



Greystones Patient Participation Group (GPPG)

Patient Survey Report 2026

Contents

1. Survey Summary
2. Background
3. Survey Objectives
4. Survey Questions
5. Profile of Survey Respondents
6. Analysis of Survey Responses
7. Respondents Comments and Suggestions regarding GMC
8. Respondents Comments and Suggestions regarding GPPG
9. Conclusions

1. Survey Summary

This Patient Survey 2026 builds on the first Patient Survey carried out by the Greystones Patient Participation Group (GPPG) in 2025.

The survey was designed to:

- gather feedback about services at Greystones Medical Centre (GMC)
- Help GPPG identify ways to support the enhancement of patient's experience
- Compare results with the 2025 survey to understand how patients' views have changed over time.

A total of 200 patients responded, representing a **6.1% response rate**. This is higher than 2025 and is a viable sample, providing a reliable picture of patient views.

Most respondents identified as **female (53.5%)** or **male (37.5%)**, with **0.5% identifying as AFAB** and **8.5% choosing not to disclose their gender**. Responses were most common among patients aged **66 and over (40%)** and least common among those aged **19 to 29 (3%)**, with participation generally increasing with age.

When asked what mattered most to them at GMC, patients' priorities were availability of appointments, an effective triage booking system and caring and compassionate staff. Other aspects, such as phone responsiveness, the practice environment, and the practice's online presence, were seen as important but lower priorities.

A small sample analysis (30 responses) was conducted to look at differences by age and gender. While there were some minor variations patients across different groups generally shared similar views and priorities.

Patients were also asked how well GMC was performing. Encouragingly, ratings for all seven service areas measured in both 2025 and 2026 improved compared with the previous survey.

A new question on awareness and use of the NHS App, included in recognition of its increasing role in accessing NHS services, showed that **74% of respondents used the app, 25% were aware of it but did not use it, and 1% were not aware of it**.

When asked about their awareness of GPPG, **65% of respondents were aware of it**, but **only 14% had visited the GPPG webpage** on the GMC website and **only 24% had read GPPG leaflets or newsletters**.

Patients wrote over **90 open comments and suggestions regarding GMC**, showing high overall satisfaction but highlighting key issues including follow-up care, communication of test results and referrals, appointment consistency, clinician allocation, wait times for non-urgent care, and limited access to triage and online booking outside practice hours.

Respondents also wrote **over 40 comments on GPPG**, including constructive suggestions on how the group could better engage with patients, improve communication, and enhance the survey design.

2. Background

The Greystones Patient Participation Group (GPPG) was established in September 2024 and is made up of patients and staff from **Greystones Medical Centre (GMC)**.

Our role is to work alongside the practice to help improve services, represent the patient voice, and ensure that patients' views help shape future developments.

One of the ways we do this is through patient surveys. These surveys give patients the opportunity to share their experiences, tell us what is working well, and highlight areas where improvements could be made.

This is the second patient survey carried out by the GPPG. It was developed by a group of volunteer patients, with support from practice staff, to gather feedback that can help GMC continue to improve its services and guide the GPPG's work on behalf of patients.

The survey follows a Care Quality Commission (CQC) inspection in May 2026, in which GMC was again rated Good overall, and provides an opportunity to build on this positive outcome by gathering patient feedback to inform ongoing development.

3. Survey Objectives

The survey was designed with five key objectives:

1. To compare responses to questions repeated from the 2025 survey, to see whether patients feel that key aspects of the service have improved, stayed the same, or become less satisfactory.
2. To understand what patients think about GMC and GPPG, find out what they feel is working well, as well as identifying areas where things could be improved
3. To capture patient comments, suggestions, and ideas that could support service improvement, while also highlighting any concerns.
4. To measure awareness and use of GPPG and the NHS App - new questions were included to help us understand how many patients know about and use these resources, and to identify opportunities to increase awareness and engagement.
5. To highlight the role of GPPG and encourage patients to get involved, share their views and help shape future developments at the practice.

4. Survey Questions

The survey was designed by the GPPG to be quick and easy for patients to complete.

To make it easy for everyone to take part, the survey was available both online and as a paper copy at the reception desk in Greystones Medical Centre (GMC). This helped ensure that patients of all ages and backgrounds had the opportunity to share their views.

