



# THE GP PATIENT SURVEY



Key results 2009/10 for  
THE CHESTNUTS (B81653)

# Technical Details of the GP Patient Survey 2009/10

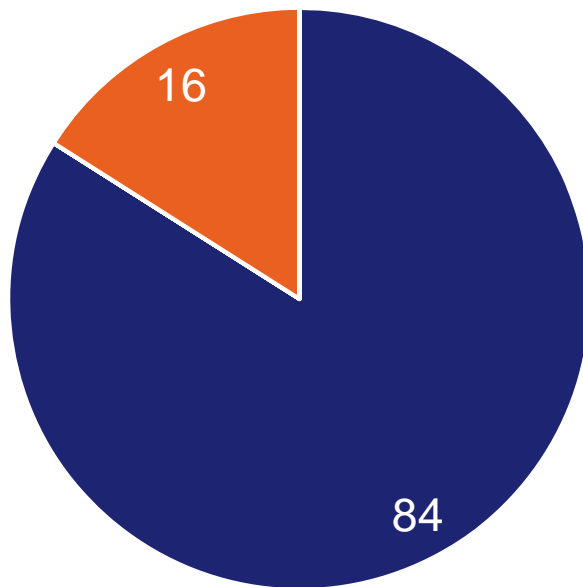
- Ipsos MORI administers the GP Patient Survey on behalf of the Department of Health (DH). Every quarter, a different sample of adult patients registered with a GP will receive a questionnaire, with reminder mailings being sent in the two months following each quarterly mailing. Patients are able to complete the survey on paper, online or by phone, including in 13 other languages and British Sign Language.
- This document shows this practice's results for a number of key questions from the survey. The survey data in this report is based on findings from all four quarters of the 2009/10 survey combined, and is compared with the results for 2008/9 where possible. Pages 3-10 also provide PCT, SHA and national comparisons.
- The overall response rate to the survey is 39%, based on 2,169,718 completed responses (in 2008/9, the response rate was 38%, based on 2,163,456 completed responses).
- 541 questionnaires were sent to adult patients registered with this practice (B81653), and 221 were returned completed. The overall response rate for this practice is 41%. The number of patients who were sent questionnaires was determined individually for each practice (further details on this can be found in the survey technical report).
- Computer rounding means that combined percentage scores are not always the sum of the individual percentage scores, e.g. the total percentage 'satisfied' will be calculated from the actual number of patients answering 'very satisfied' and 'fairly satisfied', and not the sum of the two percentage results.
- Where results do not sum to 100, this is due to multiple responses or computer rounding. An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.

