

Dartmouth Medical Practice - Patient Survey 2025

Conducted by the PPG

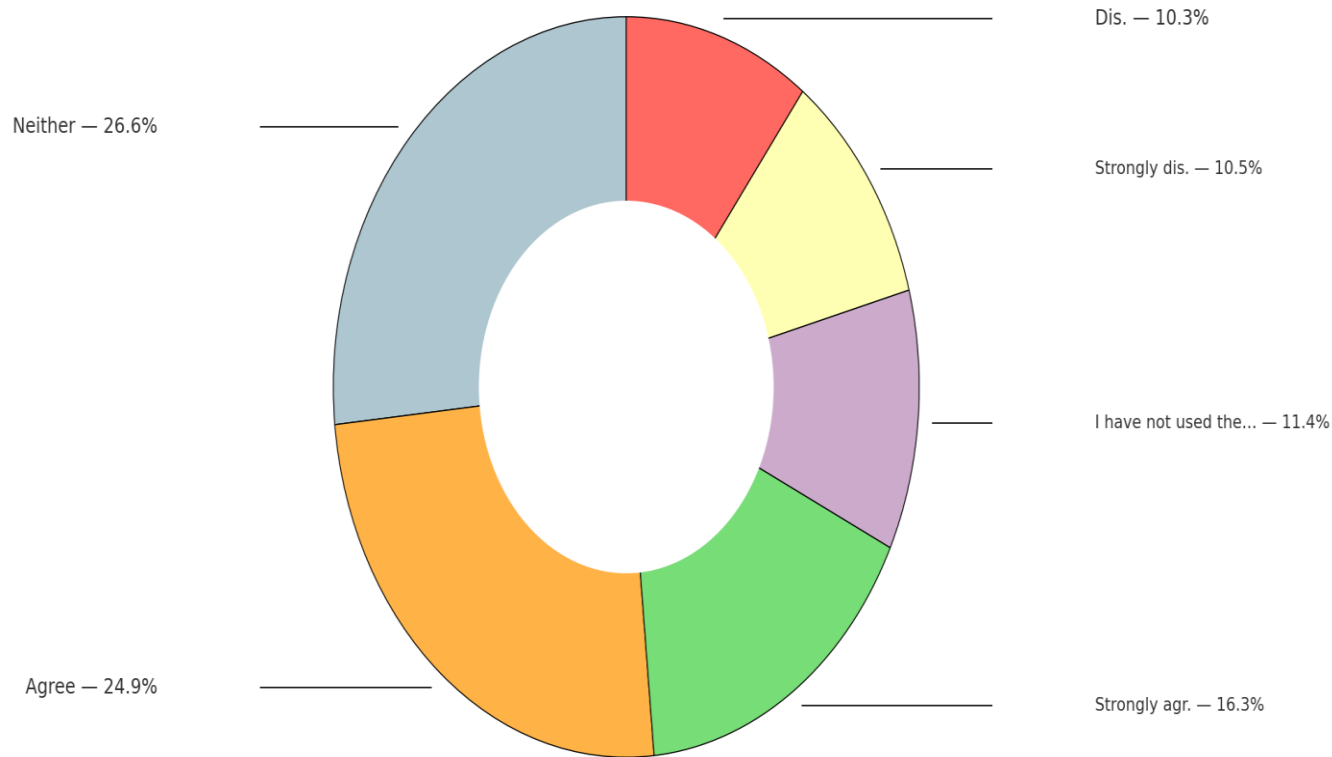
Survey Summary

- ❑ High satisfaction overall with practice and Health & Wellbeing Centre move.
- ❑ Parking mostly positive but some concerns.
- ❑ New booking system received mixed feedback.
- ❑ Continuity of care remains an issue for some patients.
- ❑ Communication with hospitals and follow-up needs improvement.
- ❑ Demographics: older patient base, many with health limitations.

Survey responses

- ❑ 936 responses were received – over 11% of registered patients. Given the likelihood that many respondents were answering for their family, or household, we expect that responses represent the views of around a quarter of the patient population
- ❑ 60% of those who responded were aged 65 or over
- ❑ 33% reported long term health conditions or disabilities
- ❑ 15% of respondents identified as unpaid carers
- ❑ More women than men responded with women accounting for 57.5% of responses
- ❑ Survey respondents were typically regular users of DMP's services. Over half attended the surgery three or more times in the previous year

The new appointments booking system launched in November 2024 has improved access to the services I need



While more than 40% think the new system has improved access this is disappointing. The biggest group don't think the change has made any difference and worryingly over 20% think access has got worse

How could the new appointments booking system be improved?