It was promoted through a variety of channels, including the GMC website, the GPPG webpage, and GMC Facebook and Instagram pages, to encourage participation and raise awareness.

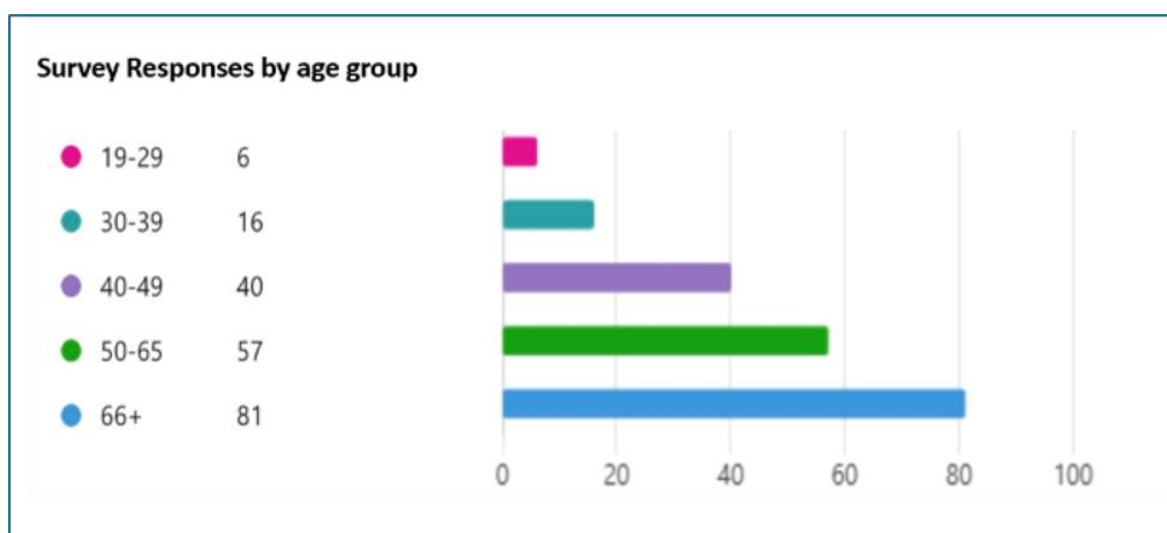
The survey included questions about patients' experiences of GMC services, awareness of the GPPG and NHS App, and opportunities for patients to share comments, suggestions, and ideas for improvement.

The full list of survey questions can be found in the Appendix.

5. Profile of Survey Respondents

We received **200 completed surveys** from the target group approximately **3,300 adult patients (aged 19 and over)** registered at Greystones Medical Centre. Of these, **193 were completed online** and **7 were returned as paper copies**.

This represents a **6.1% response rate**, compared with **5.3% in 2025**. While we would always like to hear from more patients, the number of responses received provides a useful and reliable picture of patient views. Increasing participation, particularly among groups who are less likely to respond, will continue to be a focus for the GPPG.



Survey Respondents by Age Group and Gender

Age	Female	AFAB	Male	No response	Total	%
19 - 29 yrs	3		2	1	6	3%
30 - 39 yrs	11		4	1	16	8%
40 - 49 yrs	23	1	11	5	40	20%
50 - 65 yrs	29		21	7	57	29%
66+ yrs	41		37	3	81	40%
Total	107	1	75	17	200	
% total	53.5%	0.5%	37.5 %	8.5%		

Who Took Part?

Patients of all ages and backgrounds shared their views. However, participation was higher among older patients than younger age groups

Age profile of respondents

The largest group of respondents was patients aged **66 and over**, while younger adults were less likely to take part.

Gender profile of respondents

More women than men responded to the survey. Although **8.5%** of respondents chose not to disclose their gender, compared with 2025, demographic information was more complete, allowing for a clearer understanding of who took part and making the results more representative and meaningful.

What We Learned

The respondent profile highlights several important points:

- Older patients, particularly those aged **66 and over**, were the most engaged with the survey.
- Participation was relatively consistent among patients aged **40 to 65**.
- Younger adults were less likely to respond, indicating an opportunity to improve engagement with these age groups in future surveys.
- Female patients were more strongly represented than male patients.
- Improved completion of demographic questions has increased the reliability of the survey findings.

