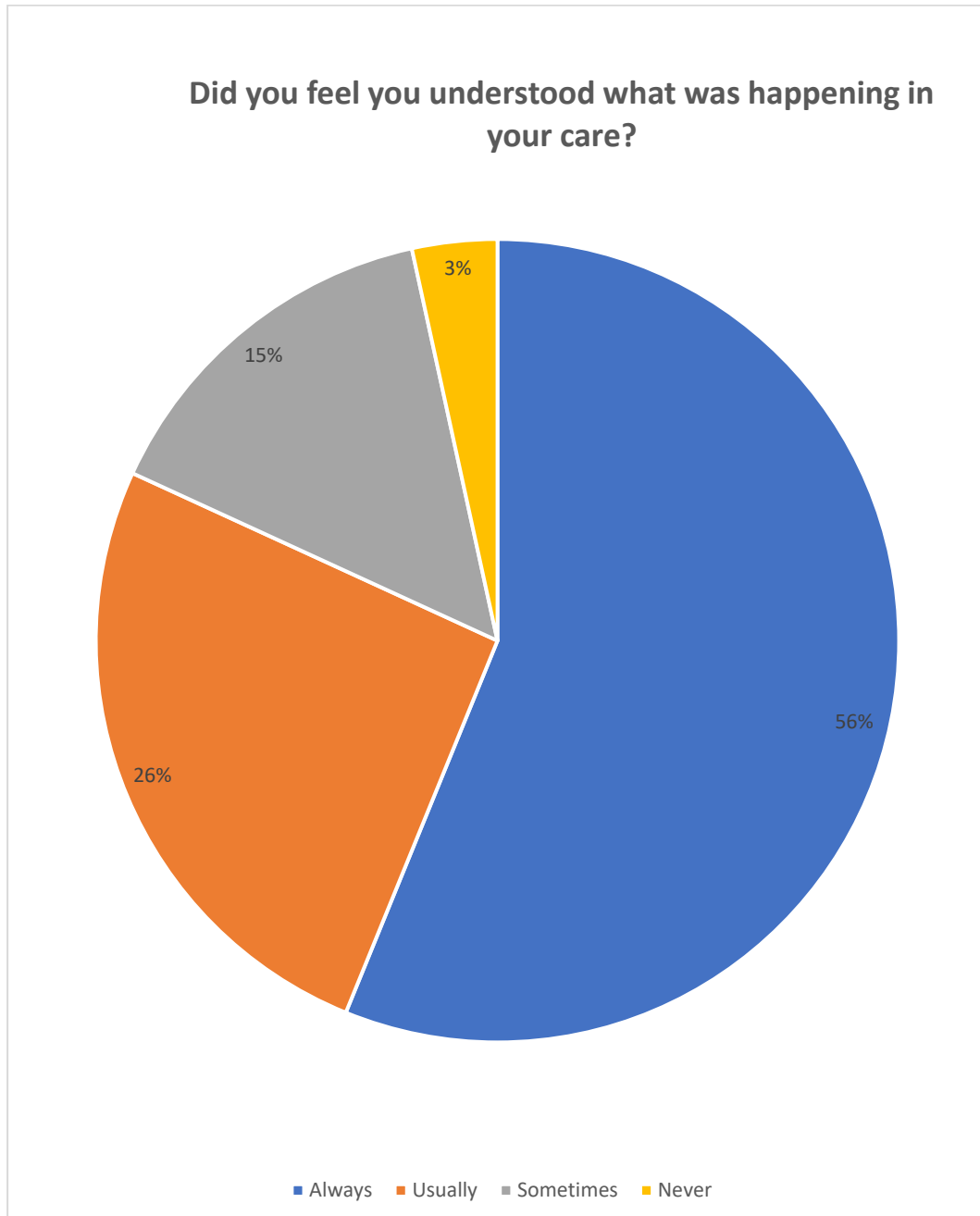
5. If you asked for assistance, did you get it when you needed it?

Options	No of respondents who selected this option
Always	95
Usually	42
Sometimes	34
Never	9
N/A	112