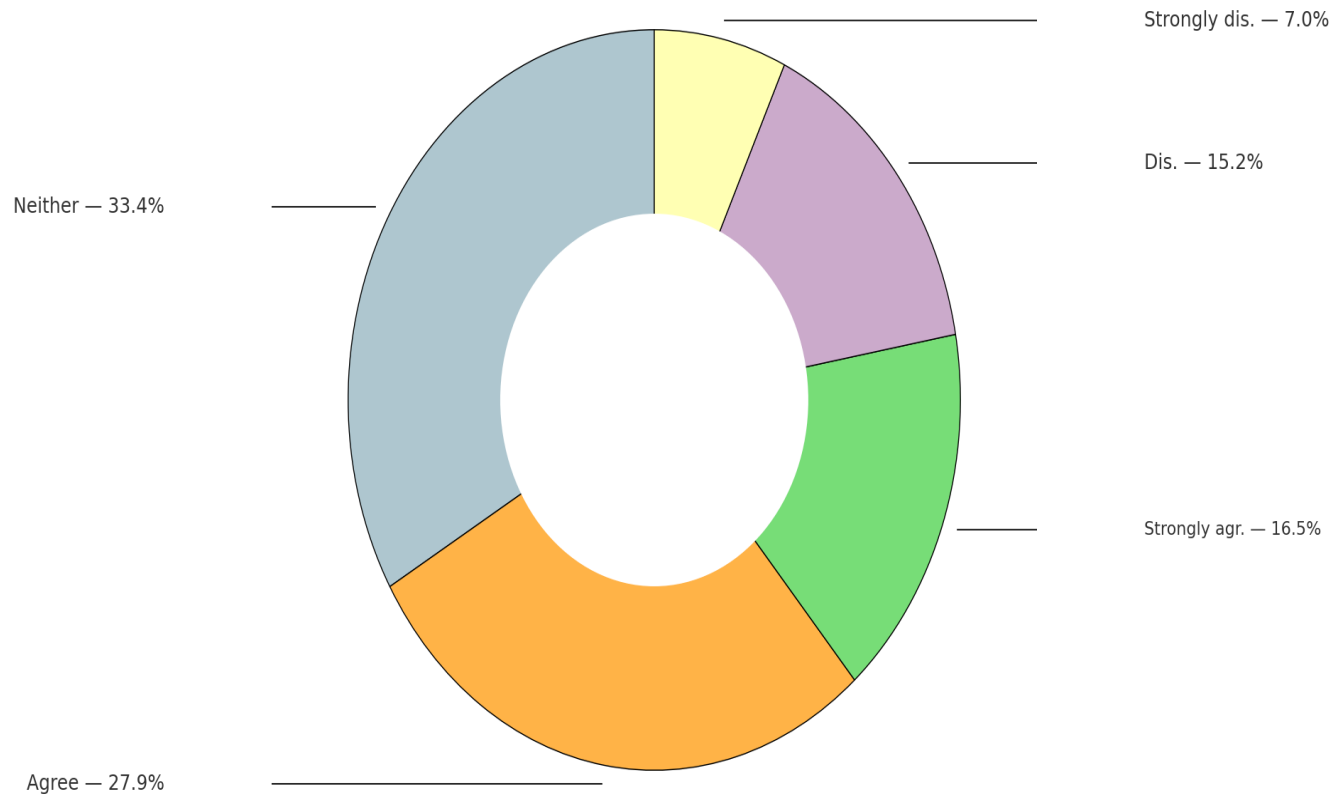
Grouped Themes:

- Easier phone access.
- Simpler online booking, fewer steps.
- More same-day/urgent slots.
- Clear guidance on how the system works.

Key Insights:

- Many find the system confusing or slow.
- Improvements required across both phone and digital access.

