PPG & Survey Results Report

Survey Results

MARCH 2014 GPAQ SURVEY

Number of Responses: **79**

We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

About Your Visit to the GP

*How good was the GP at*

**Q1 Putting you at ease?**

Very good  86%

Good  10%

Satisfactory  1%

Poor  0%

Very poor  0%

Does not apply  0%

No response  3%



**Q2 Being polite and considerate?**

Very good  91%

Good  5%

Satisfactory  1%

Poor  0%

Very poor  0%

Does not apply  0%

No response  3%



**Q3 Listening to you?**

Very good  83%

Good  12%

Satisfactory  1%

Poor  0%

Very poor  0%

Does not apply  0%

No response  4%



**Q4 Giving you enough time?**

Very good  78%

Good  15%

Satisfactory  2%

Poor  0%

Very poor  0%

Does not apply  1%

No response  4%



**Q5 Assessing your medical condition?**

Very good  75%

Good  8%

Satisfactory  6%

Poor  0%

Very poor  0%

Does not apply  3%

No response  8%



*How good was the GP at:*

**Q6 Explaining your condition and treatment?**

Very good  65%

Good  17%

Satisfactory  5%

Poor  1%

Very poor  0%

Does not apply  6%

No response  6%



**Q7 Involving you in decisions about your care?**

Very good  67%

Good  17%

Satisfactory  2%

Poor  1%

Very poor  0%

Does not apply  7%

No response  6%



**Q8 Providing or arranging treatment for you?**

Very good  70%

Good  10%

Satisfactory  2%

Poor  2%

Very poor  0%

Does not apply  11%

No response  5%



**Q9 Did you have confidence that the GP is honest and trustworthy?**

Yes, definitely  86%

Yes, to some extent  5%

No, not at all  0%

Don’t know / can’t say  1%

No response  8%



**Q10 Did you have confidence that the doctor will keep your information confidential?**

Yes, definitely  86%

Yes, to some extent  5%

No, not at all  0%

Don’t know / can’t say  3%

No response  6%



**Q11 Would you be completely happy to see this GP again?**

Yes  93%

No  1%

No response  6%



**Please enter the name of the GP/Nurse you recently saw and add any additional comments:**

About Receptionists and Appointments

**Q12 How helpful do you find the receptionists at your GP practice?**

Very helpful  86%

Fairly helpful  8%

Not very helpful  1%

Not at all helpful  0%

Don’t know  0%

No response  5%



**Q13 How easy is it to get through to someone at your GP practice on the phone?**

Very easy  51%

Fairly easy  29%

Not very easy  10%

Not at all easy  3%

Don’t know  0%

Haven’t tried  0%

No response  7%



**Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

Very easy  37%

Fairly easy  27%

Not very easy  8%

Not at all easy  1%

Don’t know  2%

Haven’t tried  15%

No response  10%



**Q15 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes  67%

No  6%

Don’t know / never needed to  18%

No response  9%



**Q16 How important is it to you to be able to book appointments ahead of time in your practice?**

Important  75%

Not important  16%

No response  9%



**Q17 How easy is it to book ahead in your practice?**

Very easy  49%

Fairly easy  30%

Not very easy  3%

Not at all easy  2%

Don’t know  1%

Haven’t tried  5%

No response  10%



**Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)**

In person  29%

By phone  81%

Online  0%

Doesn’t apply  0%

**Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)**

In person  30%

By phone  79%

Online  11%

Doesn’t apply  1%

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

**Q20 How quickly do you usually get seen?**

Same day or next day  41%

2-4 days  18%

5 days or more  13%

I don’t usually need to be seen quickly  10%

Don’t know, never tried  10%

No response  8%



**Q21 How do you rate how quickly you were seen?**

Excellent  41%

Very good  15%