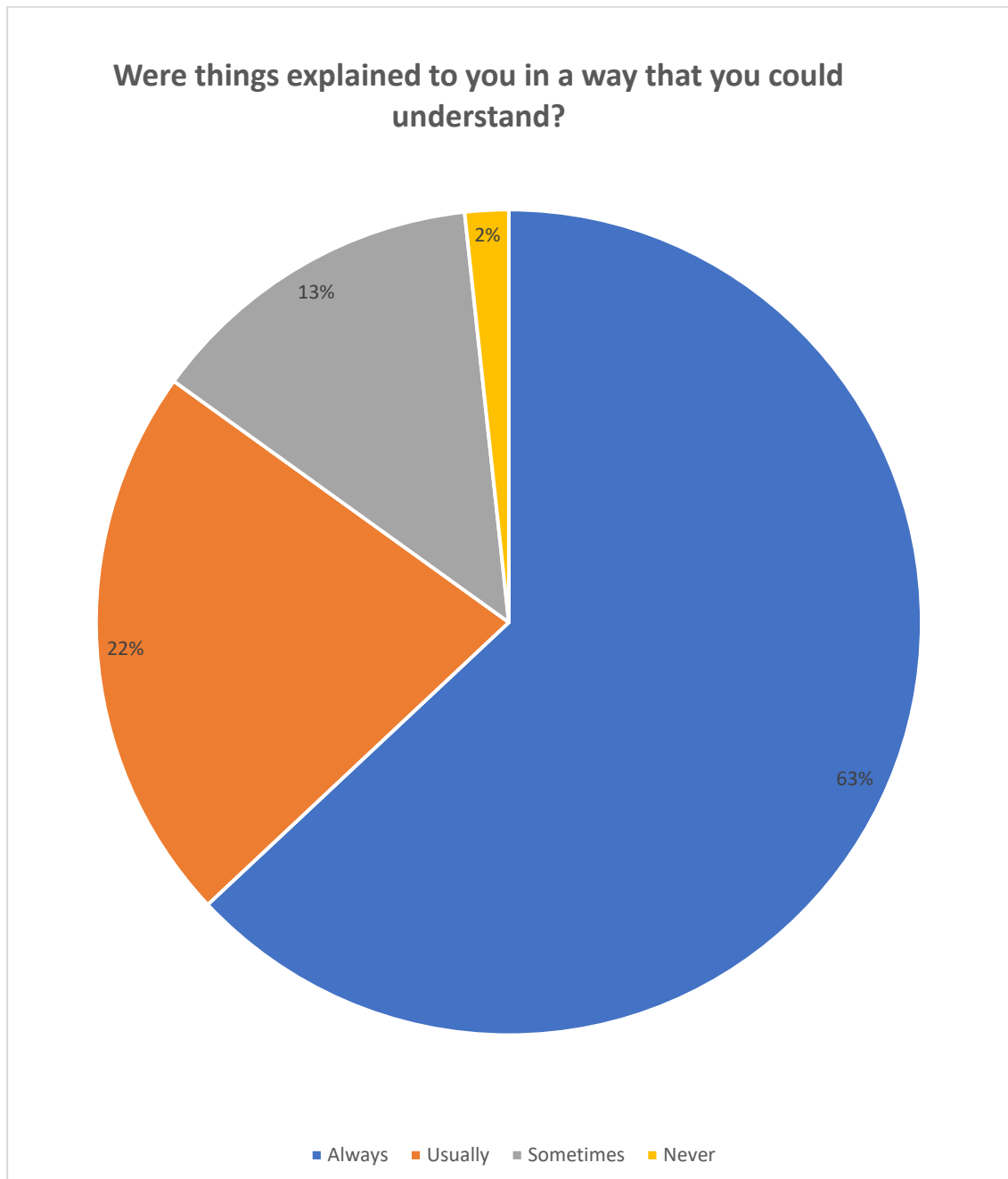
6. Did you feel you understood what was happening in your care?

Options	No of respondents who selected this option
Always	164
Usually	75
Sometimes	43
Never	10



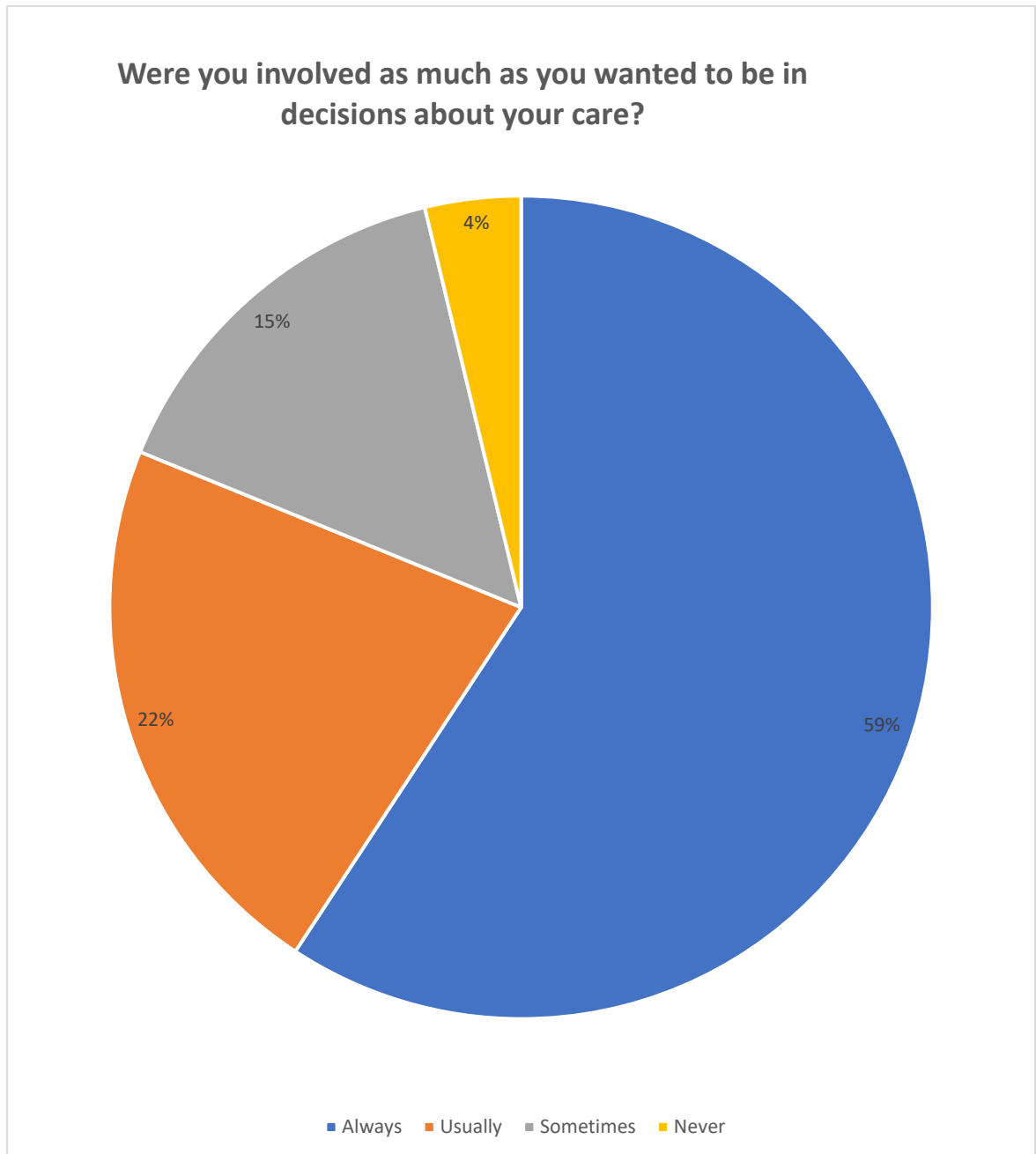
7. Were things explained to you in a way that you could understand?