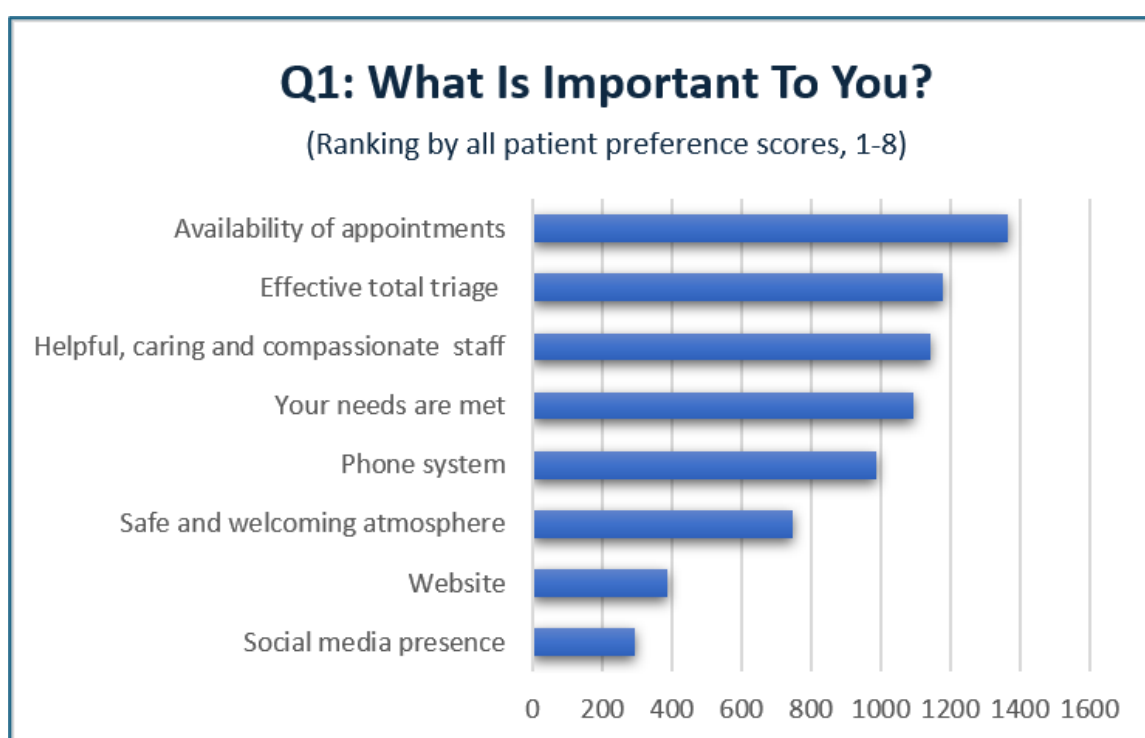
6. Analysis of Patient responses

Question 1: Analysis of each service aspect's importance to patients

Patients were asked to rank eight aspects of our service in order of importance, with 1 being the most important and 8 being the least important. Seven of these aspects were included in the 2025 survey so that results could be compared year on year. A new category, Social Media Presence, was added for this 2026 survey.

To understand the overall results, points were given to each ranking. A service aspect ranked **1st** received **8 points**, while an aspect ranked **8th** received **1 point**. This means that the services patients valued most received the highest scores.

For example, if a patient ranked Availability of Appointments as their top priority, it received 8 points. If they ranked Social Media Presence as their lowest priority, it received 1 point. The points from all 200 responses were then added together to give a total score for each service aspect.



Service Aspects in ranked order 2026		Total Score (From 200 available)	Ranking in 2025
1	Availability of Appointments	1364	Availability of Appointments
2	Effective Total Triage system	1178	Your needs are met
3	Helpful caring and compassionate staff	1144	Effective Total Triage system
4	Your needs are met	1096	Helpful caring and compassionate staff
5	Responsive Phone System	987	Safe and welcoming environment
6	Safe and welcoming environment	748	Responsive Phone System
7	Website	388	Website
8	Social media presence	295	Not included in 2025

Overall, the findings show that patients place the greatest value on being able to access appointments when they need them, supported by an effective Total Triage system and caring, compassionate staff. Digital channels such as the website and social media remain important sources of information but are considered lower priorities when compared with access to care and the quality of patient experience.

