**Stockbridge Practice**

**Update to PPG – 30 July 2025**

**Patient Feedback**

We were pleased with the recent Patient Survey results. This survey is sent randomly to patients. The results can be accessed [here.](https://gp-patient.co.uk/patientexperience/results?code=J82016)

91% of patients who responded said they found their experience of the surgery to be good. This is the same as last year.

We saw increases in patients finding it easy to contact us via our website and the NHS App. Use of online services saw increases in all areas e.g. booking appointments, requesting medication etc.

There were slight decreases in patients finding it easy to contact us by telephone (but still 84% of patients found it easy) and a significant decrease in patients being able to see or speak to their preferred GP always / a lot of the time. As the survey is a random selection of patients who may or may not have contacted us recently it is difficult to understand these year-on-year trends.

We are required to ask patients for ‘Friends and Family feedback’ following an appointment. We do this by text message. Patients can also complete the survey on paper. Results continue to be positive each month:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|   | **Jan-25** | **Feb-25** | **Mar-25** | **Apr-25** | **May-25** | **Jun-25** |
| Very good | 585 | 507 | 509 | 620 | 515 | 489 |
| Good | 87 | 53 | 51 | 69 | 50 | 41 |
| Neither | 10 | 8 | 7 | 15 | 5 | 17 |
| Poor | 3 | 5 | 3 | 5 | 6 | 8 |
| Very poor | 6 | 1 | 2 | 3 | 2 | 4 |
| Don't know | 2 | 3 | 0 | 3 | 5 | 2 |

 **Broughton Footpath**

We have now had approval from the Broughton Parish Council for the footpath and a contribution from them towards the cost. We are siting the path next to the Doctor’s parking space so we do not lose any parking spaces as this would have an ongoing detrimental financial impact on the practice.

We are currently discussing dates for the work to go ahead.

**Broughton new houses**

We have also been asked by a member of the Broughton Parish Council to comment on the impact of a possible additional 45 houses being built. This will be discussed by the GP Partners at their next meeting.