Options	No of respondents who selected this option
Always	184
Usually	64
Sometimes	39
Never	5



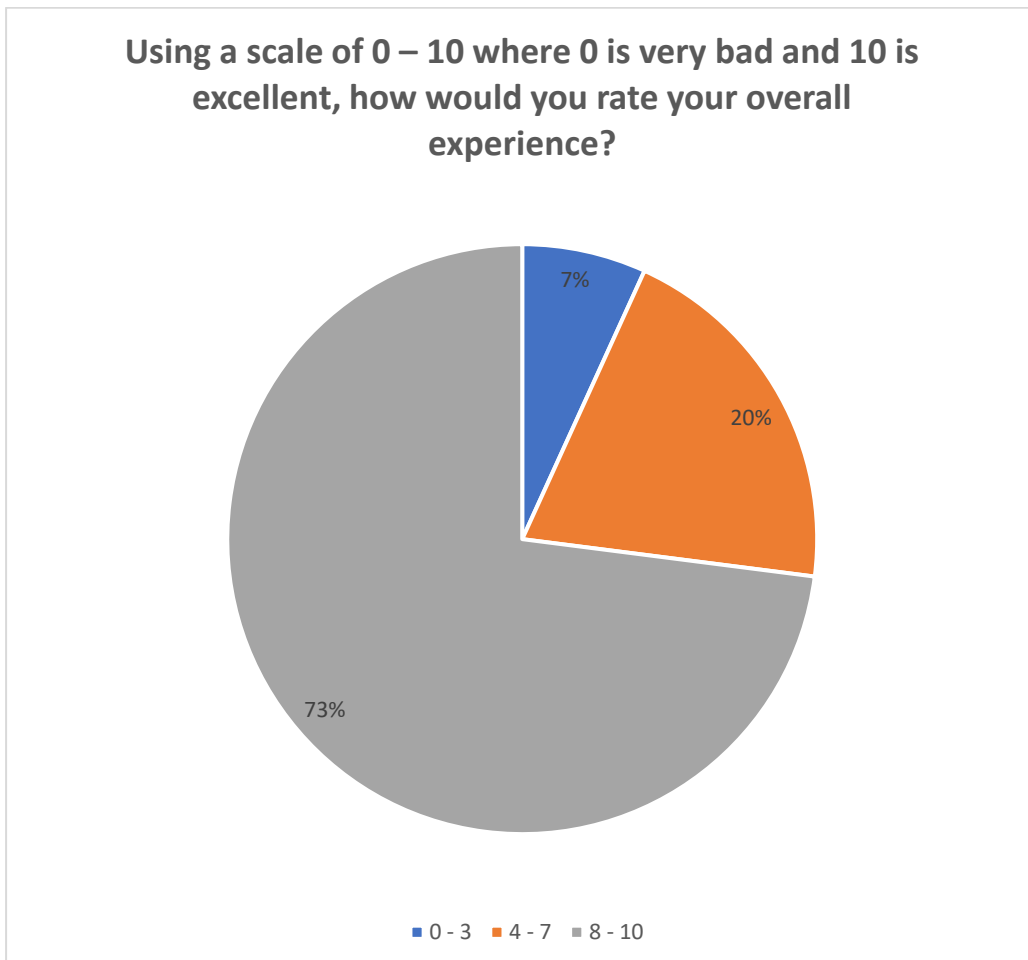
8. Were you involved as much as you wanted to be in decisions about your care?