Good  13%

Satisfactory  7%

Poor  2%

Very poor  0%

Does not apply  10%

No response  12%



*Thinking of times when you are willing to see any doctor:*

**Q22 How quickly do you usually get seen?**

Same day or next day  72%

2-4 days  7%

5 days or more  0%

I don’t usually need to be seen quickly  5%

Don’t know, never tried  8%

No response  8%



**Q23 How do you rate how quickly you were seen?**

Excellent  51%

Very good  22%

Good  5%

Satisfactory  2%

Poor  1%

Very poor  0%

Does not apply  10%

No response  9%



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

**Q24 How long did you wait for your consultation to start?**

Less than 5 minutes  45%

5 – 10 minutes  35%

11 – 20 minutes  13%

21 – 30 minutes  0%

More than 30 minutes  0%

There was no set time for my consultation  1%

No response  6%



**Q25 How do you rate how long you waited?**

Excellent  50%

Very good  22%

Good  13%

Satisfactory  7%

Poor  0%

Very poor  0%

Does not apply  0%

No response  8%



**Q26 Is your GP practice currently open at times that are convenient to you?**

Yes (Go to Q28)  84%

No  5%

Don’t know  5%

No response  6%



**Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)**

Before 8am  10%

At lunchtime  6%

After 6.30pm  12%

On a Saturday  16%

On a Sunday  3%

None of these  13%

**Q28 Is there a particular GP you usually prefer to see or speak to?**

Yes  68%

No (Go to Q30)  24%

There is usually only one doctor in my surgery (Go to Q30)  0%

No response  8%



**Q29 How often do you see or speak to the GP you prefer?**

Always or almost always  31%

A lot of the time  17%

Some of the time  11%

Never or almost never  1%

Not tried at this GP practice  11%

No response  29%



*If you haven’t seen a nurse in the last 6 months please go to Q37. How good was the Nurse you last saw at:*

**Q30 Putting you at ease?**

Very good  75%

Good  11%

Satisfactory  2%

Poor  0%

Very poor  0%

Does not apply  0%

No response  12%



**Q31 Giving you enough time?**

Very good  68%

Good  17%

Satisfactory  2%

Poor  0%

Very poor  0%

Does not apply  1%

No response  12%



**Q32 Listening to you?**

Very good  73%

Good  13%

Satisfactory  1%

Poor  0%

Very poor  0%

Does not apply  0%

No response  13%



**Q33 Explaining your condition and treatment?**

Very good  68%

Good  15%

Satisfactory  3%

Poor  0%

Very poor  0%

Does not apply  1%

No response  13%



**Q34 Involving you in decisions about your care?**

Very good  65%

Good  15%

Satisfactory  5%

Poor  0%

Very poor  0%

Does not apply  3%

No response  12%



**Q35 Providing or arranging treatment for you?**

Very good  65%

Good  10%

Satisfactory  2%

Poor  0%

Very poor  1%

Does not apply  7%

No response  15%



**Q36 Would you be completely happy to see this nurse again?**

Yes  87%

No  0%

No response  13%



*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?**

Very well  81%

Unsure  11%

Not very well  1%

Does not apply  2%

No response  5%



**Q38 Cope with your health problems**

Very well  75%

Unsure  15%

Not very well  1%

Does not apply  3%

No response  6%



**Q39 Keep yourself healthy**

Very well  70%

Unsure  17%

Not very well  1%

Does not apply  5%

No response  7%



**Q40 Overall, how would you describe your experience of your GP surgery?**

Excellent  63%

Very good  24%

Good  6%

Satisfactory  1%

Poor  0%

Very poor  0%

No response  6%



**Q41 Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely  77%

Yes, probably  18%

No, probably not  0%

No, definitely not  0%

Don’t know  0%

No response  5%



*It will help us to understand your answers if you could tell us a little about yourself*

