GREYSTONES PATIENT PARTICIPATION GROUP

Patient Newsletter No.3

Survey Results Summary

September 2026

Survey Background

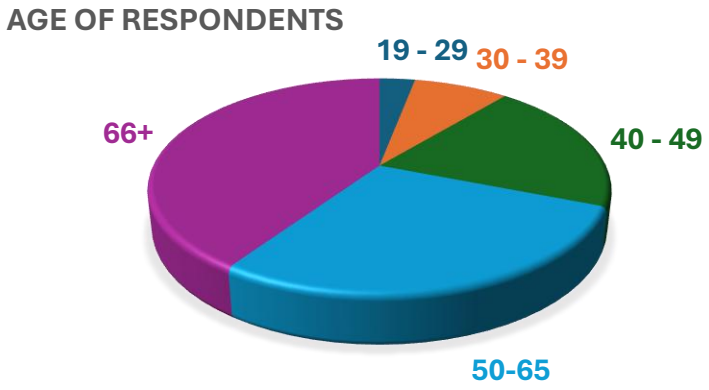
The Greystones Patient Participation Group (GPPG) brings together patients and staff from Greystones Medical Centre. Our role is to represent the patient voice and help improve services.

In 2026, we conducted our second annual patient survey, with patients invited to respond online or via a paper copy available at the practice. The survey explored patient experiences, service priorities, awareness of the NHS App and of GPPG, and ideas for future improvements. A full survey report is available on the GPPG page of the practice website.

Who Responded?

200 patients completed the survey, an increase on 2025. Most responses were submitted online.

Participation was highest among patients aged 66 and over, while younger adults were less likely to take part. Responses were received from a broad range of patients, providing valuable insight into patient experiences and priorities.



What Matters Most to Patients?

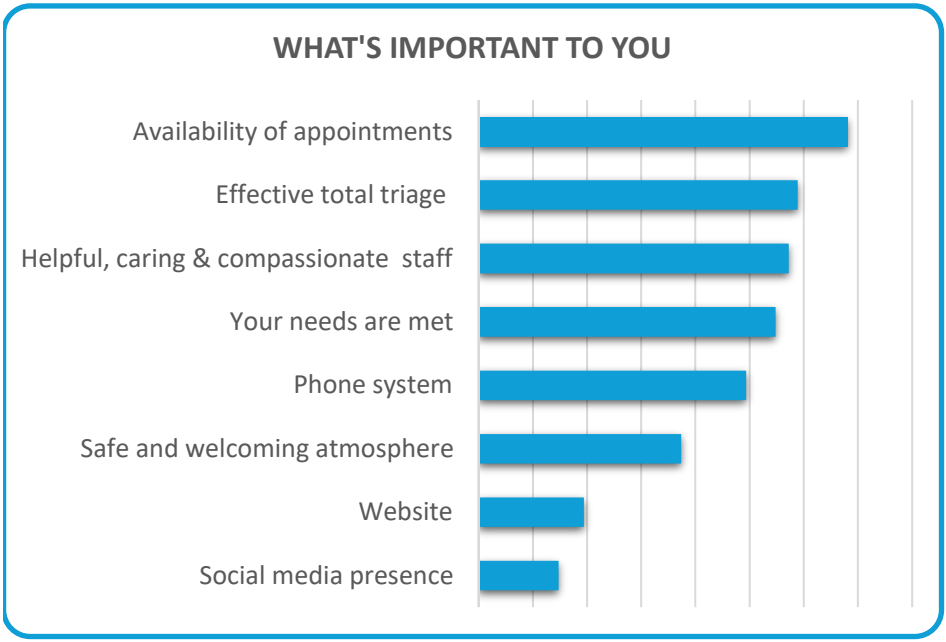
Patients were asked to rank different aspects of practice services in order of importance.

The highest priorities were:

1. Availability of appointments
2. An effective Total Triage system
3. Helpful, 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.

Overall, patients placed greatest value on timely access to care and a positive experience when receiving support.



How Is the Practice Performing?

Patients rated each service aspect on a five-star scale, with five stars representing the highest possible score. The results were encouraging, with every service aspect receiving a higher rating than in 2025.

Highest Rated Areas

- Safe and welcoming environment 4.5⭐
- Helpful, caring and compassionate staff 4.4⭐
- Effective Total Triage system 4.1⭐
- Responsive phone system 4.1⭐
- Patients feel their needs are met 4.1⭐

Biggest Improvements Since 2025

- Availability of appointments 3.9 (+0.5)
- Effective Total Triage system 4.1 (+0.4)
- Safe and welcoming environment 4.5 (+0.3)

NHS App and GPPG Awareness

Awareness of the NHS App is very high but, not everyone who knows about it is currently using it:

- 74% use the NHS App
- 25% know about it but do not currently use it
- 1% were unaware of it

Awareness of GPPG is encouraging, but this does not translate into engagement with its information and updates:

- 65% are aware of GPPG
- 14% have visited the GPPG webpage
- 24% have read a GPPG leaflet or newsletter

What Patients Told Us

Patients consistently praised the kindness, professionalism and dedication of practice staff.

While satisfaction has improved across all areas, patients highlighted several opportunities for further improvement:

- Supporting patients who find the Total Triage difficult to use
- Improving continuity of care
- Reducing waits for non-urgent appointments
- Providing clearer information about which clinicians patients will see
- Improving communication about test results, referrals and follow up care
- Exploring additional digital options for easier access to services

What Happens Next?

The survey provides valuable feedback that will help the practice and GPPG identify priorities for future improvements. We are encouraged by the positive results, particularly the improvements across all service areas.

Thank you to everyone who took part and shared their views. Your feedback helps shape the future development of services at Greystones Medical Centre.

Read the Full Survey Report

Want to see all the results from the 2026 Patient Survey?

Scan the QR code to access the full report online.