Options	No of respondents who selected this option
Always	173
Usually	64
Sometimes	44
Never	11



9. Using a scale of 0 – 10 where 0 is very bad and 10 is excellent, how would you rate your overall experience?

Options	No of respondents who selected this option
0	0
1	4
2	4
3	12
4	9
5	20
6	16
7	14
8	54
9	52
10	107



10. Was there anything particularly good about your experience that you would like to tell us about?

154 patients responded to this question. The main themes were caring, friendly and helpful staff, including several mentions for the reception team, the competence and knowledge of the GPs and the excellent nursing team. There were many positive comments regarding the new appointment system specifically the timely response to requests for appointments, convenience and ease of use.

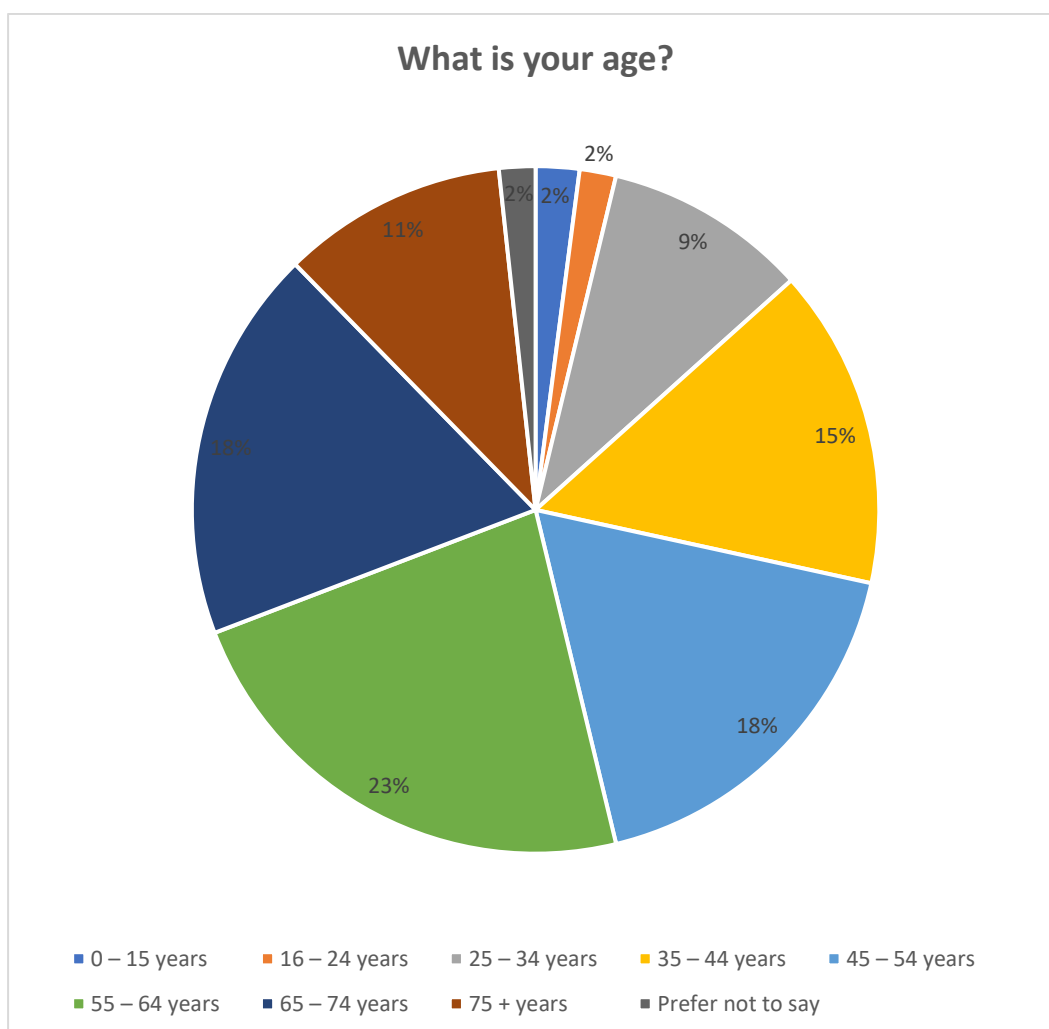
11. Was there anything that we could change to improve your experience?

157 patients responded to this question. 20% of comments related to the “telephone first” approach and not being able to book a face to face appointment with a GP. Some of these were due to phone signal problems or difficulties communicating over the phone. Other main themes were waiting times for appointments, lack of communication particularly in regard to communicating test results. A small number of respondents do not like giving medical details to receptionists or sending in photos.

