

Royal College of General Practitioners and Warwick Medical School
Annual Education, Research and Innovation Symposium 18th May 2017
Abstract Submission Form

PRESENTER'S DETAILS	
Title (Prof, Dr, Mr, Mrs, Miss) Miss Jaskiran Gill Jaskiran.gill@warwick.ac.uk	
Department or organisation Warwick Medical School	
Category Research	
PRESENTATION DETAILS	
Authors Jaskiran Gill	Title of Study Quantitative analysis of online patient feedback left on NHS Choices about practices in the Coventry and Warwickshire area
What's the problem you are tackling? NHS Choices feedback pages were created to allow patients to input their feedback and ratings on different service aspects for their General practice. To date no research has been undertaken to look at the utilisation of the page.	
How did/will you do it? I quantitatively explored feedback left by patients on NHS Choices, for GP practices in Coventry and Warwickshire and looked at how these practices engaged with this feedback. Data was extracted from information inputted on NHS Choices for practices on list size, number of doctors, percentage who would recommend their surgery, deprivation score, whether practices had reviews, date of oldest and newest review, had practices responded to comments, date of last response and the type of comments responded to. Analysis was done using SPSS to carry out descriptives and statistical tests.	
What did you find? 129/130 practices had reviews. For just over half of the practices (56.2%), patients had first posted a review within 2009-2010. Only a small proportion (2.3%) had received their first comment in 2014-2015. The majority of practices (82.3%) had a review in 2016. The majority of practices responded to comments (76.2%), though a small proportion had not responded within 2016 (13.1%). The majority responded to both positive and negative comments. However, 18 practices only responded to negative comments and 3 only responded to positive comments. It was found that those practices that had the higher percentage of patients recommending them had fewer comments ($p < 0.001$). It was also found that the fewer doctors a practice had, the less likely they were to respond ($p = 0.002$).	
Why does this matter? NHS Choices feedback pages are current and being used by the majority of practices, shown by most practices having comments inputted and responded to within 2016. However further research is needed to look at how practices are using the data and determine how best practices might engage with the feedback.	