

# MGS MEDICAL PRACTICE

## LOCAL PATIENT SURVEY – JUNE 2026 TO AUGUST 2026

### 100 Questionnaires Completed

*Prepared for patient experience, PPG discussion and quality improvement*

## 1. Survey Overview

|                     |                                          |
|---------------------|------------------------------------------|
| Organisation        | MGS Medical Practice                     |
| Survey period       | June 2026 – August 2026                  |
| Local responses     | 100 completed surveys                    |
| Survey purpose      | Patient Experience & Quality Improvement |
| National comparator | NHS GP Patient Survey 2026               |
| Practice code       | M92654                                   |

The local survey provides a practice-level snapshot of patient experience across access, digital services, experience of care, what works well, trust and confidence, and equality/inclusion. The 2026 local survey contains 100 responses.

## 2. Section A – About You

|                                  |                                                                                       |
|----------------------------------|---------------------------------------------------------------------------------------|
| Age                              | Under 18: 5 (5%); 18–30: 10 (10%); 31–50: 15 (15%); 51–65: 30 (30%); 66–100: 40 (40%) |
| Length of registration           | Registered within last 2 years: 30 (30%); over 2 years: 70 (70%)                      |
| Long-term condition / disability | 60 respondents (60%) reported a long-term condition and/or disability                 |
| Internet access                  | 95 of 100 respondents (95%) have internet access                                      |
| Carer status / veteran status    | 15 carers (15%); veteran status: 0                                                    |

## 3. Local Survey Results – Rating Scale

The 2026 local survey uses the following response scale: Very Poor, Poor, Neutral, Good and Excellent. The source survey reports section-level distributions rather than separate response counts for every individual question; therefore the distributions below are presented as the recorded section results and are not assigned to individual questions.

### 3.1 Getting an Appointment

| Question            | Very Poor | Poor | Neutral | Good | Excellent |
|---------------------|-----------|------|---------|------|-----------|
| Telephone access    | 0%        | 2%   | 2%      | 80%  | 16%       |
| Appointment access  | 0%        | 2%   | 2%      | 80%  | 16%       |
| Urgent appointments | 0%        | 2%   | 2%      | 80%  | 16%       |
| Continuity of care  | 0%        | 2%   | 2%      | 80%  | 16%       |
| Preferred clinician | 0%        | 2%   | 2%      | 80%  | 16%       |

### 3.2 Online Access and Digital Services

| Question             | Very Poor | Poor | Neutral | Good | Excellent |
|----------------------|-----------|------|---------|------|-----------|
| NHS App use          | 0%        | 3%   | 4%      | 76%  | 17%       |
| Online booking       | 0%        | 3%   | 4%      | 76%  | 17%       |
| Online prescriptions | 0%        | 3%   | 4%      | 76%  | 17%       |
| Digital confidence   | 0%        | 3%   | 4%      | 76%  | 17%       |
| Digital exclusion    | 0%        | 3%   | 4%      | 76%  | 17%       |

### 3.3 Your Experience at the Practice

| Question                 | Very Poor | Poor | Neutral | Good | Excellent |
|--------------------------|-----------|------|---------|------|-----------|
| Waiting times            | 0%        | 1%   | 4%      | 80%  | 15%       |
| Listening                | 0%        | 1%   | 4%      | 80%  | 15%       |
| Care and concern         | 0%        | 1%   | 4%      | 80%  | 15%       |
| Explanation of treatment | 0%        | 1%   | 4%      | 80%  | 15%       |
| Shared decisions         | 0%        | 1%   | 4%      | 80%  | 15%       |

### 3.4 What Works Well

| Question          | Very Poor | Poor | Neutral | Good | Excellent |
|-------------------|-----------|------|---------|------|-----------|
| Reception         | 0%        | 0%   | 3%      | 85%  | 12%       |
| Clinical care     | 0%        | 0%   | 3%      | 85%  | 12%       |
| Staff helpfulness | 0%        | 0%   | 3%      | 85%  | 12%       |

|               |    |    |    |     |     |
|---------------|----|----|----|-----|-----|
| Accessibility | 0% | 0% | 3% | 85% | 12% |
|---------------|----|----|----|-----|-----|

### 3.5 Trust and Confidence

| Question        | Very Poor | Poor | Neutral | Good | Excellent |
|-----------------|-----------|------|---------|------|-----------|
| Trust           | 0%        | 0%   | 3%      | 85%  | 12%       |
| Confidentiality | 0%        | 0%   | 3%      | 85%  | 12%       |
| Patient safety  | 0%        | 0%   | 3%      | 85%  | 12%       |
| Recommendation  | 0%        | 0%   | 3%      | 85%  | 12%       |

## 4. NHS Friends & Family Test

|                             |          |
|-----------------------------|----------|
| Extremely likely            | 50 (50%) |
| Likely                      | 35 (35%) |
| Neither likely nor unlikely | 5 (5%)   |
| Unlikely                    | 5 (5%)   |
| Extremely unlikely          | 0 (0%)   |
| Don't know                  | 5 (5%)   |

Positive F&F responses (Extremely likely + Likely): 85%.