**Q42 Are you ?**

Male  35%

Female  59%

No response  6%



**Q43 How old are you?**

Under 16  2%

16 to 44  17%

45 to 64  34%

65 to 74  26%

75 or over  13%

No response  8%



**Q44 Do you have a long-standing health condition?**

Yes  63%

No  26%

Don’t know / can’t say  3%

No response  8%



**Q45 What is your ethnic group?**

White  91%

Black or Black British  0%

Asian or Asian British  0%

Mixed  2%

Chinese  0%

Other ethnic group  0%

No response  7%



**Q46 Which of the following best describes you?**

Employed (full or part time, including self-employed)  31%

Unemployed / looking for work  1%

At school or in full time education  2%

Unable to work due to long term sickness  3%

Looking after your home/family  6%

Retired from paid work  48%

Other  1%

No response  8%



**Finally, please add any other comments you would like to make about your GP practice:**

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Neetside Surgery Patient Survey Nov 2012

Number of Responses: **62**

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

**Q1 How helpful do you find the receptionists at your GP practice?**

Very helpful  83%

Fairly helpful  11%

Not very helpful  1%

Not at all helpful  0%

Don’t know  3%



**Q2 How easy is it to get through to someone at your GP practice on the phone?**

Very easy  43%

Fairly easy  27%

Not very easy  19%

Not at all easy  3%

Don’t know  0%

Haven’t tried  6%



**Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

Very easy  32%

Fairly easy  30%

Not very easy  8%

Not at all easy  1%

Don’t know  3%

Haven’t tried  22%

No response  4%



**Q4 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes  67%

No  6%

Don’t know / never needed to  24%

No response  3%



**Q5 How important is it to you to be able to book appointments ahead of time in your practice?**

Important  74%

Not important  24%

No response  2%



Do you realise you can book 4 weeks in advance

**Q6 How easy is it to book ahead in your practice?**

Very easy  37%

Fairly easy  20%

Not very easy  8%

Not at all easy  0%

Don’t know  11%

Haven’t tried  22%



**Q7 How do you normally book your appointments at your practice? Please tick all boxes that apply.**

In person  41%

By phone  80%

Doesn’t apply  3%

**Q8 Which of the following methods would you prefer to use to book appointments at your practice?** **Please tick all boxes that apply.**

In person  38%

By phone  75%

Online  29%

Doesn’t apply  3%

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

**Q9 How quickly do you usually get seen?**

Same day or next day  40%

2-4 days  30%

5 days or more  4%

I don’t usually need to be seen quickly  16%

Don’t know, never tried  8%



**Q10 How do you rate this?**

Excellent  35%

Very good  22%

Good  9%

Fair  8%

Poor  3%

Very poor  1%

Does not apply  17%

No response  5%



Thinking of times when you are willing to see any doctor:

**Q11 How quickly do you usually get seen?**

Same day or next day  56%

2-4 days  24%

5 days or more  3%

I don’t usually need to be seen quickly  11%

Don’t know, never tried  4%



**Q12 How do you rate this?**

Excellent  37%

Very good  25%

Good  12%

Fair  4%

Poor  1%

Very poor  1%

Does not apply  14%

No response  6%



**Q13 When you telephone for an urgent appointment are you sataisfied with the way in which the nurse assesses your needs.**

Exellent  30%

Very good  27%

Good  9%

Fair  9%

Poor  1%

Very poor  0%

Does not apply  19%

No response  5%



Thinking of your most recent consultation with a doctor or nurse

**Q14 How long did you wait for your consultation to start?**

Less than 5 minutes  29%

5 – 10 minutes  45%

11 – 20 minutes  17%

21 – 30 minutes  1%

More than 30 minutes  3%

There was no set time for my consultation  1%

No response  4%



**Q15 How do you rate this?**

Excellent  37%

Very good  27%

Good  20%

Fair  6%

Poor  1%

Very poor  0%

Does not apply  1%

No response  8%



About opening times

**Q16 Have you ever been unable to see a GP due to the opening times**

Yes - Go to Q17  17%

No  75%

Don’t know  4%

No response  4%



About seeing the doctor of your choice

**Q17 Is there a particular GP you usually prefer to see or speak to?**

Yes  64%

No - Go to Q19  35%



**Q18 How often do you see or speak to the GP you prefer?**

Always or almost always  32%

A lot of the time  20%

Some of the time  4%

Never or almost never  4%

Not tried at this GP practice  3%

No response  37%



How good was the last GP you saw at each of the following?

