



Crosshouse Medical Practice

Health & Care Experience Survey 2024-2025

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Crosshouse Medical Practice

Health & Care
Experience Survey
2024-2025

Details of the Survey

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Purpose and Aim

Annually the practice survey the patients registered at the practice to gain insight into how the practice is doing to support the health and care of the local area.

Information from the survey is used to gauge what is working well with the practice and what is not, opinions, experiences and views of the patients.

From the replies the practice is able to find details of areas which need improvement and also where we have performed well.

Anonymity of Responses

Response methods were chosen on purpose to provide patients with the ability to remain confidential and anonymous. This was important to us as not everyone wants to be known when they voice their opinions.

All copies of the survey were free from markings or anything to identify the respondent. I.e. serial numbers, names, ID numbers, pen marks, etc.

Replies were handled by a dedicated member of the administration team.

All paper copies handed in by patients were never directly given to the administrator handling replies. Any paper survey handed to reception was handed to the survey administrator by the receptionist. This provided a chain of anonymity for the patient.

Microsoft Forms was used for the online surveys as replies remained anonymous. This meant that the details of the respondent were not available to the practice.

Further notices to not supply personal information was added to the survey's front page.

Those who requested a form via post were sent a self-addressed unmarked envelope along with a clean unmarked copy of the survey.

Scope of the Survey

All patients who are registered with the practice have the opportunity to participate anonymously via an online form or a paper survey. At the time of the survey the practice had 3866 registered patients and we hoped to have as many replies to the survey as possible.

Responses from patients who state they have made contact with the practice in the last 12 months will be used to create figures for individual areas of the survey.

Invitation to Participate

The practice sent a text message with a notification that the survey was live and able to be completed online with the option of replying to the message or call us to if they wish to complete via a paper survey.

Notices were placed in the reception area, on each consulting room door and in the corridor of the practice.

Copies of the paper survey were freely available from reception with additional copies left in the reception area. Self-addressed envelopes were available to those who requested to send in their replies to us via post.

Areas Covered by the Survey

The survey asked questions involving-

- When the respondent
 - o Visited the practice
 - o Made a telephone call to the practice
 - o How often they visit
 - o How easy it was for them to contact us
- Telephone calls
 - o Speed of answering
 - o Opinions on how well their call went
- Surgery Visits
 - o Time taken for acknowledgement at reception
 - o Opinions on how reception are doing
- Appointments
 - o Last appointment
 - o Type of appointment offered and taken
 - o If the appointment type suited them
 - o Satisfaction of appointment offered and taken
 - o Time frame of appointment
 - o Opinion of arranging to see various clinical staff
- Treatment and Advice (last encounter)
 - o What they obtained
 - o Who it was from
 - o Opinion of their encounter
 - o How things are progressing (in regards to this encounter)
- Overall satisfaction with the team and their advice

Throughout the survey respondents were provided space to leave comments should they feel the need to make further comment or explain their answers.

Respondents were allowed to skip any questions they did not wish to answer.

*A full copy of the survey presented to participants is included in **Appendix A** for reference.*



Crosshouse Medical Practice

Health & Care
Experience Survey
2024-2025

Addressing and Answering Some Common Comments

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The survey presented a few questions and points from patients.

Below we would like to provide an answer or address some of the more common themes within your replies.

Your Privacy

Privacy when at reception

If you require to provide or receive information at our reception and you are have concern about the privacy of the situation you are always welcome to either ask for paper and a pen or if you can discuss the matter in private.

Privacy when providing information to our team

The information you provide (specifically appointment reasons was mentioned) is stored securely and our team never disclose this to anyone who is not involved in your care.

Our team are bound by confidentiality and privacy laws, which make it against the law for us to provide or discuss the information which was given or let it be seen by anyone who is not involved in the care pathway you initiate.

Reception Desk

“I was waiting and the team member was ignoring me”

Please remember that not all duties of the reception is checking you into see a clinician. If the member of our team who is performing duties at the front desk appears to be ignoring you this is only because they are currently handling another duty.

Our reception also handles calls, filing of prescriptions and some of our processes do not allow us to check you in or handle your request without first finishing the task.

The systems we run are designed and created by a third party and the decision to reduce the risk of error by preventing multiple patients or information being handled at one time is a safety feature which we have no control.

Please be assured that the team member knows you are there but is unable to attend to you for a variety of reasons.

On occasion our receptionist may also be dealing with NHS clinic patients as we share the building with variety of NHS and Community Services.

Having an additional member of our team within the reception area would not help alleviate this situation due to the additional incoming telephone calls which would normally be taken from by the main office.

“I felt other people were listening to me”

Please see the “Privacy when at reception” above.

Repeat Medications

Ordering Medications Online

The practice have the facility to order your medications online via a system called Patient Access which is available both as an app for your smart device or via their website (links to patient access are provided on our website).

If you do not have access to patient access and wish to order your medications online please contact reception in person with a form of photographic identification. Our team member will be able to provide you with more detail at the time.

Unfortunately due to confidentiality and GDPR we are unable to enable online medication ordering without the patient present and a form of identification.

If ordering online is not suitable for you our prescription line is open 24/7 where your order can be left at a time which suits you. The telephone number is 01563 825201

Health Check Ups

“I am getting older and would like to keep on top of my health”

The practice remind patients each year (usually on their birth month) about the importance of having their life time conditions and medicines checked by our clinical team.