# 48 hour booking

Able to see doctor on the same day or next 2 days the surgery was open

Latest practice results

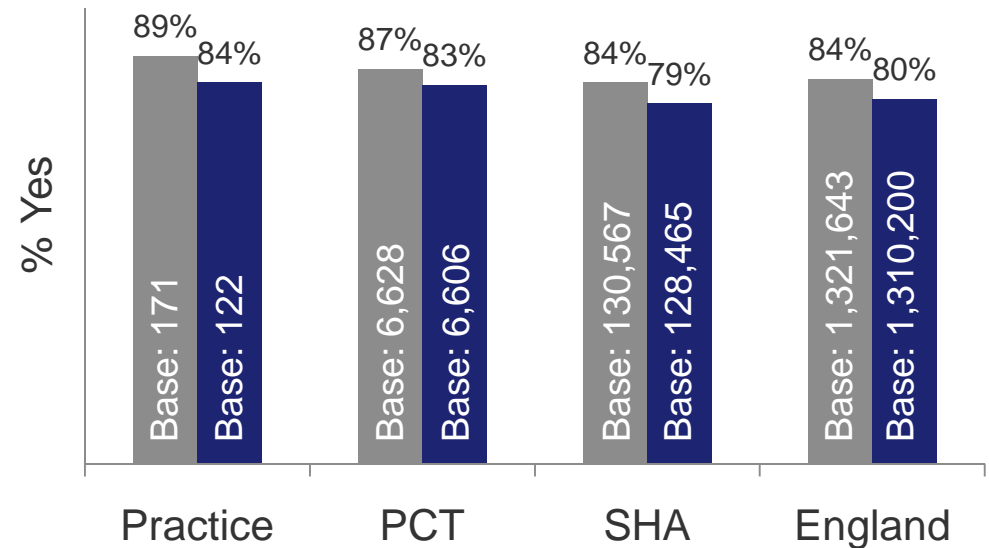
- % Yes
- % No
- % Can't remember



Total base: 122 patients

Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

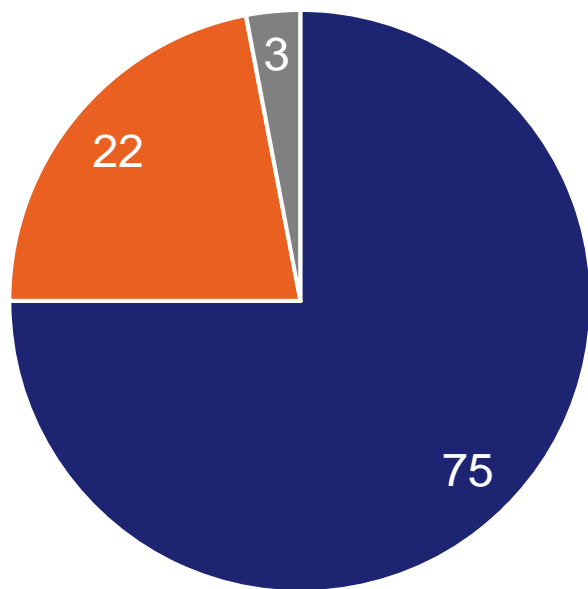


# Booking ahead

## Able to get an appointment with a doctor more than 2 days in advance

### Latest practice results

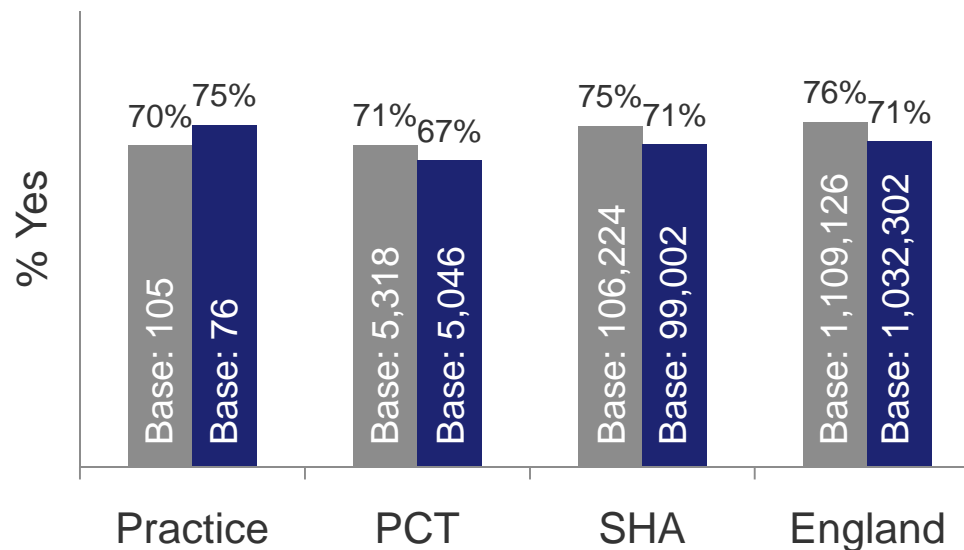
- % Yes
- % No
- % Can't remember



Total base: 76 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

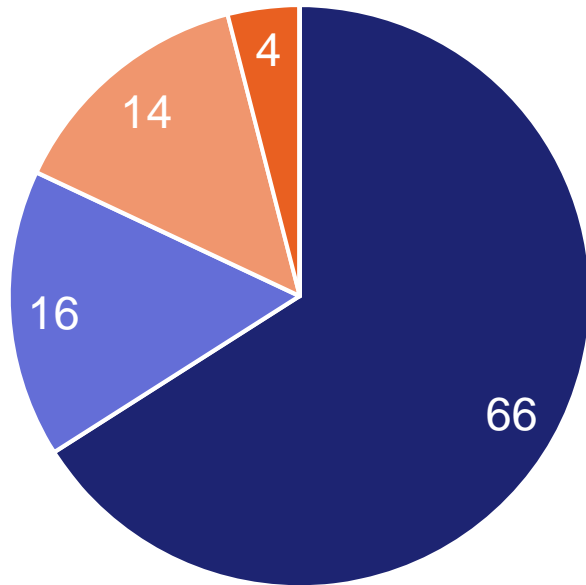