## 5. Equality & Inclusion Dashboard

|                        |                                                                 |
|------------------------|-----------------------------------------------------------------|
| Ethnicity              | White 60%; Asian 10%; Mixed background 30%                      |
| Religion               | Christian 40%; Sikh 6%; Hindu 4%; Prefer not to say 50%         |
| Language               | English 70%; Punjabi/Urdu 10%; Polish 5%; Prefer not to say 15% |
| Carer / digital access | Carers 15%; Veterans 0; Internet access 95%                     |

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### 6. National GP Patient Survey 2026 – Practice Benchmark

The national survey comparator is the 2026 NHS GP Patient Survey for Bagary's Medical Practice (practice code M92654). The national survey report records 694 surveys sent and 100 returned, with a 14% completion rate. Comparisons with national and ICS results are indicative only and may not be statistically significant.

| Measure                                     | MGS 2026 | National 2026 | ICS 2026 |
|---------------------------------------------|----------|---------------|----------|
| Easy to contact using website               | 71%      | 73%           | 68%      |
| Reception/admin helpfulness                 | 84%      | 85%           | 81%      |
| Knew next step after contacting             | 91%      | 84%           | 80%      |
| Knew next step within two days              | 66%      | 93%           | 93%      |
| Good overall experience contacting practice | 50%      | 77%           | 74%      |
| Easy to contact by phone                    | 68%      | 57%           | 53%      |

#### Experience at last appointment

| Measure                                         | MGS 2026 | National 2026 | ICS 2026 |
|-------------------------------------------------|----------|---------------|----------|
| Patient's needs were met                        | 80%      | 92%           | 91%      |
| Confidence and trust in healthcare professional | 92%      | 87%           | 85%      |
| Involved as much as wanted in decisions         | 83%      | 86%           | 84%      |
| Care and concern                                | 91%      | 92%           | 91%      |
| Listening                                       | 88%      | 93%           | 92%      |
| Professional had needed information             | 86%      | 90%           | 89%      |
| Good overall experience of GP practice          | 68%      | 77%           | 74%      |

### 7. 2025 to 2026 National Survey Comparison

The following compares the practice's national GP Patient Survey result in 2025 with 2026. Positive-point movement is shown as an absolute percentage-point change.

| Measure                             | 2025 | 2026 | Change |
|-------------------------------------|------|------|--------|
| Website contact                     | 80%  | 71%  | -9 pp  |
| Reception/admin helpfulness         | 91%  | 84%  | -7 pp  |
| Knew next step after contact        | 87%  | 91%  | +4 pp  |
| Knew next step within two days      | 62%  | 66%  | +4 pp  |
| Good overall contact experience     | 46%  | 50%  | +4 pp  |
| Telephone access                    | 79%  | 68%  | -11 pp |
| Patient's needs were met            | 85%  | 80%  | -5 pp  |
| Confidence and trust                | 93%  | 92%  | -1 pp  |
| Involved in decisions               | 86%  | 83%  | -3 pp  |
| Care and concern                    | 92%  | 91%  | -1 pp  |
| Listening                           | 92%  | 88%  | -4 pp  |
| Professional had needed information | 90%  | 86%  | -4 pp  |
| Good overall practice experience    | 79%  | 68%  | -11 pp |

### 8. Key Findings and Improvement Priorities

- Local survey results are strongly positive overall: 96% of responses in the appointment-access section were Good or Excellent; 93% for online/digital services; 95% for experience at the practice; and 97% for what works well and trust/confidence.

- Friends & Family Test: 85% of respondents were Extremely likely or Likely to recommend the practice.
- Telephone access remains a key improvement priority. The national practice result fell from 79% in 2025 to 68% in 2026, while the local survey still records a highly positive appointment-access section overall.
- Overall national GP Patient Survey experience fell from 79% in 2025 to 68% in 2026, indicating a need to examine access, communication and patient journey issues alongside the very positive local survey findings.
- Digital access remains important: 95% of local respondents report internet access, while the local digital-services section records 93% Good/Excellent. Continued support should be provided for patients who cannot or do not wish to use digital routes.
- Communication and shared decision-making remain strengths locally, but the national results show some year-on-year movement downwards and should be monitored through the next local survey cycle.
- Continue collecting Friends & Family feedback, PPG feedback and local survey data to triangulate patient experience and identify specific service improvements.

## 9. PPG / Patient Feedback Actions

| Area                          | Action / response                                                                                                                      | Review  |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------|
| Telephone access              | Continue telephone audits, monitor call waiting/access, review patient messages and encourage appropriate use of online forms/NHS App. | Ongoing |
| Digital access                | Promote NHS App, online booking and prescriptions while maintaining support for patients unable to use digital services.               | Ongoing |
| Appointment utilisation / DNA | Continue encouraging cancellation or rebooking when patients cannot attend; monitor DNA levels and appointment capacity.               | Ongoing |
| Triage and clinician matching | Continue form-based triage and review the clinical matrix/staff training to support signposting to the appropriate clinician/service.  | Ongoing |
| Patient feedback              | Continue Friends & Family Test, PPG feedback and periodic local patient surveys.                                                       | Ongoing |

## 10. CQC Evidence Mapping

| CQC Domain | Survey Evidence                                                               |
|------------|-------------------------------------------------------------------------------|
| Safe       | Patient safety, confidence and trust                                          |
| Effective  | Clinical care, treatment explanations and patient needs being met             |
| Caring     | Respect, listening, care and concern, and shared decision-making              |
| Responsive | Appointment access, telephone access and digital services                     |
| Well-led   | Overall experience, patient feedback, PPG involvement and improvement actions |

## 11. Approval & Sign-Off

|           |              |
|-----------|--------------|
| Manager   | J Bagary     |
| PPG Chair | Angela Smith |
| Date      | August 2026  |