

GP Patient Survey Questionnaire Review

28th October 2025

Partners and management team

Dr Khalid Muneer (KM) – GP Partner
Dr Maya Mallya (MM) – GP Partner
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Mrs Julie Wilson (JW) – Business Manager
Mrs Sheila Britten (SB) - Practice Manager
Miss Kelly Gibson (KG) – Assistant Practice Manager

Review

The Practice has today reviewed the recent published online GP Patient Survey results (July 2025) for South Bank Surgery (which are available for anybody to view, simply google GP Patient Survey and then on the website type in South Bank Surgery and it then brings up the results for our Practice Survey).

Out of 527 surveys sent out to registered patients, 152 surveys were returned to the ICB team, resulting in a 29% completion rate, an increase in last year of 28%.

The questions covered a range of areas within the Practice including reception staff, telephone availability, healthcare appointments and IT as well as confidentiality matters, waiting list times and regarding their experiences when having consultations with healthcare professionals.

As a Practice, out of **all but one** of the twenty questions asked the Practice achieved the same or higher percentage figures than the expected ICS average target and National average expected of all GP surgeries.

The surgery only has one location, and we are not a branch surgery. Wherever possible, staff do their utmost to book patients with their preferred choice of clinician, however this is dependent on their working days and annual leave through out the year.

The Practice offers telephone prescription ordering for patients still and has a high elderly and nursing home patient population.

The results have been compared to the 2024 GP survey results.

Since July 2023 we have made some changes to better patient experience which includes:

New telephone system

In March 2024 we installed a new digital telephony telephone system called Surgery Connect which includes the patient call back function, which means rather than patients waiting in a telephone queue for their telephone call to be answered, the patient can request a call back and once it is their place in the queue, the telephone system calls them back and the call is answered by the reception staff.

We have received positive verbal comments from patients regarding this new system.

All practice telephone calls are now recorded also and kept for a three-year period.

Registration online

From 1st October 2024, as per the GP contract, we are now signed up for patients to register with the Practice online, making the registration process easier for patients.

Safer Surgeries

The Practice has, from the 5th of July 2024, become a registered Safer Surgery, which means the Practice has made a commitment to taking steps to tackle the barriers faced by many migrants in accessing healthcare and declaring our practice a 'Safe Surgery' for everyone and ensuring that lack of ID or proof of address, immigration status or language are not barriers to patient registration.

This is displayed on the Practice website and in the form of posters in the reception waiting area.

The Practice is a part of the Middleton/ Hunslet Primary Care Network (PCN) and are constantly reviewing services we offer to patients and how we can improve this.

We currently participate in offering patients Saturday appointments with a GP and ANP either by telephone or face to face and includes Health Care Assistant and Practice Nurse and Pharmacist appointments to offer a range of services including blood sampling, blood pressure checks and screening programmes.

From July 2024, we also now have a book in and walk-in phlebotomy service available to patients two days a week (Tuesday and Thursdays) where patients can attend more quickly for blood tests.

Through the PCN, we also offer patient appointments in the surgery with Physiotherapists (waiting list time 1-2 weeks), social prescribers, frailty teams and Linking Leeds. Reception and admin staff can book these services for patients without the need for speaking to a GP.

The Practice has also reconnected its link with Forward Leeds (this ended in 2022, and we have restarted it from July 2024) and we can now book patients in for face to face appointments with community alcohol and drugs workers in practice. Waiting list time is approximately 1-2 weeks and this can be booked by reception and admin staff without the need for speaking to a GP.

We also, within the PCN hold regular meetings with local pharmacies in the Leeds 10 area to help strengthen our relationships within the community and offer services to patients including Pharmacy First, blood pressure checks and contraceptive pill checks and also from the end of October, emergency contraception.

Following on from the Optimizing Access to General Practice review we undertook at the beginning of September 2022; we have continued to improve this by offering more afternoon appointments to patients including telephone and face to face appointments.

Patients are verbally reporting good feedback to the changes made by the Practice and reception staff are happy with the changes made by all clinicians to alleviate their pressure in reception.

All this year's influenza vaccination clinics are available to book online also to make appointment booking easier for patients. Every eligible patient has been sent the URL link for this online booking service.

All patients who see a GP or ANP are safety netted and informed regarding referral processes.

The Practice feels that this particular year the results speak for themselves, over the years since the 2020 merge we have proved that the surgery has listened to both the staff and patients' feedback and responded to the requirements we felt is needed for our practice population.

The results of this year's survey are exceptional and shows the hard work all staff (clinical and non-clinical) are undertaking every day. Well done to all staff within the Practice.

The full results of the survey are as follows –

Question	Practice %	National %	ICS%
The healthcare professional was good at listening to the patient	89% - ABOVE 85% 2024	87	87
The healthcare professional was good at treating the patient with care and concern	91%- ABOVE 77% 2024	86	86
The patient was involved as much as they wanted to be in decisions about their care and treatment	96%- ABOVE 91% 2024	91	91
The patient had confidence and trust in the healthcare professional they saw or spoke to	94%- ABOVE 89% 2024	93	93
The patients' needs were met	93%- ABOVE 85% 2024	90	90
Good overall experience of this GP Practice	90%- ABOVE 73% 2024	70	70
Good overall experience of making an appointment	89%- ABOVE 69% 2024	75	77
Easy to get through to this GP Practice by telephone	84%- ABOVE 70% 2024	53	51
Helpfulness of receptionist and administrative teams at this GP Practice	97%- ABOVE 89% 2024	83	84
Satisfied with the general practice appointments times available	89%- ABOVE 78% 2024	67	69
Offered a choice of appointment when last tried to make a general practice appointment	71%- ABOVE 62% 2024	55	54
Find it easy to contact this GP Practice using their website	52%- ABOVE 44% 2024	51	50

Find it easy to contact this GP Practice using the NHS app	72%- ABOVE 32% 2024	49	49
Usually get to see or speak to their preferred healthcare professional when they would like to	61%- ABOVE 73% 2024	40	38
Knew what the next step would be after contacting their GP Practice	91%- ABOVE 91% 2024	83	83
Knew what the next step would be within two days of contacting their GP Practice	96%- ABOVE 92% 2024	93	94
Were offered a choice of location when they last tried to make a general practice appointment	13% 8% 2024	14	16
Health care professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment	82%- ABOVE 71% 2024	74	74
Health care professional they saw or spoke to have all the information they needed about them during their last general practice appointment	99% - ABOVE 95% 2024	92	93
Enough support from local services or organisations in the last 12months to help manage long term conditions or illnesses	75%- ABOVE 73% 2024	69	70

The Practice will continue to deliver the professional care it always delivers to patients.

The Practice will review the GP Patient Survey Questionnaires in twelve months' time – July 2026.