Compared with the 2025 survey, there have been some changes in patient priorities. **Effective Total Triage System** and **Helpful, Caring and Compassionate Staff** have both increased in importance, while **Your Needs Are Met** has moved down slightly. The relative importance of the **Phone System** and **Safe and Welcoming Atmosphere** has also changed, while **Website** has remained broadly consistent. As a new category, **Social Media Presence** was ranked as the least important service aspect overall.

Question 2: 'How are we doing?'

In this question, patients were asked to rate their experience of each service aspect using a **5-star scale**, where **1 star means "Very Poor"** and **5 stars means "Very Good"**. The ratings from all 200 responses were averaged to give an overall score for each service aspect. This allows us to compare patient views in 2026 with those from 2025.

Higher scores indicate greater patient satisfaction. For example, a score of **4.5 stars** shows that patients rated that aspect of the service very highly, while a score of **3.5 stars** suggests that patients feel it is performing reasonably well but could be improved. The ratings help identify both the practice's strengths and the areas where patients would most like to see further improvements.

	2026 ratings	2025 ratings	
Service aspect	Average Rating (1-5)		Change
<i>System Aspects</i>			
Availability of appointments	3.9	3.4	+ 0.5
Effective Total Triage Booking system	4.1	3.7	+ 0.4
Responsive Phone System	4.1	3.6	+ 0.5
Website	3.5	3.3	+ 0.2
Average:	3.9	3.52	+ 0.4
<i>'People Aspects'</i>			
Helpful caring and compassionate staff	4.4	4.3	+ 0.1
Safe and welcoming environment	4.5	4.2	+ 0.3
Your needs are met	4.1	3.9	+ 0.2
Average:	4.3	4.1	+ 0.2
Social Media Presence	3.0	n/a	n/a

The results are encouraging and show that patients feel the practice has improved across all service aspects that were measured in both years. Every area received a higher average rating in 2026 than in 2025.

It is particularly encouraging to see improvements in areas that patients identified in Question 1 as being among their highest priorities. **Availability of Appointments** improved from **3.4 stars in 2025 to 3.9 stars in 2026**, while the **Effective Total Triage Booking System** improved from **3.7 to 4.1 stars**. The **Responsive Phone System** also showed a significant improvement, increasing from **3.6 to 4.1 stars**. These were some of the largest improvements seen across the survey.

To better understand the results, service aspects were grouped into two categories:

- **People-focused aspects:** Helpful, Caring Staff; Safe and Welcoming Environment; and Your Needs Are Met.
- **System-focused aspects:** Availability of Appointments, Total Triage, Responsive Phone System, and Website.

Patients continued to rate the people-focused aspects very highly, with the average score increasing from **4.1 stars in 2025 to 4.3 stars in 2026**. This reflects the positive experiences many patients have with practice staff and the care they receive.

Overall, patients gave the practice an average score of **4.1 out of 5 stars**, compared with **3.8 stars in 2025**. This positive improvement suggests that patients feel the practice is continuing to move in the right direction and is delivering a good overall experience.

Question 3: Use of the NHS App

This new question was introduced in recognition of the increasing role of the NHS App in accessing NHS services.

Awareness of the NHS App is very high, with only one respondent unaware of it.

- 74% use the app
- 25% are aware but do not use it
- 1% unaware of it

This shows a good level of use of digital services, while also highlighting an opportunity to encourage more patients who are aware of the app to start using it.

Question 4: Comments and suggestions regarding Greystones Medical Centre (GMC)

This open question invited patients to share feedback on their experiences at GMC. It was optional and received over 90 responses. These are analysed later in the report. Feedback includes both positive experiences and constructive suggestions for improvement.

Question 5: Awareness of Greystones Patient Participation Group (GPPG)

This question was introduced in 2026 to help us understand how many patients are aware of the Greystones Patient Participation Group (GPPG) and how they engage with the information it provides.

Awareness of GPPG	Yes	No
Are you aware of the PPG?	65%	35%
Have you visited the GPPG webpage on the GMC website?	14%	86%
Have you read any GPPG Information Leaflets or Newsletters?	24%	76%
Is the PPG and its Information useful to you?	42%	58%

The results show that a reasonable level of awareness, with **65% of respondents stating that they are aware of the group**. This suggests that the work undertaken by the GPPG is reaching a significant proportion of patients.