I believe that the practice offers good continuity of care (being able to see your regular doctor) to patients with ongoing medical conditions



Continuity of care is an issue for over a fifth of patients

Please let us have any comments or suggestions you have on continuity of care here

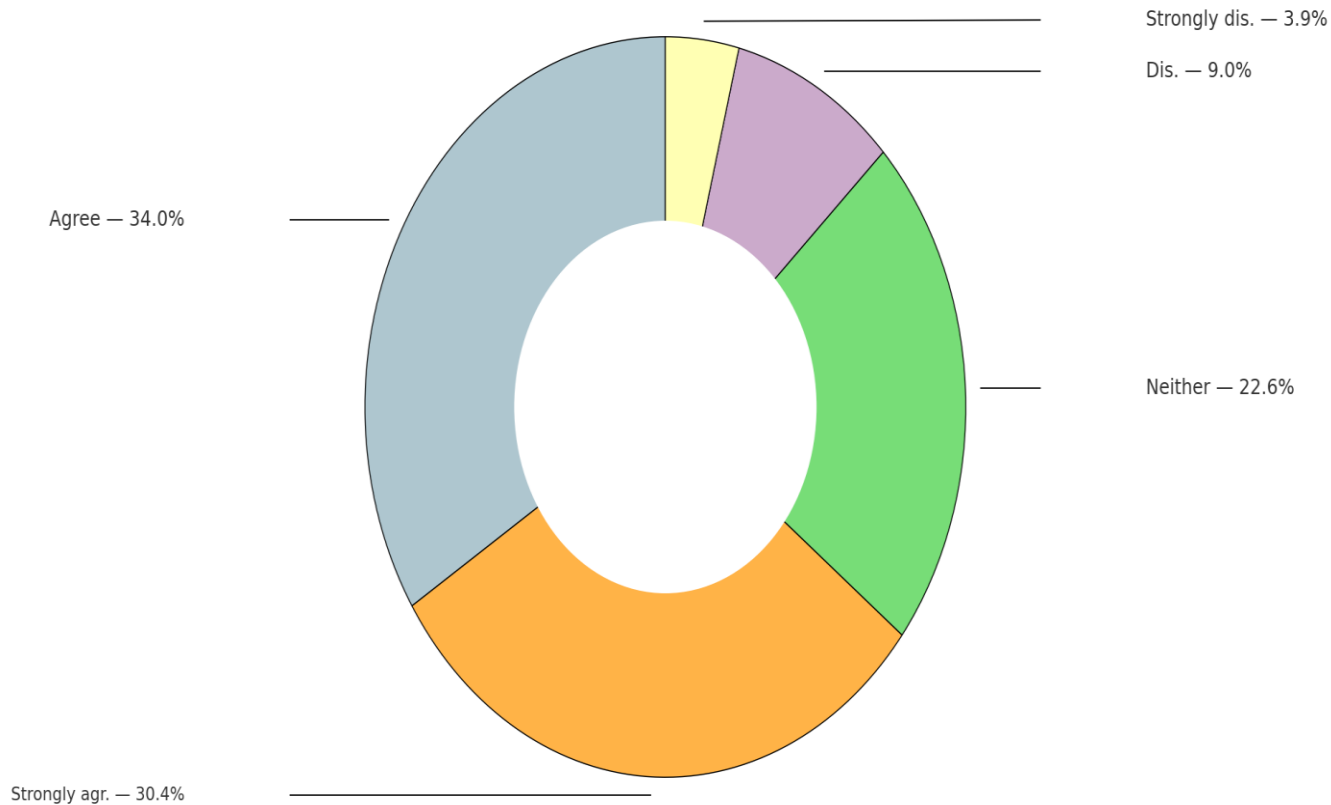
Grouped Themes:

- Desire to see the same GP.
- Frustration with inconsistency.
- Praise when continuity achieved.

Key Insights:

- Continuity is highly valued but often lacking.
- Patients want stronger long-term GP relationships.

The car parking arrangements work well for me



While almost two thirds feel that the parking arrangements work well around 13% feel there are issues. Problems include insufficient spaces at peak times

What improvements could be made to the car parking arrangements?