Should you feel that through the interim that something has changed or you have concerns with your life time conditions we will always accommodate you, all you have to do is call our reception on 01563 825200 where one of our team can help arrange things for you.

Appointments

“I never seem to get a face to face appointment”

We have never stopped providing face to face appointments and continued to see patients face to face when required during the pandemic and continue to offer face to face appointments with our clinical team but find many issues patients present with can be resolved over the telephone allowing you to save time and get care as quick as possible.

If you prefer to attend the practice this is not a problem, just ask and we can arrange this.

“I had to wait a week for a routine appointment”

We pride ourselves on being accessible where we can be, sometimes due to unforeseen circumstances (i.e. staff illnesses or other issues) we try to ensure that all patients can be seen as soon as possible.

A routine appointment that is for an issue which is non-urgent and does not require immediate clinical intervention, our access time for these is presently lower than that of the average across Ayrshire and Arran.

An emergency appointment is for issues which can no wait or requires immediate intervention, due to the nature of these we have one of our clinical staff contact you to ascertain the status of your issue to try resolve it as soon possible, our access time for these appointments are usually same day but should not be used for issues which can wait for a routine appointment.

Why we ask you for the reason for your appointment

Each member of our clinical team provides expertise in different areas, no single member of our clinical team can provide you care in every situation. This includes Doctors, Advanced Nurses, Health Care staff who all provide specific services and expertise.

You do not need to provide a detailed explanation for your reason a small indication will do. Providing an indication as to why you are requesting an appointment to ensure you see the right person first time.

Providing a reason, even just a small hint, when booking an appointment will ensure you are seen by the correct member of our team first time, prevent multiple visits or calls and addressing your needs as quick as possible.

This not only saves you time, it allows us to maximise the time our clinical staff can spend with you ensuring your care needs are met.

If you are not happy to provide a reason for a routine appointment please let our team know that you do not wish to provide a reason but this may mean you may wait longer to be seen.

All our emergency appointments require a reason to be booked to ensure you are seen by the most appropriate member of our clinical team.

“Sometimes my symptoms are hard to explain over the phone”

If you think this will be an issue please tell your clinical team member at the time of the call or let our reception know you feel this would be an issue.

We offer face to face appointments with our clinical team but find many issues can be resolved over the telephone allowing you to save time and get care as quick as possible.

If you prefer to attend the practice this is not a problem, just ask and we can arrange this.

“It is difficult to see a Doctor”

“I always get given the Nurse”

In recent years there has been an increase in pressures and demand for General Practice (GP) services, this also includes an increase in demand for appointments with a Doctor.

To help with this pressure and demand our practice use the skills and knowledge of our Advanced Nurse Practitioner (ANP) team.

Our ANP team are able to undertake almost everything a Doctor can.

It is important to note that ANP's are not just Nurses but are also able to diagnose health

conditions, conduct check-ups, research patient conditions, refer patients to specialists and prescribe and administer medication amongst other duties.

Not only do they require experience within healthcare to become an ANP. They also undertake further education and training to bring them to the level similar to a Doctor.

Patients who attend our ANP team regularly find that our ANP team are just as effective as seeing our Doctors.

“It is like your appointments are gate kept”

The practice never rejects a request from a patient for an appointment.

There may be times that appointments are full meaning we can only offer appointments so far into the future.

All our requests for emergency appointments will be triaged by our clinical team.

If you do not wish to be seen urgently please ask our team to book you in with the next routine appointment. You will still be asked why you are attending to ensure you are seen by the most appropriate member of our clinical team as soon as possible.

Comments and Complaints

“I would complain but it’s just not what I do”

We would rather hear that we have did something which might not be quite right than for it to be swept under a rug and become a larger issue for you and ourselves.

There are 2 main types of complaint, formal and constructive.

Constructive complaints are informal, these are can be a mention to one of our staff or a small letter to the practice. These are often best to resolve smaller issues and you just have to simply let us know that you do not expect a reply.

These complaints are taken just as seriously as formal complaints but usually these occur due to a blip in one of our procedures and because they are smaller we can react to them faster without having the formal back and forth until a resolution is reached.

Formal complaints are ones which require us to liaise with the person who complained until the reason for the issue can be determined and identified to the sender, these are written complaints and always get a reply and are usually caused by a larger issue.

Since these complaints have a longer resolution time it will take longer for us to resolve and react as these complaints require communication with the person who filed the complaint.

“I wanted to raise an issue but I did not know who I spoke too”

This does not matter, finding out who you spoke to is our job.

If you feel that you have a complaint or wish to raise an issue do not get put off by the lack of names. All you have to do is provide us with why you wish to bring the matter to our attention, who you are, when you attended or contacted us we will do the rest.

Details of our complaint procedure are available on our website.

Response Summary

In total the practice had 160 replies to the survey a combination of paper and online replies.

When asked when respondents contacted the practice last they replied with the following:

- 146 replied with in the last 6 months
- 5 replied with “in the last 12 months”
- 5 replied “more than 12 months ago”
- 4 could not remember or did not know

For the purposes of this survey those who responded with within the last 6 or 12 months will be evaluated to prepare the results in this report.

Responses not included

Those who replied with another option other than they have contacted us in the last 12 months were only asked to complete the final 3 questions, overall ratings and comments.

This totalled 6 replies.