However, awareness does not always translate into active engagement. Only **14% of respondents had visited the GPPG webpage**, and **24% had read a GPPG leaflet or newsletter**. This indicates that many patients know the group exists but may be less familiar with the information, updates and resources available to them.

Encouragingly, **42% of respondents said that the GPPG and its information are useful**. This suggests that patients who do engage with the group generally see value in the information and support it provides.

This is a solid base for GPPG to build on, but there is an opportunity to increase engagement with its communications and improve visibility.

Question 6: Comments or suggestions regarding Greystones Patient Participation Group (GPPG)

To gather patient feedback on the role and activities of the GPPG, respondents were invited to provide comments or suggestions. This optional question received **44 responses**, offering valuable insights into how awareness, communication and engagement could be improved. These comments are analysed in detail later in the report.

7. Respondents Comments and Suggestions regarding GMC

Over 90 patients contributed feedback, offering a valuable mix of positive and negative experiences and constructive suggestions. The comments have been **analysed and categorised by service area and theme**. Some responses addressed multiple issues and have therefore informed more than one area of the analysis.

a) Effective Total Triage Booking System

This service aspect received 19 comments. Many patients said that the Total Triage system works well and helps them access care quickly. However, some patients found the system confusing or difficult to navigate, particularly when trying to access routine appointments.

The main issues raised included:

- Longer waits for non-urgent appointments.
- Better continuity of care, especially for patients with ongoing or complex health conditions.
- Improved communication about test results, referrals and follow-up care.
- Clearer information about which clinician patients will see.
- The ability to submit online triage requests outside normal practice opening hours.
- Simple "how-to" guides to help patients use online systems and services. Many patients recognised the benefits of the system but felt that additional flexibility and clearer communication would further improve their experience.

b) Availability of Appointments.

There were 15 comments made about availability of appointments. Patients acknowledged that urgent appointments are generally available when needed and many expressed appreciation for the care they receive.

Suggestions for improvement focused on:

- Reducing waits for routine appointments.
- Increasing continuity of care by enabling patients to see the same clinician more often.
- Providing more opportunities to book appointments online.
- Reducing the need to travel to hub appointments, particularly for older patients and families with young children.
- Considering regular health reviews for older patients.

Despite these concerns, many respondents commented positively on their ability to obtain appointments when they needed them most.

c) Helpful Caring and Compassionate Staff

Feedback about staff was overwhelmingly positive. Almost all comments highlighted the kindness, professionalism and compassion shown by reception, nursing, administrative and clinical staff.

Patients frequently described staff as:

- Friendly and approachable.
- Caring and understanding.
- Professional and responsive.
- Willing to go above and beyond to help.

Many respondents specifically thanked staff for the support and care they had received and expressed pride in being patients at the practice.

d) Responsive Phone System

There was one comment on this service aspect, stressing the importance of the responsive phone system above all else.

e) Your needs are met

This aspect attracted the largest number of comments at 36 and reflected very high levels of patient satisfaction. Most respondents felt that their needs were being met and described their experiences as positive.

Common themes included:

- Feeling listened to by clinicians.
- Receiving timely care.
- Positive experiences with appointments and communication.
- Confidence in the quality of care provided by the practice.

Only a small number of concerns were raised, mainly relating to delays in specialist referrals or treatment pathways outside the direct control of the practice.

f) Comments on the NHS App

Only 3 comments were received about the NHS App, but patients suggested:

- More information and functionality within the app.
- Easier access to blood test results and vaccination records.
- Clearer explanations of test results to reduce confusion and anxiety.

g) Additional Respondent comments or suggestions

There were just 4 comments that did not fit directly under any service aspect. In those comments patients suggested:

- More preventative health information and self-care advice.
- Improved information and signposting for specific services.
- Enhancements to the waiting area environment and privacy.

8. Respondents Comments and Suggestions regarding GPPG

A total of **44 patients** provided feedback about the GPPG. The main message was that many patients were either unaware of the group or did not fully understand its role and impact. Many respondents said they would like more information about what the GPPG does and how it helps improve services.

