

Patient Reference Group Survey Results Dec 2013

It is important to us that we listen to the views of our patients. The doctors and staff meet regularly with practice patients at the Patient Reference Group (PRG) meetings where the future of the practice and changes to operational procedures are discussed.

As well as the PRG, one of the ways that we can get a picture of the views of our patients is by asking people to complete a survey. In December 2013 the GPAQ questionnaire, approved by the PRG, was completed by patients who visited a clinician at the practice.

During December we received 35 responses to the questionnaire.

Over all responses from the questionnaire	
Total records in survey:	36

On the following pages are the results from the survey with the answers broken down into percentages.

At the end of this document are the comments left by patients who have completed this survey.

If you have any comments or would like to know more about the Patient Reference Group or next years survey, please contact the practice for more information.

How good was your GP at:

Q1 Putting you at ease?	
Answer	Percentage
Very good	92%
Good	8%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	0%

Q2 Being polite and considerate?	
Answer	Percentage
Very good	92%
Good	8%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	0%

Q3 Listening to you?	
Answer	Percentage
Very good	92%
Good	8%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	0%

Q4 Giving you enough time?	
Answer	Percentage
Very good	89%
Good	11%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	0%

Q5 Assessing your medical condition?	
Answer	Percentage
Very good	86%
Good	11%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	3%
No Answer	0%

Q6 Explaining your condition and treatment?	
Answer	Percentage
Very good	81%
Good	14%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	6%
No Answer	0%

Q7 Involving you in decisions about your care?	
Answer	Percentage
Very good	78%
Good	17%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	6%
No Answer	0%

Q8 Providing or arranging treatment for you?	
Answer	Percentage
Very good	86%
Good	11%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	3%

Q9 Did you have confidence that the GP is honest and trustworthy?	
Answer	Percentage
Yes, definitely	97%
Yes, to some extent	0%
No, not at all	0%
Don't care / cant say	0%
No answer	3%

Q10 Did you have confidence that your doctor will keep your information confidential?	
Answer	Percentage
Yes, definitely	97%
Yes, to some extent	3%
No, not at all	0%
Don't care / cant say	0%
No answer	0%

Q11 Would you be happy to see this GP again?	
Answer	Percentage
Yes	100%
No	0%
No answer	0%

Comments about the GP or nurse you saw
Very good & pleasant
Dr Wylie set out a plan for my multiple treatments which gives me a focus as to whats going to happen. Feel much better and I haven't started on the tablets
The best dock I would want
As ever 100% commitment to my needs
Dr Carmichael was very patient and explained things and I felt comfortable talking to her about my queries
Excellent care advice as always

Q12 How helpful do you find the receptionists at your GP practice?	
Answer	Percentage
Very helpful	69%
Fairly helpful	19%
Not very helpful	6%
Not at all helpful	0%
Don't know	0%
No answer	6%

Q13 How easy is it to get through to someone at your GP practice on the phone?	
Answer	Percentage
Very easy	28%
Fairly easy	33%
Not very easy	22%
Not at all easy	8%
Don't know	0%
Haven't tried	3%
No answer	6%

Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?	
Answer	Percentage
Very easy	26%
Fairly easy	31%
Not very easy	6%
Not at all easy	6%
Don't know	20%
Haven't tried	0%
No answer	6%

Q15 If you need to see a GP urgently, can you normally get seen on the same day?	
Answer	Percentage
Yes	58%
No	14%
Don't know / never needed to	22%
No answer	6%

Q16 How important is it to you to be able to book appointments ahead of time in your practice?	
Answer	Percentage
Important	89%
Not important	6%
No answer	6%

Q17 How easy is it to book ahead in your practice?	
Answer	Percentage
Very easy	42%
Fairly easy	36%
Not very easy	8%
Not at all easy	6%
Don't know	3%
Haven't tried	0%
No answer	6%

Q18 How do you normally book your appointments at your practice? (tallied results)	
Answer	Count
In person	15
By phone	26
Online	4
Doesn't apply	0

Q19 Which of the following methods do you prefer to use to book appointments at your practice? (tallied results)	
Answer	Count
In person	11
By phone	26
Online	5
Doesn't apply	0

Thinking of times when you want to see a **particular doctor**:

Q20 How quickly do you usually get seen?	
Answer	Percentage
Same day or next day	17%
2-4 days	25%
5 days or more	31%
I don't usually need to be seen quickly	14%
Don't know, never tried	6%
No answer	8%

Q21 How do you rate how quickly you were seen?	
Answer	Percentage
Excellent	36%
Very good	8%
Good	17%
Satisfactory	31%
Poor	3%
Very poor	0%
Does not apply	0%
No answer	6%

Thinking of times when you want to see **any doctor**:

Q22 How quickly do you usually get seen?	
Answer	Percentage
Same day or next day	35%
2-4 days	27%
5 days or more	22%
I don't usually need to be seen quickly	5%
Don't know, never tried	5%
No answer	5%

Q23 How do you rate how quickly you were seen?	
Answer	Percentage
Excellent	28%
Very good	19%
Good	22%
Satisfactory	19%
Poor	3%
Very poor	0%
Does not apply	3%
No answer	6%