**(If you haven’t seen a GP in your practice in the last 6 months, please go to Q25)**

**Q19 Giving you enough time**

Very good  62%

Good  20%

Fair  11%

Poor  0%

Very poor  0%

Does not apply  0%

No response  7%



**Q20 Listening to you**

Very good  72%

Good  16%

Fair  6%

Poor  0%

Very poor  0%

Does not apply  0%

No response  6%



**Q21 Explaining tests and treatments**

Very good  66%

Good  20%

Fair  4%

Poor  1%

Very poor  0%

Does not apply  1%

No response  8%



**Q22 Involving you in decisions about your care**

Very good  69%

Good  12%

Fair  8%

Poor  0%

Very poor  1%

Does not apply  3%

No response  7%



**Q23 Treating you with care and concern**

Very good  74%

Good  16%

Fair  3%

Poor  1%

Very poor  0%

Does not apply  0%

No response  6%



**Q24 Did you have confidence and trust in the GP you saw or spoke to?**

Yes, definitely  80%

Yes, to some extent  9%

No, not at all  0%

Don’t know / can’t say  4%

No response  7%



**If you know the name of the GP you last saw, please write it here:**

How good was the last nurse you saw at each of the following?

**(If you haven’t seen a nurse in your practice in the last 6 months, please go to Q31)**

**Q25 Giving you enough time**

Very good  66%

Good  11%

Fair  1%

Poor  0%

Very poor  0%

Does not apply  4%

No response  18%



**Q26 Listening to you**

Very good  64%

Good  11%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  1%

No response  20%



**Q27 Explaining tests and treatments**

Very good  59%

Good  12%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  4%

No response  21%



**Q28 Involving you in decisions about your care**

Very good  43%

Good  19%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  12%

No response  22%



**Q29 Treating you with care and concern**

Very good  64%

Good  12%

Fair  3%

Poor  0%

Very poor  0%

Does not apply  1%

No response  20%



**Q30 Did you have confidence and trust in the nurse you saw or spoke to?**

Yes, definitely  70%

Yes, to some extent  8%

No, not at all  0%

Don’t know / can’t say  1%

No response  21%



**If you know the name of the nurse you last saw, please write it here:**

About care from your doctors and nurses

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

**Q31 Understand your health problems?**

Very well  80%

Unsure  14%

Not very well  1%

Does not apply  0%

No response  5%



**Q32 Cope with your health problems**

Very well  82%

Unsure  11%

Not very well  3%

Does not apply  0%

No response  4%



**Q33 Keep yourself healthy**

Very well  64%

Unsure  19%

Not very well  3%

Does not apply  8%

No response  6%



**Q34 Overall, how would you describe your experience of your GP surgery?**

Excellent  58%

Very good  27%

Good  4%

Fair  8%

Poor  0%

Very poor  0%

No response  3%



**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely  77%

Yes, probably  9%

No, probably not  6%

No, definitely not  0%

Don’t know  3%

No response  5%



It will help us to understand your answers if you could tell us a little about yourself

**Q36 Are you?**

Male  51%

Female  48%



**Q37 How old are you?**

Under 16  1%

16 to 44  20%

45 to 64  30%

65 to 74  25%

75 or over  20%



**Q38 Do you have a long-standing health condition?**

Yes  53%

No  40%

Don’t know / can’t say  6%



**Q39 What is your ethnic group?**

White  100%

Black or Black British  0%

Asian or Asian British  0%

Mixed  0%

Chinese  0%

Other ethnic group  0%



**Q40 Which of the following best describes you?**

Employed (full or part time, including self-employed)  20%

Unemployed / looking for work  3%

At school or in full time education  1%

Unable to work due to long term sickness  3%

Looking after your home/family  6%

Retired from paid work  59%

Other  4%



**Finally, please add any other comments you would like to make about your GP practice:**

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