Equality Monitoring Results

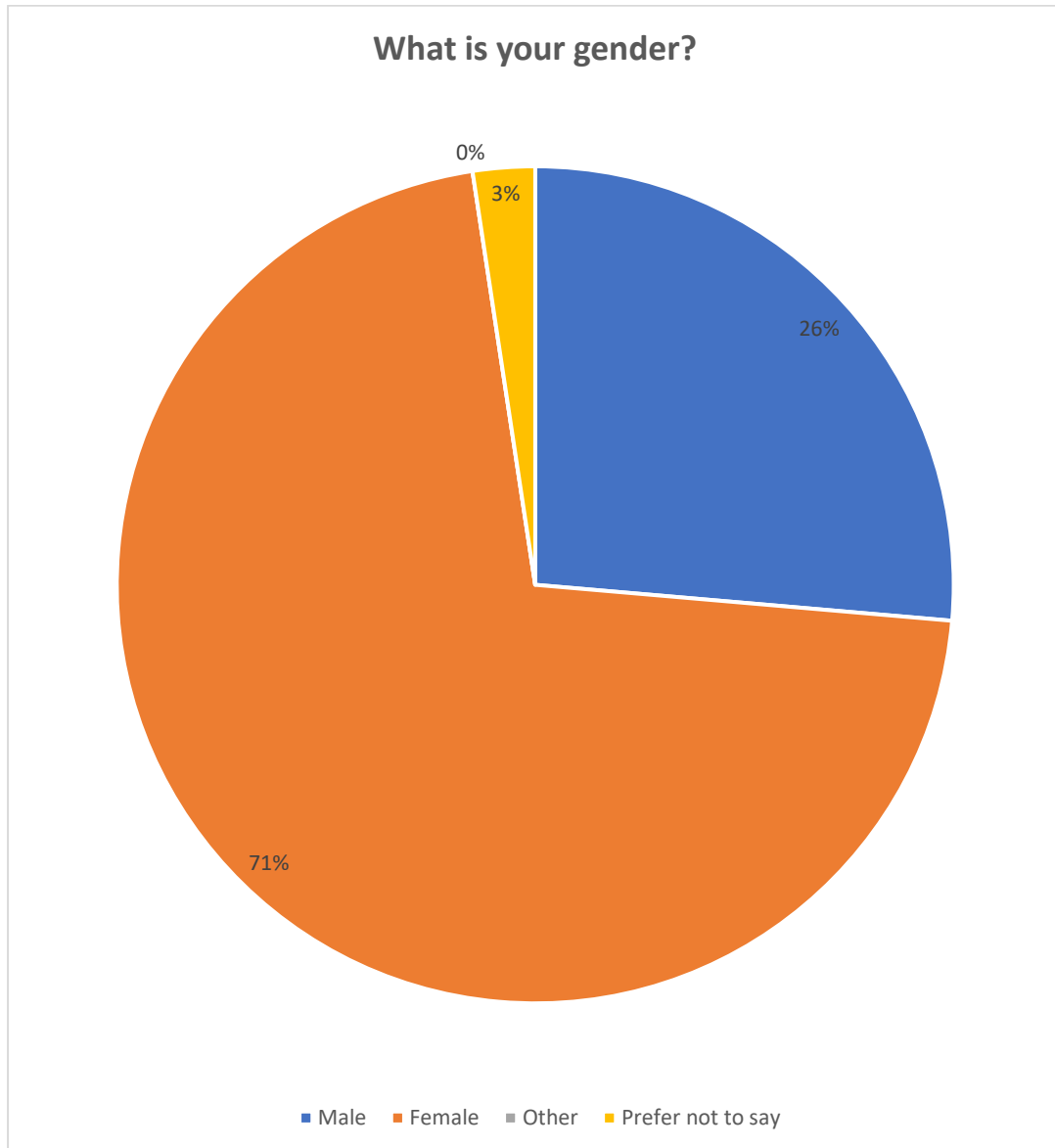
1. What is your age?

Options	No of respondents who selected this option
0 – 15 years	6
16 – 24 years	5
25 – 34 years	28
35 – 44 years	44
45 – 54 years	52
55 – 64 years	67
65 – 74 years	54
75 + years	31
Prefer not to say	5