A summary of their replies to those questions is provided below:

- 4.3/5 when rating the team over all they scored the practice team at
- 4.4/5 when rating the how the team give advice on the situation at the surgery

The final question was an open comment box, there was only 3 comments and these will be included during our comment reflection session with our staff.

This left a total of 151 responses which were included in producing this report.

Comparison to 2024 and 2023

All of the questions presented in the survey allowed comparison to the 2024 survey, some of the questions where not present in the 2023 survey.

Where appropriate comparisons will be made.

It is important to note that patients were allowed to skip questions they did not wish to answer.

With that being the case each table will total the number of replies from this year that had a relevant reply.

Arrows and lines next to figures

When comparison is given to 2024 results the following arrows and lines will be used:

- ↑ indicates that the percentage of replies with this answer has increased
- indicates that the percentage of replies with this answer has remained unchanged
- ↓ indicates that the percentage of replies with this answer has decreased

These arrows only indicate a change in relation to the 2024 result, not the 2023 result.

Review of Results

Engagement

Contacts in the last 12 months

The majority of respondents state that they make contact with the practice multiple times in the year. In comparison to last year less are contacting us once a year or less than before and less patients are requiring contact with us more than 10 times.

	2025		2024		2023	
↓ Once	16	11%	20	13%	36	11%
↑ 2 to 4 times	86	57%	84	53%	159	49%
↑ 5 to 10 times	35	23%	35	22%	88	27%
↓ More than 10 times	14	9%	20	13%	44	13%
	151		159		327	

Ease of contact

This has improved along with the previous year with the majority of respondents think that it is easy to get in touch with the practice, a slight increase in “Not Easy” indicates there might be a developing issue, the practice will try to locate this issue to resolve it.

	2025		2024		2023	
↑ Very easy	99	66%	96	60%	159	49%
↓ Fairly easy	42	28%	55	35%	137	42%
↑ Not easy	10	7%	8	5%	31	9%
	151		159		327	

Opinion of our opening hours

Responses show that there may still be a lack of awareness of our opening hours with the patients but overall the majority of let us know that they are happy with our opening hours

	2025		2024	
- I am happy with the opening times	127	85%	135	85%
- It is too difficult for me to get time away during opening hours	10	7%	11	7%
↑ I am not sure what the opening hours are	11	7%	10	6%
- I am not happy with the opening hours for another reason	2	1%	2	1%
	150		158	

Most common contact method

There has been no change if that people contact us by telephone and in person contact.

	2025		2024		2023	
- Telephone	148/151	98%	155/158	97%	317/327	96%
- In Person	86/150	57%	90/158	57%	179/327	55%

Telephone Engagement

During the survey respondents who answered yes to “did you contact us by telephone” were then presented with further questions to gauge their telephone experience.

Swiftiness of calls being answered

The opinion that we answer our telephones quickly has increased since last year with more people responding with extremely quickly over the previous year.

	2025		2024		2023	
↑ Extremely quickly	52	35%	53	34%	62	20%
- Somewhat quickly	64	43%	66	43%	154	49%
↓ Neutral	22	15%	26	17%	75	24%
- Somewhat not quickly	7	5%	8	5%	21	7%
↑ Extremely not quickly	3	2%	1	1%	5	2%
	148		154		317	

First call answered

This question asked if the respondent had to make more than one call to initially get in contact with us. The results show this has been a slight reduction since last year of respondents stating they were able to get in touch with the practice initially about their enquiry on their first call, again this is likely due to the our presently reduced staffing.

	2025		2024		2023	
↓ Only one telephone call	116	79%	124	80%	211	67%
↑ More than one telephone call	31	21%	31	20%	106	33%
	147		155		317	

Rating of how calls have been handled

Respondents were asked how they felt their call was handled overall.

There has been good shift in the result of this question since last year except that there has been a reduction in the highest rating, despite this there is signs of continued improvement.

	2025		2024		2023	
↓ 5	58	39%	72	47%	141	44%
↑ 4	65	44%	45	29%	93	29%
↓ 3	15	10%	23	15%	50	16%
- 2	7	5%	7	5%	17	5%
↓ 1	3	2%	6	4%	16	5%
	148		153		317	

Telephone Call Ratings

The following statements were presented to the respondent in regards to their most recent telephone call and were asked to answer how they agree to the statement.

Results show that the overall ratings of our telephone calls has dropped slightly with all areas gaining in the neutral and agree opinion.

The purpose of my call was achieved

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	54	60	20	8	6	148
	↓ 36%	- 41%	↑ 14%	↑ 5%	↑ 4%	
2024	74	63	13	2	2	154
	↑ 48%	↓ 41%	↓ 8%	↓ 1%	- 1%	
2023	87	154	53	19	4	317
	27%	49%	17%	6%	1%	

I felt listened to during my call

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	53	61	20	6	7	147
	↓ 36%	↑ 41%	↓ 14%	↑ 4 %	↑ 5%	
2024	65	53	25	4	4	151
	↑ 42%	↓ 34%	↓ 16%	↓ 3%	↓ 3%	
2023	93	137	55	20	12	317
	29%	43%	17%	6%	4%	

The team member was helpful

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	56	55	27	6	4	148
	↓ 38%	↓ 37%	↑ 18%	↑ 4%	↑ 3%	
2024	68	60	16	5	1	150
	↑ 44%	↓ 39%	↓ 10%	↓ 3%	↓ 1%	
2023	104	130	59	13	11	317
	33%	41%	19%	4%	3%	

I was able to resolve my issue first time

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	47	55	26	11	9	148
	↓ 32%	↑ 37%	↑ 18%	- 7%	↑ 6%	
2024	66	46	24	10	3	149
	↑ 44%	↓ 31%	↓ 16%	↓ 7%	↓ 2%	
2023	80	136	53	32	16	317
	25%	43%	17%	10%	5%	

In Person Engagement

During the survey respondents who answered yes to “did you contact out team in person” were then presented with further questions to gauge their experience with the practice

Swiftness of Reception

The opinion that reception is slightly slower than last year with more people responding with answers lower in the scale over the previous year.

