

Analysis of GP NHS 2024 and 2025 Survey Results for Gresleydale Healthcare Centre.

A Detailed Review of Survey Trends and Outcomes

Introduction

This report presents a comprehensive analysis of the survey results collected in the years 2024 and 2025. The aim is to examine the trends, identify key findings, and provide insights into the overall performance and satisfaction levels. The analysis covers various aspects, including demographic data, service quality, patient satisfaction, and areas for potential improvement.

Survey Overview

The surveys conducted in 2024 and 2025 targeted a broad range of patients. The surveys were designed to capture feedback on critical aspects of healthcare delivery, patient experience, and organisational performance. The data collected offers valuable insights into the strengths and weaknesses of Gresleydale Healthcare Centre.

Demographic Analysis

Age Distribution

The demographic analysis reveals a diverse age distribution among the survey respondents. In 2024, the majority of respondents were between the ages of 30 to 50, comprising 45% of the total. In 2025, there was a noticeable shift with an increase in respondents aged 50 and above, rising from 30% in 2024 to 40% in 2025. This shift indicates a growing engagement from the older population in providing feedback.

Gender Representation

Gender representation remained relatively balanced in both years. In 2024, 52% of respondents were female, and 48% were male. The trend continued in 2025 with a slight increase in female respondents to 54%, demonstrating consistent participation across genders.

Socio-Economic Background

Respondents' socio-economic backgrounds were diverse, reflecting a broad range of income levels and educational backgrounds. Both surveys showed an increase in participation from lower socio-

economic groups, rising from 20% in 2024 to 25% in 2025. This increase highlights the efforts made to engage a more inclusive respondent base.

Service Quality and Patient Satisfaction

Overall Satisfaction

Overall satisfaction levels showed a positive trend from 2024 to 2025. In 2024, 70% of respondents reported being satisfied with the healthcare services provided. This figure increased to 77% in 2025, indicating improvements in service delivery and patient experience.

Health Access to Services

Overall experience of contacting Gresleydale Healthcare Centre was another critical area of analysis. In 2024, 59% of respondents felt that access to services was very good or fairly good. By 2025, this figure had improved to 69%, reflecting efforts to reduce wait times and improve appointment scheduling.

Areas for Improvement

Communication and Information

Despite overall positive feedback, communication and information dissemination were identified as areas needing attention. In 2024, 26% of respondents were satisfied with the telephone access and found it easy to contact the practice. This figure improved to 42% in 2025, but there is still room for improvement by increasing the use of digital technologies.

Conclusion

The analysis of the 2024 and 2025 survey results provides valuable insights into the strengths and where improvements need to be made. The positive trends in overall satisfaction, quality of care, and access to services are encouraging and reflect the ongoing efforts to enhance healthcare delivery.

Moving forward, it is essential to continue engaging with our patients from diverse backgrounds and demographics to ensure that the feedback collected is comprehensive and representative. By addressing the identified areas for improvement and building on the positive trends, Gresleydale Healthcare Centre can achieve better outcomes and higher levels of patient satisfaction in the future.