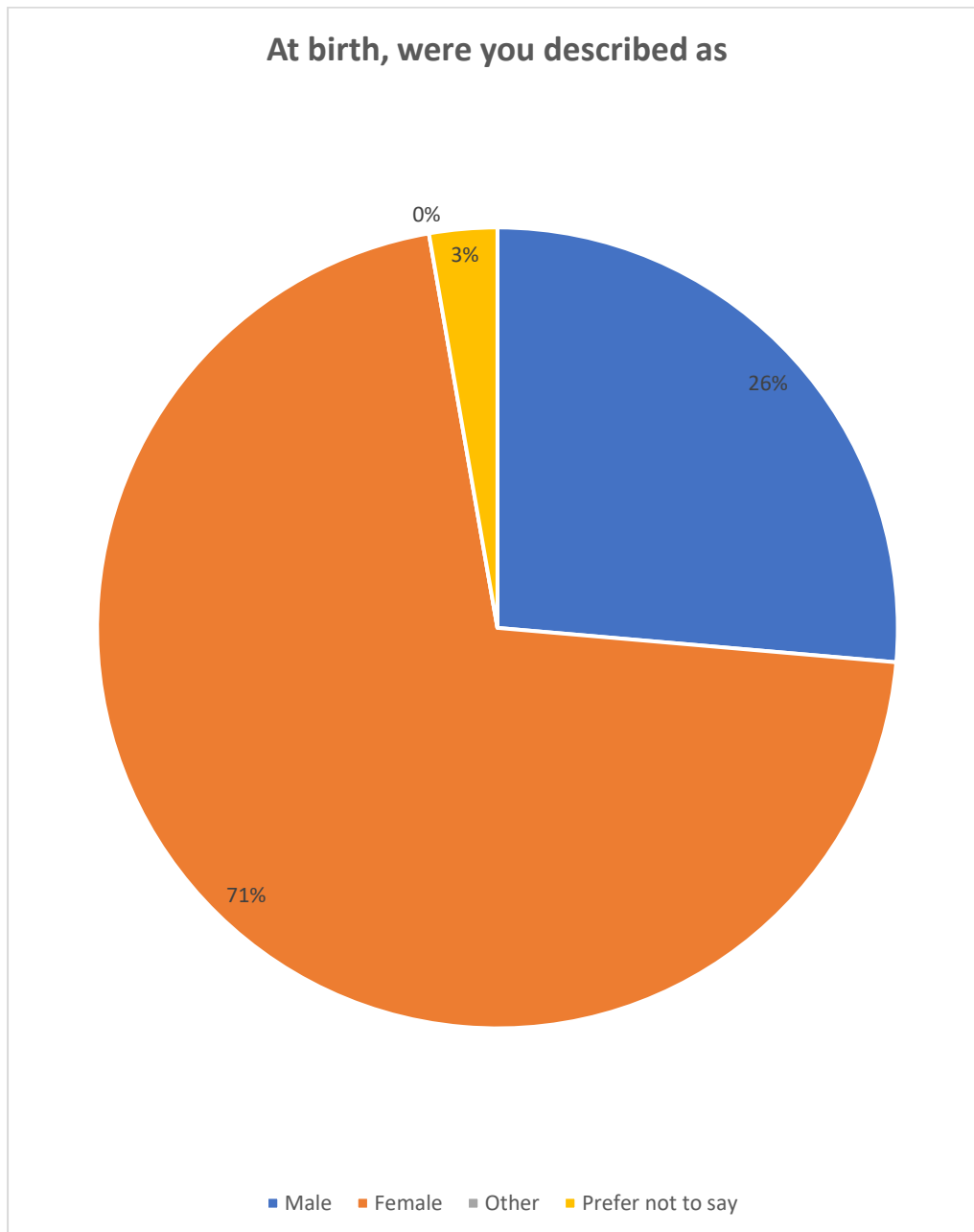
2. What is your gender?

Options	No of respondents who selected this option
Male?	77
Female?	208
Other?	0
Prefer not to say	7