	2025		2024		2023	
- Extremely quickly	39	45%	39	45%	70	39%
↓ Somewhat quickly	34	40%	37	43%	75	42%
↑ Neutral	8	9%	5	6%	26	15%
↓ Somewhat not quickly	1	1%	4	5%	5	3%
↑ Extremely not quickly	4	5%	2	2%	3	2%
	86		87		179	

Contact on the first visit

This question asked if the respondent had to make more than one visit to initially get in contact with us. The results show since last year most respondents stating they were able to get in touch with the practice initially about their enquiry on their first visit.

	2025		2024		2023	
↓ Contact made on first visit	77	90%	84	97%	168	94%
↑ More than one visit made	9	10%	3	3%	11	6%
	86		87		179	

Rating of how visits have been handled

Respondents were asked how they felt their visits went overall.

There has been an improvement overall in this response with a slight reduction in the higher end rating since last year with patients rating us high when they have visited the practice.

	2025		2024		2023	
↓ 5	36	42%	44	49%	84	47%
↑ 4	31	36%	29	33%	54	30%
↑ 3	13	15%	10	11%	26	15%
↑ 2	5	6%	4	4%	10	6%
↓ 1	1	1%	2	2%	5	3%
	86		89		179	

In Person Ratings

The following statements were presented to the respondent in regards to their most recent visit to the practice and were asked to answer how they agree to the statement.

The purpose of my visit was achieved

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	35	29	13	6	2	85
	↑ 41%	↓ 34%	↑ 15%	↑ 7%	↑ 2%	
2024	35	45	6	2	0	88
	↑ 39%	↑ 50%	↓ 7%	↓ 2%	↓ 0%	
2023	58	86	24	9	2	179
	32%	48%	13%	5%	1%	

I felt listened to during my visit

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	38	29	7	11	0	85
	↑ 44%	↓ 34%	↓ 8%	↑ 13%	↓ 0%	
2024	37	39	8	2	1	87
	↑ 41%	↓ 43%	↓ 9%	2%	1%	
2023	64	80	29	4	2	179
	36%	45%	16%	2%	1%	

The team member was helpful

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	37	29	10	7	1	84
	- 44%	↓ 35%	↑ 12%	↑ 8%	↓ 1%	
2024	40	40	5	1	2	88
	↑ 44%	↑ 44%	↓ 6%	- 1%	- 2%	
2023	68	77	29	2	3	179
	38%	43%	16%	1%	2%	

The team member explained things to me clearly

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	36	32	13	4	0	85
	↑ 42%	↓ 38%	↑ 15%	↑ 5%	↓ 0%	
2024	37	40	7	2	2	88
	↑ 41%	↑ 44%	↓ 8%	↓ 2%	- 2%	
2023	60	74	37	5	3	179
	34%	41%	21%	3%	2%	

I was able to resolve my issue first time

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2025	32	32	11	4	6	85
	↓ 38%	↓ 38%	↑ 13%	↑ 5%	↑ 7%	
2024	37	35	11	3	1	87
	↑ 41%	↑ 39%	↓ 12%	↓ 3%	↓ 1%	
2023	60	68	35	9	7	179
	34%	38%	20%	5%	4%	

Appointments

Respondents were asked if they attended or made an appointment with us in the last 12 months.

133 respondents stated that they had, their answers are used in the following section. Some respondents chose not to answer some of the questions presented.

Advance Booking of Appointments

When asked if the respondent was able to make an appointment more than 3 days in advance 86% of answers shown that appointments were available to them.

Only 10% of answers stated that they could not make an appointment in advance.

	2025		2024	
↓ Yes	66	50%	71	51%
↑ Most of the time	30	23%	23	17%
↑ Some of the time	18	14%	18	13%
↓ Don't know	6	5%	9	7%
↓ No	13	10%	17	12%
	133		138	

Appointment Types Offered

Respondents were then asked what type of appointment they were offered.

The answers show that we are actively offering face to face appointments to patients.

	2025		2024	
↑ Face-to-Face at the Practice	100	75%	97	69%
↓ Phone Call	28	21%	37	26%
↓ Home Visit	0	0%	1	1%
- Other consultation	2	2%	3	2%
↑ I was not offered an appointment	3	2%	2	1%
	133		140	

Appointment Choice

When asked if they were offered a choice of appointment the following answers were given.

The answers show that we need to let patients know they have a choice of appointment.

	2025		2024	
↓ Yes	34	26%	44	31%
↑ No	57	43%	59	42%
↑ Not applicable	42	32%	38	27%
	133		141	

Appointment Satisfaction

Respondents were asked if they were happy with the appointment they were given by the team. The results show that although there is a lack of knowledge that they have a choice of the type of appointment they were still happy with the decision of our team made on their behalf upon following appropriate procedures.