Grouped Themes:

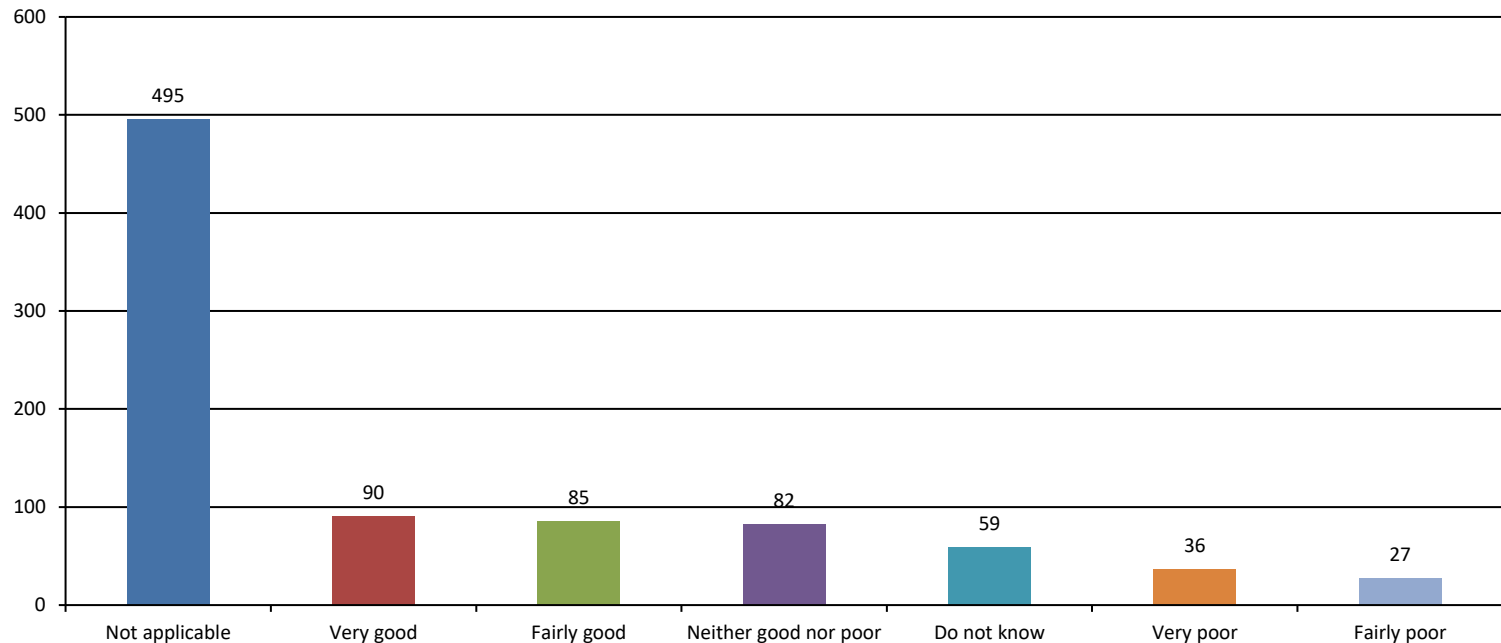
- More spaces at peak times.
- Improve disabled parking and access.
- Longer/free parking periods.
- Clearer layout and signage.

Key Insights:

- Demand exceeds supply at busy times.
- Accessibility is a recurring concern for disabled patients.
- Time limits and layout cause frustration.

Post-Discharge Communication (Practice ⇌ Patient)

If you, a close relative, or a close friend, has been discharged from hospital in the last year, how good were communications between the practice and the patient?



While most people were happy with post discharge communication between the Practice patients, 17% of relevant people thought communication was either very poor or fairly poor

Post-Discharge Communication: Comments & Themes

Grouped Themes:

Aftercare / follow-up

Communication gaps

Praise / smooth

Clarity / updates

Delays

Referrals process

Key Insights:

Little or no GP follow-up after hospital discharge

Medication updates not always handled promptly

Patients request structured post-discharge check-ins

Proactive follow-up systems would provide reassurance

In addition to General Practice Services (GPs/nursing etc) - what other services do you think should be provided at the Health and Wellbeing Centre?

Grouped Themes:

- NHS dentistry.
- Physio, podiatry, minor injuries.
- Mental health support and counselling.
- X-ray/diagnostics.

Key Insights:

- Strong demand for dentistry and diagnostics.
- Patients value broader on-site services.