Patients suggested increasing awareness through:

- Email updates and newsletters.
- Text message reminders.
- Information in the waiting room.
- Website updates and online information.
- More opportunities to join or engage with the group.

Encouragingly, several respondents felt that having a Patient Participation Group is valuable, even if they did not wish to be personally involved. Many saw the GPPG as an important way of ensuring patient views are heard and acted upon.

Feedback on the Survey

Several patients suggested that future surveys should include an "**N/A**" or "**Don't Know**" option, particularly for questions about the website and social media, as some respondents had little or no experience of using these services.

9. Conclusions

The survey shows that patients place the greatest importance on **availability of appointments, an effective Total Triage system, caring and compassionate staff, having their needs met, and a responsive phone system**. Encouragingly, **all service areas measured in both 2025 and 2026 showed improved patient ratings in 2026**, demonstrating that GMC continues to move in a positive direction.

While patients recognised improvements in practice systems, feedback highlighted a number of areas for further consideration. These include supporting patients who find the Total Triage system difficult to use, improving continuity of care, reducing waits for non-urgent appointments, providing clearer information about which clinician patients will see, and strengthening communication around test results, referrals, follow-up care and care pathways.

Patients also highlighted opportunities to improve digital services. Suggestions included making triage requests available outside practice opening hours for review on the next working day, exploring options for online appointment booking within the Total Triage model, and encouraging greater use of the NHS App as it becomes increasingly important in accessing NHS services.

Overall, patient feedback was highly positive. Patients consistently praised the kindness, professionalism and dedication of GMC staff, who were identified as one of the practice's greatest strengths.

The survey also showed that awareness of the GPPG is growing, but there is an opportunity to increase engagement through more regular communication, including text messages, emails, newsletters, website updates and improved information within the practice.

Thank you to everyone who took part in the 2026 Patient Survey. Your feedback provides valuable insight into what matters most to patients and helps both Greystones Medical Centre (GMC) and the GPPG identify priorities for future improvement.

July 20



Greystones Patient Participation Group Patient Survey No 2 – Spring 2026

The Greystones Patient Participation Group (PPG) is conducting its second annual patient survey to learn about your experience of Greystones Medical Centre. Your feedback helps us understand what matters most to patients and supports the continuous improvement of services. Your responses are anonymous and confidential.

1. What is Most Important to You?

Please rank the following in order of importance (1 = most important).

Service Aspect	Rank
Effective Total Triage booking system	
Availability of appointments	
Helpful, caring and compassionate staff	
Responsive phone system	
Safe and welcoming environment	
Social media presence	
Your needs are met	
Website	

2. How Are We Doing?

Please rate your experience of the following areas by placing a cross in the appropriate box (1 = Very Poor, 5 = Very Good)

Service Aspect	1	2	3	4	5
Effective Total Triage booking system					
Availability of appointments					
Helpful, caring and compassionate staff					
Responsive phone system					
Safe and welcoming environment					
Social media presence					
Your needs are met					
Website					

3. Do you use the NHS App?

Yes, I use it	I am aware of it but do not use it	No - I am not aware of it

4. Your comments or suggestions regarding Greystones Medical Centre (GMC).

Please add any comments or suggestions about the service aspects covered in this survey. GPPG cannot respond to any personal issues; these should be directed to the Practice Manager. We kindly request that all responses are polite and respectful.

5. Your awareness of the Greystones Patient Participation Group (GPPG).

Question	Yes	No
Are you aware of the GPPG?		
Have you visited the GPPG webpage on the GMC website?		
Have you read any GPPG information leaflets or newsletters?		
Is the GPPG and its information useful to you?		

6. Your comments or suggestions regarding Greystones Patient Participation Group (GPPG).

Please share any comments or suggestions about GPPG, especially on how we can reach more patients. GPPG cannot respond to personal issues; these should be directed to the Practice Manager. We ask that all feedback is polite and respectful.

7. About You (Optional)

Your response is strictly confidential; however, we do ask for you to provide us with an indication of your age and gender to help us analyse the responses.

Age

Please circle one:

16-18	19-29	30-39	40-49	50-65	66+
-------	-------	-------	-------	-------	-----

Gender:

Please indicate your gender below:

Please place completed surveys in the box at reception

Survey closing date: 15th July 2026

Thank you for taking the time to provide your feedback.