	2025		2024	
↓ Yes, and I accepted an appointment	109	82%	118	86%
↑ No, but I still took an appointment	22	17%	17	12%
↑ No, and I did not take the appointment	2	2%	2	1%
	133		137	

Appointment Dissatisfaction

Respondents provided the following reason as to why they were not happy with the appointment they were offered.

Respondents had the opportunity to select multiple answers.

	2025		2024	
I couldn't book ahead at my General Practice	5	15%	10	40%
It was not at the time or on the day I wanted	1	3%	6	24%
The appointment wasn't soon enough	9	26%	6	24%
It was not the type of appointment I wanted	10	29%	3	12%
Another reason	9	26%	2	8%
It wasn't with my preferred Healthcare Professional	8	24%	2	8%
	34 Replies		25 Replies	

Delay in Speaking to a Clinician

Respondents were asked how long they had to wait to be seen by our clinical team.

Most of the respondents stated that they spoke to someone within 2 working days of contacting us initially with an urgent issue.

	2025		2024	
I saw or spoke to a doctor or nurse on the same day	62	58%	66	61%
I saw or spoke to a doctor or nurse within 1 or 2 working days	27	25%	32	29%
I waited more than 2 working days to see or speak to a doctor or nurse	17	16%	11	10%
	106		109	

Main Reason for Waiting Longer

Further to this respondents were asked why they had to wait longer than 2 days.

	2025		2024	
I was not offered a chance to see or speak to anyone within 2 days	24	42%	23	43%
The person I wanted to see was not available in the next 2 days	22	39%	13	25%
The times available in the next 2 days were not convenient for me	5	9%	12	23%
Another reason	6	11%	5	9%
	57		53	

Appointment Ratings

The following statements were presented to the respondent in regards to their most recent appointment with the practice and were asked rate from poor to excellent.

Quality of information provided by the Receptionist

	2025		2024	
↓ Excellent	46	35%	50	38%
↑ Fair	28	21%	16	12%
↓ Good	50	38%	59	45%
↑ Poor	7	5%	2	2%
↓ Very poor	0	0%	3	2%
	131		130	

Arrangements for getting to speak to a Doctor

	2025		2024	
↑ Excellent	43	33%	36	30%
↑ Fair	27	21%	22	18%
↓ Good	30	23%	47	39%
↑ Poor	20	16%	14	11%
↑ Very poor	9	7%	3	2%
	129		122	

Arrangements for getting to speak to a Nurse

	2025		2024	
↓ Excellent	47	38%	54	42%
↓ Fair	21	17%	23	18%
↑ Good	49	40%	48	38%
- Poor	3	2%	2	2%
↑ Very poor	4	3%	1	1%
	124		128	

Arrangements for getting to speak to a Pharmacist

	2025		2024	
- Excellent	30	31%	28	31%
↓ Fair	16	17%	29	32%
↑ Good	44	46%	30	33%
↓ Poor	2	2%	3	3%
↑ Very poor	4	4%	1	1%
	96		91	

Arrangements for getting to speak to a Physiotherapist

	2025		2024	
↓ Excellent	15	24%	21	32%
- Fair	18	29%	19	29%
↑ Good	21	34%	20	31%
- Poor	5	8%	5	8%
↑ Very Poor	3	5%	0	0%
	62		65	

Arrangements for getting to speak to a Mental Health Professional

	2025		2024	
↑ Excellent	15	35%	15	32%
- Fair	13	30%	14	30%
↓ Good	9	21%	14	30%
- Poor	4	9%	4	9%
↑ Very Poor	2	5%	0	0%
	43		47	

Arrangements for getting to speak to a Another Healthcare Professional

	2025		2024	
↓ Excellent	16	31%	16	33%
↓ Fair	15	29%	15	31%
↑ Good	18	35%	16	33%
↑ Poor	2	4%	1	2%
- Very poor	1	2%	1	2%
	52		49	

Treatment and Advice

This section of the survey is also new to this year as a result of this there is no comparison data for this section.

Respondents were asked if they received treatment or advice from us in the last 12 months.

138 respondents stated that they had, their answers are used in the following section.

Some respondents chose not to answer some of the questions presented.

Reason for Treatment or Advice

When asked what the respondent's treatment or advice was for they provided the following reason in their answers.

Respondents had the opportunity to select multiple answers.

	2025		2024	
↓ Another physical health problem	72	48%	81	51%
↑ A routine appointment	37	25%	30	19%
↑ Something else	18	12%	18	11%
↓ An injury or accident	12	8%	17	11%
↓ A mental health problem	10	7%	14	9%
	149 Replies		160 Replies	

Who is Providing Their Treatment or Advice

When asked who their treatment or advice was from respondents provide the following details.

	2025		2024	
↑ Nurse	83	63%	84	61%
↓ Doctor	38	29%	45	33%
↓ Another Healthcare Professional	4	3%	5	4%
- Physiotherapist	2	2%	3	2%
↑ Mental Health Professional	5	4%	1	1%
	132		138	

Opinion of Treatment and Advice

Respondents were then asked to rate a series of statements in regards to the treatment or advice they were given.

		Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
I was given the opportunity to involve the people that matter to me		39	31	37	5	4	116
		↑ 34%	↓ 27%	↓ 32%	↓ 4%	↑ 3%	
2024		24	35	40	5	1	105
		23%	33%	38%	5%	1%	
I was listened to		59	56	12	3	1	131
		↓ 45%	↑ 43%	↑ 9%	↓ 2%	↓ 1%	
2024		62	53	8	6	3	132
		47%	40%	6%	5%	2%	
I was given enough time		55	65	7	2	1	130
		↓ 42%	↑ 50%	↓ 5%	↓ 2%	↓ 1%	
2024		62	50	8	8	2	130
		48%	38%	6%	6%	2%	
I was treated with compassion and understanding		63	53	9	2	4	131
		- 48%	↑ 40%	↓ 7%	↓ 2%	- 3%	
2024		62	50	8	5	4	129
		48%	39%	6%	4%	3%	
My treatment and care were well co-ordinated		59	54	14	3	2	132
		- 45%	↑ 41%	↑ 11%	↓ 2%	↓ 2%	
2024		57	45	13	8	4	127
		45%	35%	10%	6%	3%	
The healthcare professional knew my medical history		46	46	27	8	4	131
		↓ 35%	↑ 35%	↑ 21%	↓ 6%	- 3%	
2024		56	44	14	10	4	128
		44%	34%	11%	8%	3%	
I had a chance to ask about the benefits and risks of the treatment		46	57	22	3	3	131
		↓ 35%	↑ 44%	↓ 17%	↓ 2%	↓ 2%	
2024		47	34	26	8	4	119
		39%	29%	22%	7%	3%	

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
I was able to ask questions if I wanted to	59	60	9	1	1	130
	↓ 45%	↑ 46%	↓ 7%	↓ 1%	- 1%	
2024	62	46	16	5	1	130
	48%	35%	12%	4%	1%	
I understood the information I was given	57	62	9	1	1	130
	↓ 44%	↑ 48%	↓ 7%	↓ 1%	- 1%	
2024	60	54	12	3	1	130
	46%	42%	9%	2%	1%	
The health professional checked I understood what I had been told	53	57	16	3	2	131
	↓ 40%	↑ 44%	- 12%	↓ 2%	↓ 2%	
2024	54	45	15	8	1	123
	44%	37%	12%	7%	1%	
Staff helped me to feel in control of my treatment and care	47	54	21	5	1	128
	↓ 37%	↑ 42%	↓ 16%	↓ 4%	↓ 1%	
2024	44	41	21	9	2	117
	38%	35%	18%	8%	2%	
I was involved in decisions about my treatment and care	48	52	19	3	3	125
	↓ 38%	↑ 42%	↓ 15%	↓ 2%	- 2%	
2024	47	34	25	10	2	118
	40%	29%	21%	8%	2%	
I felt able to make an informed choice about my treatment and care	47	48	23	4	3	125
	↓ 38%	↑ 38%	↓ 18%	↓ 3%	2%	
2024	48	35	22	9	2	116
	41%	30%	19%	8%	2%	
I was treated with dignity and respect	66	55	7	1	1	130
	↑ 51%	↑ 42%	↓ 5%	↓ 1%	↓ 1%	
2024	64	41	15	3	4	127
	50%	32%	12%	2%	3%	

Overall Ratings of the Practice Team

How helpful respondents find the team

Respondents were asked to rate the practice from 1 to 5 (1 being the lowest score) on how they helpful they felt the practice team is

	2025		2024		2023	
↑ 5	71	45%	70	43%	139	39%
↑ 4	55	35%	49	30%	119	33%
↓ 3	24	15%	31	19%	59	17%
↑ 2	8	5%	5	3%	27	8%
↓ 1	0	0%	7	4%	12	3%
	158		162		356	

This was an average of 4.19 and increase from 4.05 in the year 2024 and 3.97 in 2023

How the team give advice on the situation at the surgery

Respondents were asked to rate the practice from 1 to 5 (1 being the lowest score) on how well they were informed of the situation at the practice

	2025		2024		2023	
- 5	69	44%	70	44%	133	37%
↑ 4	51	32%	49	31%	120	34%
↑ 3	31	20%	31	19%	60	17%
↑ 2	6	4%	4	3%	27	8%
↓ 1	1	1%	6	4%	16	4%
	158		160		356	

This was an average of 4.14 and increase from 4.08 in the year 2024 and 3.92 in 2023

Comments Left by Respondents

There were a total of:

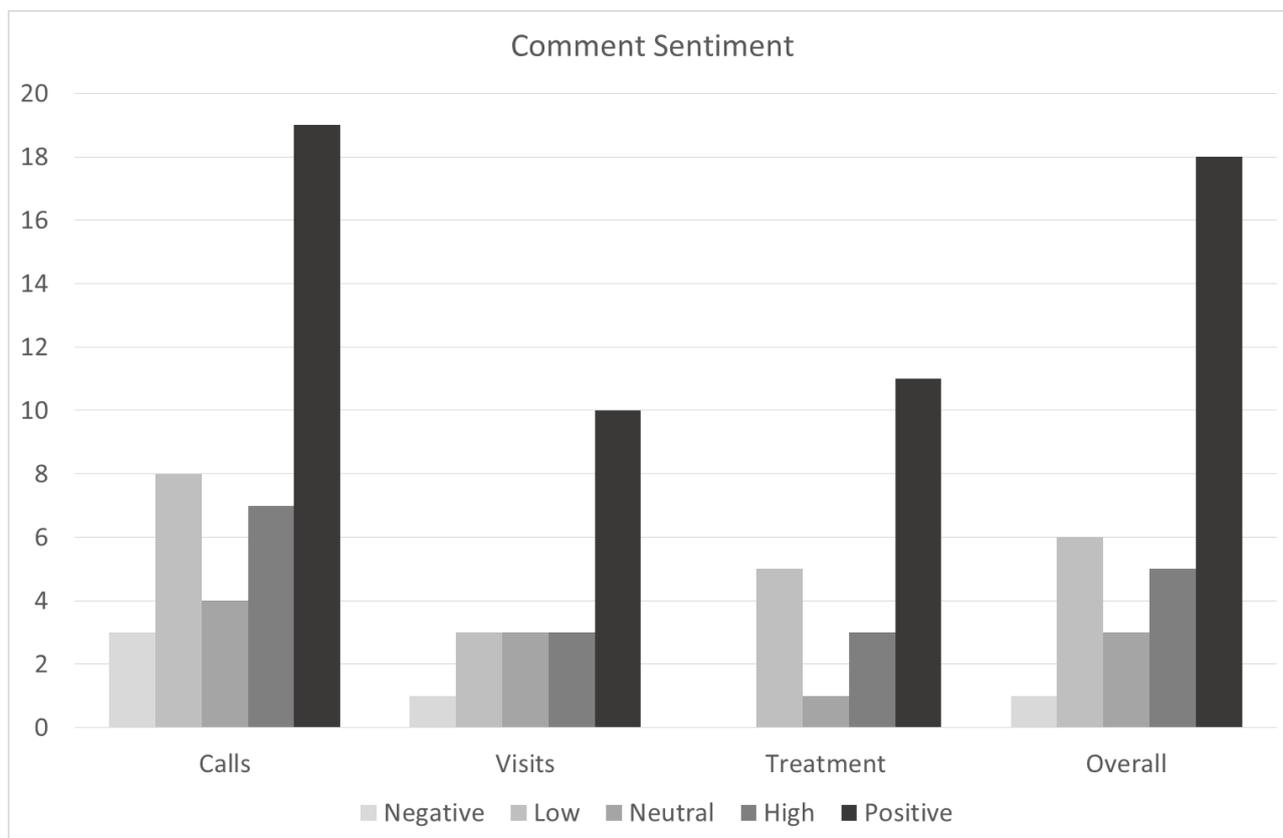
- 47 in the telephone contact section
- 19 in the in person contact section
- 34 in the treatment and advice section
- 55 in the overall section

All of these comments will be subject to redaction of personal details, identifiable information in regards to patients, persons and staff.

Then reviewed by the management team of the practice and the wider team.

To protect confidentiality of patients comments are not available for viewing.

Sentiment of comments where checked and the following chart was produced.



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Crosshouse Medical Practice

Health & Care
Experience Survey
2024-2025

Appendices

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Appendix A - Survey Questions

Crosshouse Medical Practice

Health & Care Experience Survey

Your views are very important to us. This Survey asks questions about your experience with the practice. This helps us to monitor quality of care services and assess what needs to be improved.

Taking part is **voluntary** and your responses will be completely **confidential**. None of the health and social care professionals involved in your care will know whether or not you have filled in this survey. **You can skip any questions you do not want to answer.**

Please use blue or black ink and do not worry if you make a mistake, simply cross it out and tick the correct answer.

Please do not include any personal information.

Please do not use this form to discuss details which relate to matters of your health.

Contact

Q1 When did you **last** contact the practice?

- In the last 6 months
- In the last 12 months
- More than 12 months ago
- Can't remember / don't know

Q2 Roughly, how often have you contacted us in the last 12 months?

- Once
- 2 to 4 times
- 5 to 10 times
- More than 10 times

Q3 How easy is it for you to contact us in the way you want?

- Very easy
- Fairly easy
- Not easy

Q4 What do you think of the opening hours of the Practice?

- I am happy with the opening times
- It is too difficult for me to get time away during opening hours
- I am not happy with the opening hours for another reason
- I am not sure what the opening hours are

Contacting Us By Telephone

Q5 Did you contact us by telephone?

Yes

No

→ **Go to Q11**

Q6 How quickly did our team answer your call?

Extremely quickly

Somewhat quickly

Neutral

Somewhat not quickly

Extremely not quickly

Q7 Did you have to make more than one call to speak to our team initially?

Yes

No

Q8 Please rate the following statements

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My call was handled appropriately	<input type="checkbox"/>				
The purpose of my call was achieved	<input type="checkbox"/>				
I felt listened to during my call	<input type="checkbox"/>				
The team member was helpful	<input type="checkbox"/>				
The team member explained things to me clearly	<input type="checkbox"/>				
I was able to resolve my issue first time	<input type="checkbox"/>				

Q9 Please rate how you felt your call was handled out of 5

1

2

3

4

5

Q10 Do you have any comments about your call?

Contacting Us In Person

This section applies to visits to the practice where you **did not attend for an appointment**.

Q11 Did you contact our team in person?

Yes

No

→ **Go to Q17**

Q12 How quickly did you get seen at reception?