Thinking of your most recent consultation with a doctor or nurse:

Q24 How long did you wait for your consultation to start?	
Answer	Percentage
Less than 5 minutes	42%
5-10 minutes	42%
11-20 minutes	8%
21-30 minutes	3%
More than 30 minutes	3%
There was no set time for my consultation	0%
No answer	3%

Q25 How do you rate how long you waited?	
Answer	Percentage
Excellent	39%
Very good	19%
Good	25%
Satisfactory	8%
Poor	6%
Very poor	0%
Does not apply	0%
No answer	3%

Q26 Is you GP practice currently open at times that are convenient to you?	
Answer	Percentage
Yes	83%
No	11%
Don't know	0%
No answer	3%

If answered "No" or "Don't Know" only:

Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (tallied results)	
Answer	Count
Before 8am	5
At lunchtime	5
After 6.30pm	4
On a Saturday	5
On a Sunday	1
None of these	4

Q28 Is there a particular GP you usually prefer to see or speak to?	
Answer	Percentage
Yes	72%
No	25%
Don't know	0%
No answer	3%

If answered "Yes" only:

Q29 How often do you see or speak to the GP you prefer? (tallied results)	
Answer	Count
Always or almost always	11
A lot of the time	8
Some of the time	5
Never or almost never	1
Not tried at the GP practice	0

Only answer Q30 – Q36 if you have seen a nurse in the last 6 months

How good was the Nurse you last saw at:

Q30 Putting you at ease?	
Answer	Percentage
Very good	78%
Good	14%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	8%

Q31 Giving you enough time?	
Answer	Percentage
Very good	81%
Good	8%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	11%

Q32 Listening to you?	
Answer	Percentage
Very good	86%
Good	6%
Satisfactory	0%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	8%

Q33 Explaining your condition and treatment?	
Answer	Percentage
Very good	75%
Good	3%
Satisfactory	8%
Poor	3%
Very poor	0%
Does not apply	3%
No Answer	8%

Q34 Involving you in decisions about your care?	
Answer	Percentage
Very good	58%
Good	19%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	6%
No Answer	11%

Q35 Providing or arranging treatment for you?	
Answer	Percentage
Very good	69%
Good	17%
Satisfactory	6%
Poor	0%
Very poor	0%
Does not apply	0%
No Answer	8%

Q36 Would you be happy to see this nurse again?	
Answer	Percentage
Yes	92%
No	0%
No answer	9%

Thinking about the care you get from your doctors and nurses overall; how well does the practice help you to:

Q37 Understand your health problems?	
Answer	Percentage
Very well	86%
Unsure	6%
Not very well	0%
Does not apply	0%
No answer	8%

Q38 Cope with your health problems?	
Answer	Percentage
Very well	89%
Unsure	6%
Not very well	0%
Does not apply	0%
No answer	6%

Q39 Keep yourself healthy?	
Answer	Percentage
Very well	89%
Unsure	6%
Not very well	0%
Does not apply	0%
No answer	6%

Q40 Overall, how would you describe your experience of your GP surgery?	
Answer	Percentage
Excellent	56%
Very good	25%
Good	14%
Satisfactory	0%
Poor	0%
Very poor	0%
No Answer	6%

Q41 Would you recommend your GP surgery to someone who has just moved to your local area?	
Answer	Percentage
Yes, definitely	75%
Yes, probably	19%
No, probably not	0%
No, definitely not	0%
Don't know	0%
No answer	6%

Q42 Are you?	
Answer	Percentage
Female (F)	50%
Male (M)	44%
No answer	6%

Q43 How old are you?	
Answer	Percentage
Under 16	3%
16 – 44	19%
45 – 64	33%
65 – 74	25%
75 and over	14%
No answer	6%

Q44 Do you have a long standing health condition?	
Answer	Percentage
Yes	67%
No	22%
Don't know / cant say	6%
No answer	6%

Q45 What is your ethnic group?	
Answer	Percentage
White	94%
Black or Black British	0%
Asian or Asian British	0%
Mixed	0%
Chinese	0%
Other	0%
No answer	6%

Q46 Which of the following best describes you??	
Answer	Percentage
Employed	31%
Unemployed	3%
At school or in full time education	0%
Unable to work due to sickness	14%
Looking after the home / family	3%
Retire from paid work	42%
No answer	3%
No answer	6%

Comments about the GP practice
This is a good practice and very helpful
Very good
My daughter, who also belongs to the practice, has been unwell for over 2 years, the care she has been given is brilliant, we are confident that we can phone, to surgery, with a problem and have this solved, by whatever means in a short time. The <u>whole team</u> show excellent compassion to our needs
Our GP practice is pleasant and helpful by all the staff
Sat AM surgery would be useful, even 1 a month
Very difficult to get an appointment by phone from 8.00am onwards
Too many restrictions e.g. closing at 11.30. Too many changes to services. Cant phone for prescriptions. Insufficient parking for patients – staff cars “hog” available places