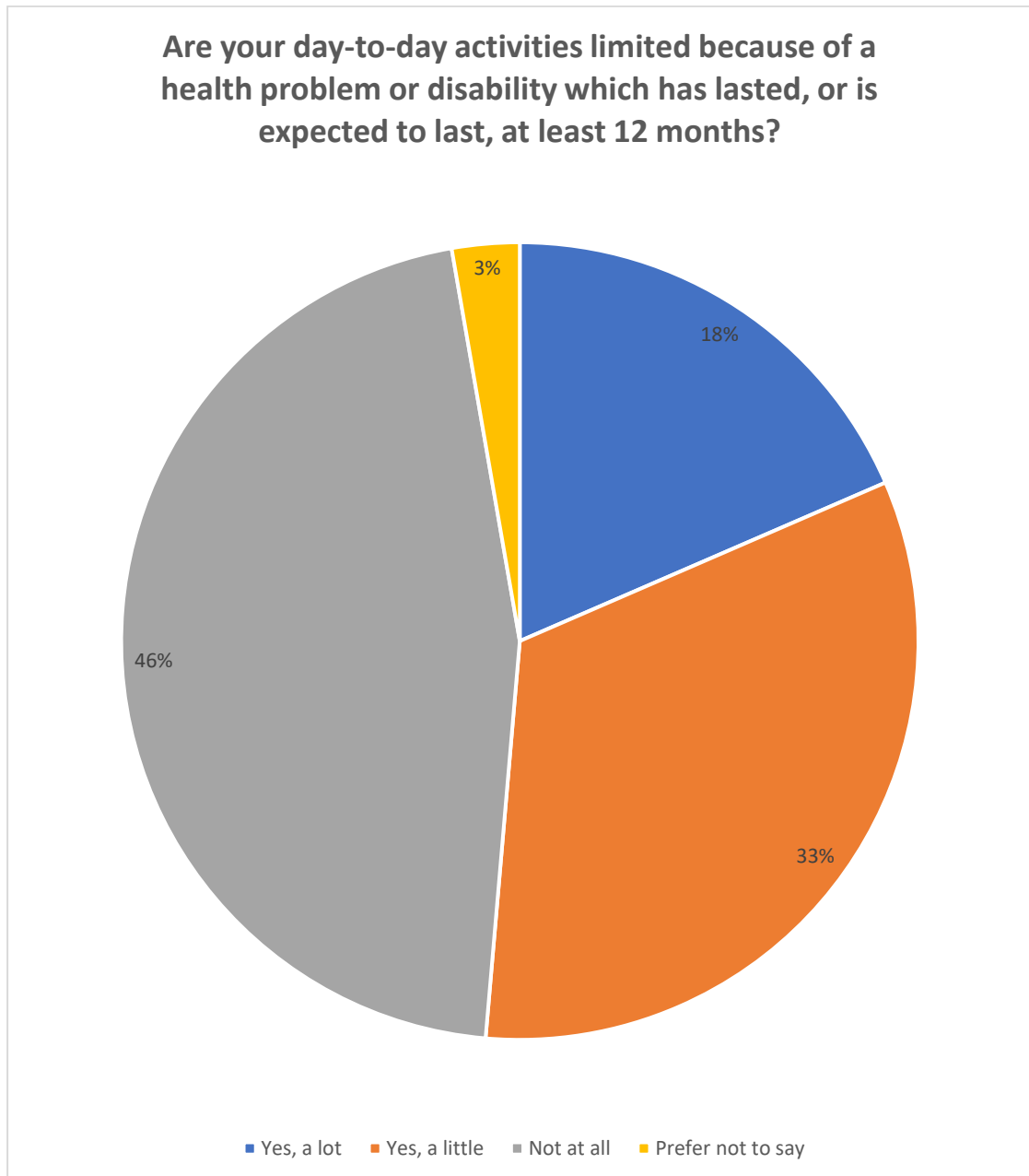
3. At birth, were you described as

Options	No of respondents who selected this option
Male?	77
Female?	207
Other?	0
Prefer not to say	8



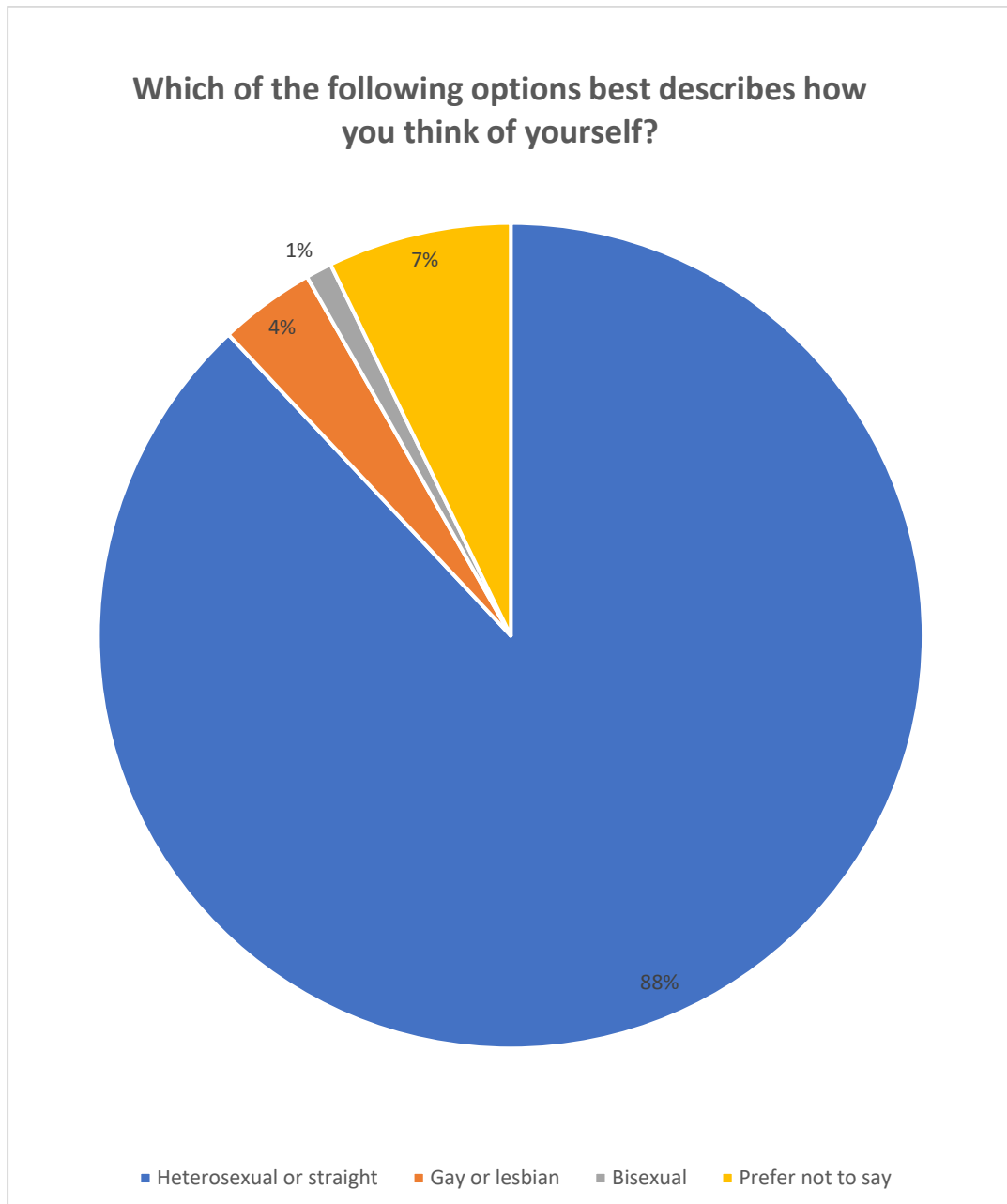
4. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