Some of these services are currently provided at the HWBC. This points to a need for better communications with patients

Recommendations

1. Improve Appointment Booking

- Review online booking system and simplify where possible
- Make telephone booking more straightforward for relevant people
- Communicate successes and advantages of the new system

2. Enhance Continuity of Care

- Analyse data to establish levels of continuity
- Put processes in place to increase continuity of care for repeat visits for the same condition
- Measure success and report back to PPG

3. Address Parking & Access

- Increase number of parking spaces, and add at least 2 disabled spaces
- Increase free time limit to 90 minutes
- Publish parking arrangements to patients

4. Strengthen Hospital Communication

- Improve referrals and post-discharge follow-up

5. Formalise and communicate MIU services

- DMP / Trust to agree what the local service is and how it operates
- Service to be proactively communicated

Final Reflections

❑ Communications need enhancing

- From the practice and other service providers (Torbay and South Devon NHS Foundation Trust and Dartmouth Caring)
- Help patients understand the full range of services on offer and how to access them
- Support patients in understanding how things work, what they can expect and what is expected of them



PPG AGM 2025

Agenda – Thursday 23 October 2025




- Welcome and introduction
- Apologies
- Minutes of the previous AGM 20 November 2024 approval
- The role of the PPG
- What the PPG did this year
- Chair's report
- Election for new members of the PPG Committee
- End of AGM

Welcome and introduction to the meeting

- Welcome to everyone and thanks for attending the meeting this evening
- I am Paul Green the Chair of the Dartmouth Medical Practice (DMP) Patients Participation Group (PPG)
- The meeting is in two parts. First, we will hold the PPG AGM
- I will run this part of the meeting
- After this we will have an open meeting covering different aspects of the DMP
- I will hand over to Dr Andrew Eynon-Lewis who will run this part of the meeting
- We will also hear about Intermediate Care from Laura Renshaw
- I am happy to take questions as I go along – you don't have to wait until the end
- The various speakers will be available to talk in person after we finish


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Apologies

- Apologies have been received from:
 - Pierre Landell-Mills
 - Carol Lingard
 - Nick Hindmarch
 - Jonathan Hawkins


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Minutes of the previous AGM 28 November 2023 approval

- For those present at the 2024 AGM are these minutes an accurate account?
- Can we have a proposer and a seconder to accept these minutes?


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The role of the PPG

- All DMP patients are members of the PPG
- The PPG has a Committee which is elected by membership
- The Committee meets roughly 4 times per year with the senior doctor who runs the practice and the practice business manager
- The primary purpose of the committee is to act as a channel of communication between the practice and patients
- Members of the Committee also represent the interests of DMP patients in NHS and other important meetings related to local health care


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PPG activities over the last year

- A key piece of work undertaken over the last year has been the patient survey. The results of this and the actions being taken will be discussed later in this meeting
- Work has continued with the estate's team at the Trust on issues at the HWBC. The PPG played a significant role in getting AC fitted in the non refrigerated medicines room. Thanks to Dave Cawley for all of his hard work on this
- The PPG has supported lobbying to get better car parking arrangements for users of the HWBC. Ideally, we would like more free spaces, longer free parking and Blue Badge parking to be included in the free parking zone
- Worked with DMP to discuss the implementation of the new appointments booking system (SystemConnect) focusing on benefits from the new system and enhancements that could be made
- Lobbied key stakeholders to make NHS dentistry services available in the DMP catchment area. This work continues to be frustrating
- Continued the engagement with Dartmouth Academy to ensure DMP and PPG fully understand the needs of younger members of our community
- Recently the PPG Committee has set up a series of working groups to make sure progress can be made on key issues between quarterly meetings