Extremely quickly

Somewhat quickly

Neutral

Somewhat not quickly

Extremely not quickly

Q13 Did you have to make more than one visit to be seen initially? (not including appointments)

Yes

No

Q14 Please rate the following statements

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My visit was handled appropriately	<input type="checkbox"/>				
The purpose of my visit was achieved	<input type="checkbox"/>				
I felt listened to during my visit	<input type="checkbox"/>				
The team member was helpful	<input type="checkbox"/>				
The team member explained things to me clearly	<input type="checkbox"/>				
I was able to resolve my issue first time	<input type="checkbox"/>				

Q15 Please rate how you felt your visit was handled out of 5

1

2

3

4

5

Q16 Do you have any comments about your visit?

Appointments

Q17 Did you make or attend an appointment in the last 12 months?

- Yes
 - No
- **Go to Q26**

Q18 Have you been able to make an appointment with us 3 or more days in advance?

- Yes
- Most of the time
- Some of the time
- No
- Don't know

Q19 The last time you needed an **appointment** with us, what kind of appointment did you get?

- Face-to-Face at the Practice
 - Phone Call
 - Home Visit
 - A Video Call
 - Other consultation
 - I was not offered an appointment
- **Go to Q21**

Q20 Were you offered a choice in the kind of appointment you received?

- Yes
- No
- Not applicable

Q21 Were you satisfied with the appointment you were offered?

- Yes, and I accepted an appointment
- **Go to Q23**
- No, but I still took an appointment
 - No, and I did not take the appointment

Q22 If you weren't satisfied with the appointment you were offered, why was that?

Please tick **all that apply**.

- It was not at the time or on the day I wanted
- It was not the type of appointment I wanted
- The appointment wasn't soon enough
- I couldn't book ahead at my General Practice
- It wasn't with my preferred Healthcare Professional
- Another reason

Q23 The **last time** you needed to see or speak to a doctor or nurse quite **urgently**, how long did you wait?

- I saw or spoke to a doctor or nurse on the same day
→ **Go to Q25**
- I saw or spoke to a doctor or nurse within 1 or 2 working days
→ **Go to Q25**
- I waited more than 2 working days to see or speak to a doctor or nurse
- I haven't needed to or cannot remember seeing or speaking to a doctor or a nurse urgently within the last 12 months
→ **Go to Q25**

Q24 What was the main reason you waited longer than 2 working days?

- The person I wanted to see was not available in the next 2 days
- The times available in the next 2 days were not convenient for me
- I was not offered a chance to see or speak to anyone within 2 days
- Another reason: (Space below for comments should you wish to leave any)

Q25 Overall, how would you rate each of the following?

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Excellent	Good	Fair	Poor	Very Poor
The quality of information provided by the receptionist	<input type="checkbox"/>				
Arrangements for getting to speak to a					
- Doctor	<input type="checkbox"/>				
- Nurse	<input type="checkbox"/>				
- Pharmacist	<input type="checkbox"/>				
- Physiotherapist	<input type="checkbox"/>				
- Mental Health Professional	<input type="checkbox"/>				
- Another Healthcare Professional	<input type="checkbox"/>				

Treatment or Advice From Us

For this section, think about the **last time** you received treatment or advice at the Practice in the last 12 months.

Q26 What was it for? Please tick **all that apply**.

- An injury or accident
 - Another physical health problem
 - A mental health problem
 - A routine appointment
 - Something else
 - No treatment / advice received
- **Go to Q31**

Q27 Thinking about the consultation above, who did you receive most of your treatment or advice from?

- Doctor
- Nurse
- Pharmacist
- Physiotherapist
- Mental Health Professional
- Another Healthcare Professional

Q28 Thinking about that healthcare professional, how much do you agree or disagree with the following statements?

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
I was given the opportunity to involve the people that matter to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with compassion and understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My treatment and care were well co-ordinated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The healthcare professional knew my medical history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had a chance to ask about the benefits and risks of the treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to ask questions if I wanted to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the information I was given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The health professional checked I understood what I had been told	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff helped me to feel in control of my treatment and care	<input type="checkbox"/>				
I was involved in decisions about my treatment and care	<input type="checkbox"/>				
I felt able to make an informed choice about my treatment and care	<input type="checkbox"/>				
I was treated with dignity and respect	<input type="checkbox"/>				

Q29 How would you describe the effect of the treatment or advice from that appointment on the following?

Please tick **one box on each line.**

	Got better	Stayed the same	Got Worse	Too soon to say	Not applicable
The symptoms you were experiencing	<input type="checkbox"/>				
Your overall wellbeing	<input type="checkbox"/>				

Q30 Please provide any further comments you have on the above

Overall Satisfaction

The following questions relate to the practice team.

Our team consists of

- GP's
- Advanced Nurse Practitioners
- Practice Nurses
- Administration Assistants
- Health Care Assistants
- Pharmacists

and many more who help to provide care for our patients.

Q31 Please rate how helpful you find the team overall out of 5

1 2 3 4 5

Q32 Please rate how you feel the team give advice on the situation at the surgery overall out of 5

1 2 3 4 5

Q33 Do you have any comments about the team?

Thank you for taking part in the survey.

We appreciate your time and answers.

Responses to the survey will be collected and the results presented to our entire team with the aim to improve and monitor the quality of health and social care services we provide to you.

Results and outcomes will be published on our website and copies will be freely available from reception.