Options	No of respondents who selected this option
Yes, a lot	54
Yes, a little	96
Not at all	134
Prefer not to say	8



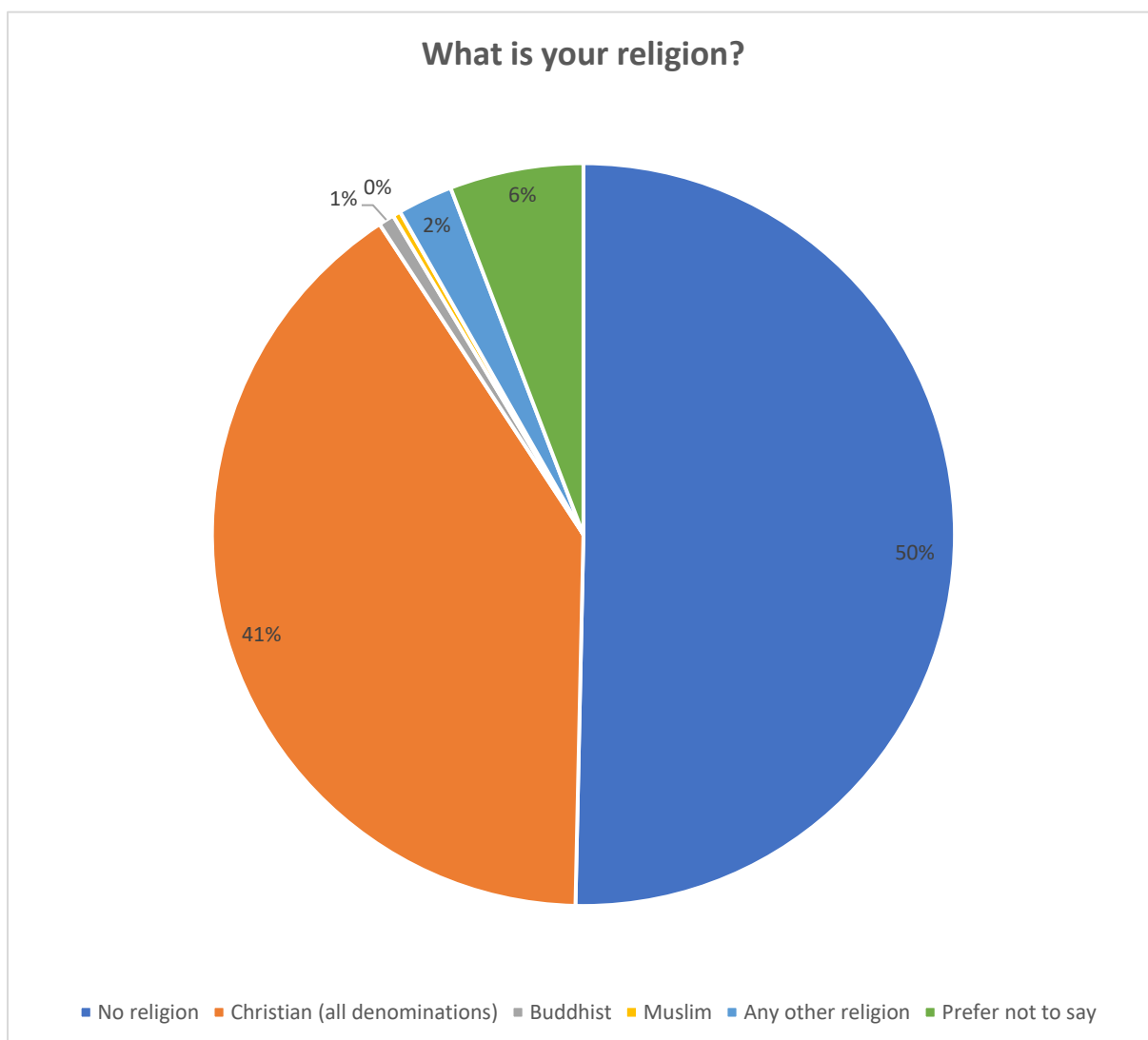
5. Which of the following options best describes how you think of yourself?

Options	No of respondents who selected this option
Heterosexual or straight	257
Gay or lesbian	11
Bisexual	3
Prefer not to say	21



6. What is your religion?

Options	No of respondents who selected this option
No religion	147
Christian (all denominations)	118
Buddhist	2
Muslim	1
Any other religion	7
Prefer not to say	17



7. What is your ethnic group?

Options	No of respondents who selected this option
British	58
Welsh	138
Scottish	3
Irish	1
English	69
White & Asian	5
Any other white background	7
Any other ethnic group	1
Prefer not to say	10