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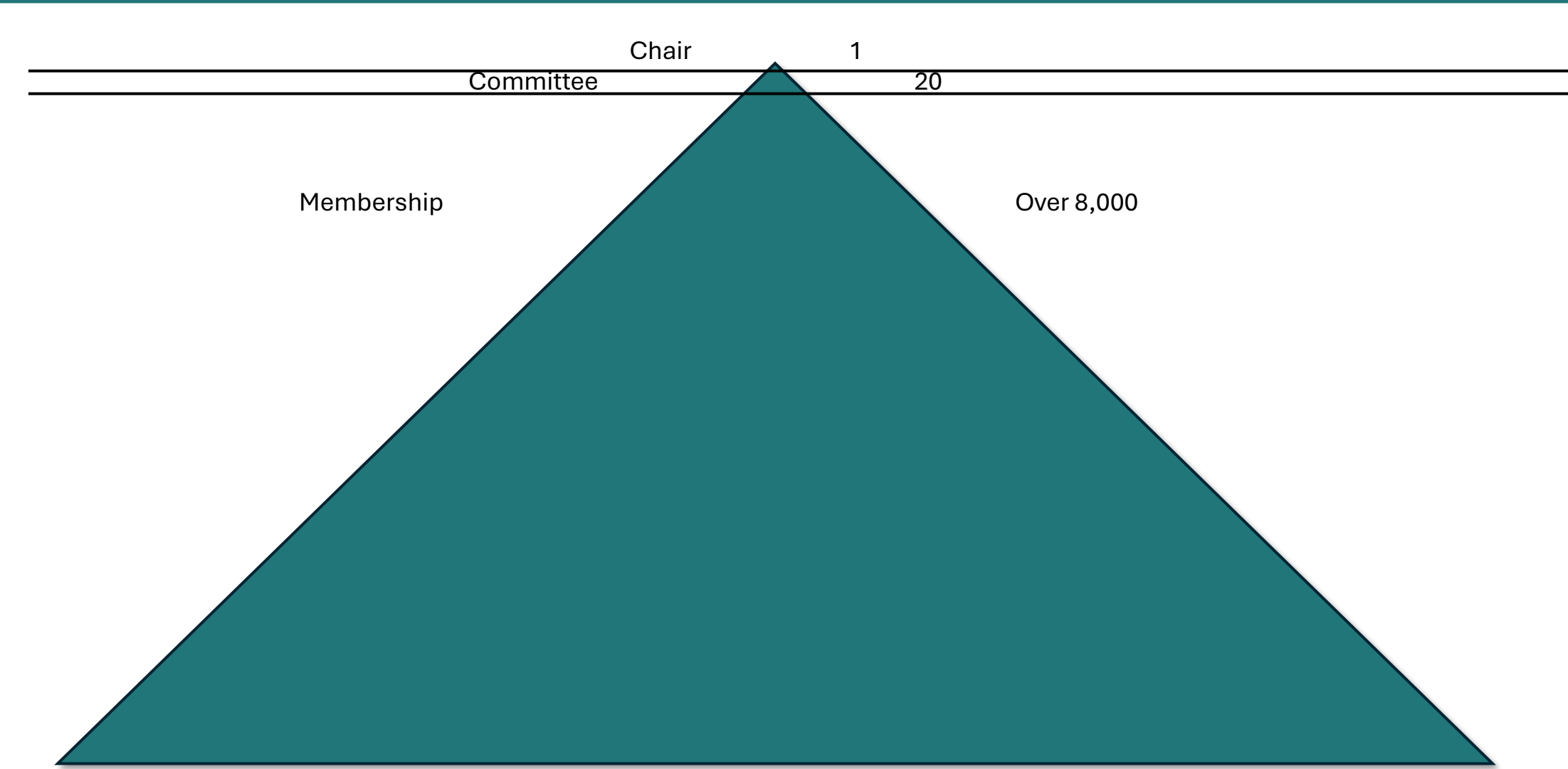
Chair's Report

- Since the launch of the new appointments booking system a year ago the wait time for non-emergency appointments has reduced from an average of several weeks to several days. Complaints to the PPG about difficulties getting non-emergency appointments have stopped
- However, patients do have some concerns about the new system. The PPG is working with DMP to address these as far as is practical
- The initial issues with HWBC building have been addressed. Since the AC has been installed in the non refrigerated medicines room the ongoing problems are minor
- However, the increase in F2F appointments means that car parking issues do now need addressing
- The patient survey has been a significant piece of work. Going forward we would like to run a wide ranging patient survey every two years
- Continuity of care remains an important issue for some patients
- PPG wants to extend the number of clinics and other services run out of the HWBC. Feedback from everyone at the meeting on what additional services are needed will be helpful

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Structure of PPG



We want to add new members to the PPG Committee

- People who are really motivated by improving medical care and services for DMP patients
- Prepared to spend some time working to support better patient outcomes
- We are particularly interested in new members who want to champion a specific type of care or medicine
- Any volunteers today?
- If you are potentially interested in joining the PPG Committee, please reach out to me. We can talk later this evening, or you can contact me after the meeting. My mobile number is 07799 772709, or you can email me at pagreen1961@outlook.com

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