# Seeing a preferred doctor

## Frequency of seeing preferred doctor

### Latest practice results

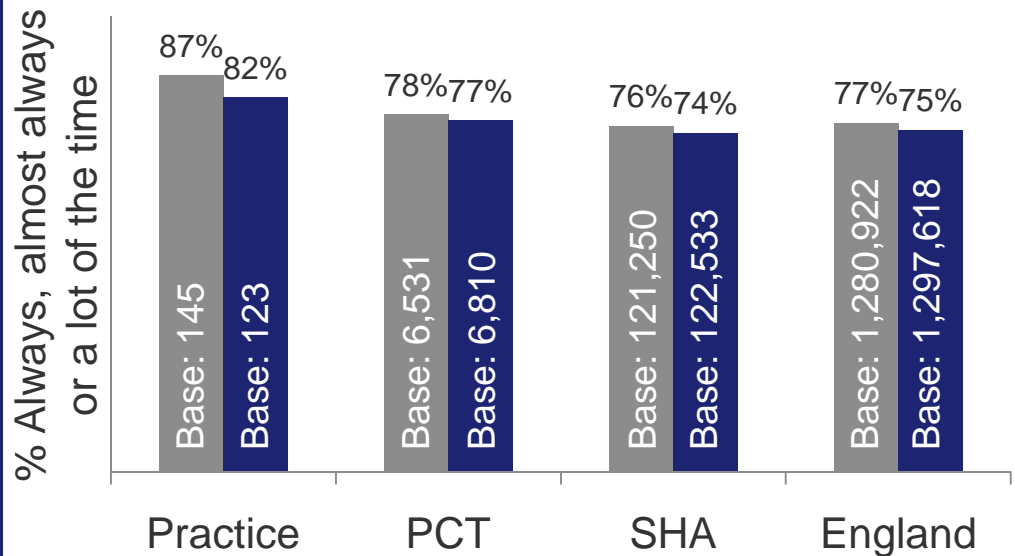
- % Always or almost always
- % A lot of the time
- % Some of the time
- % Never or almost never
- % Not tried



Total base: 123 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

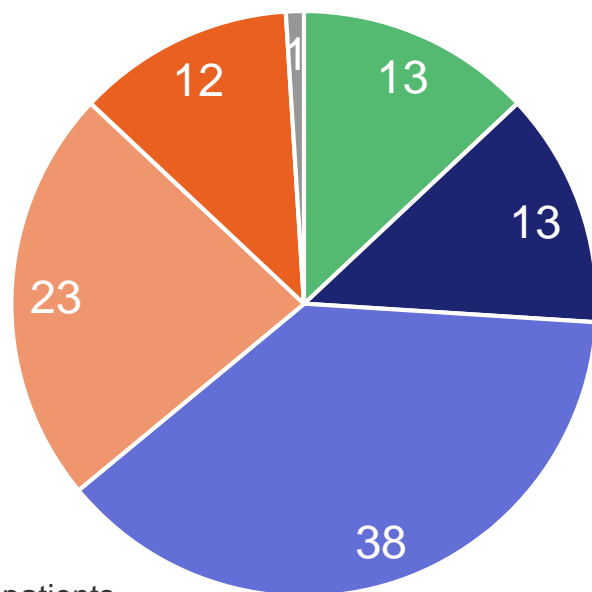


# Ease of getting through on the phone

## Ease of getting through to the surgery on the phone

### Latest practice results

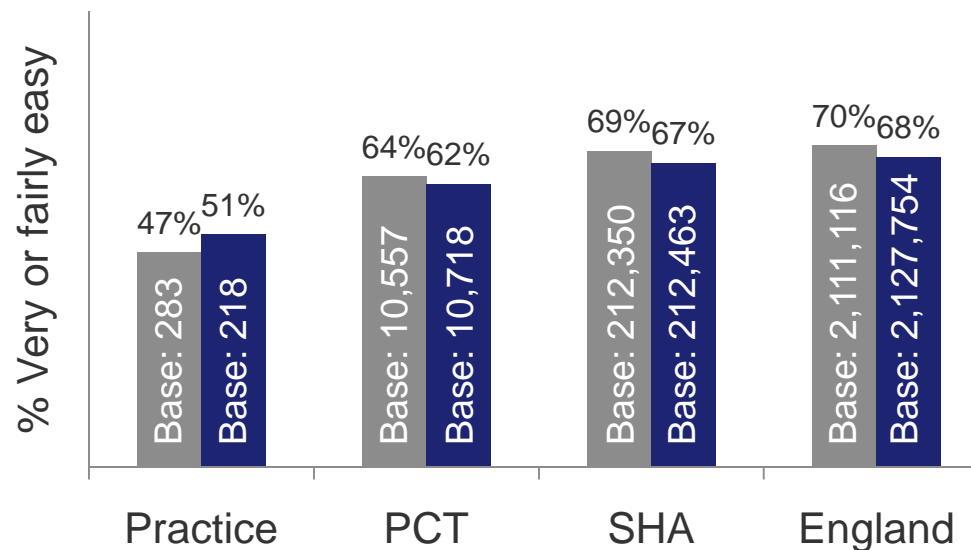
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Total base: 218 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

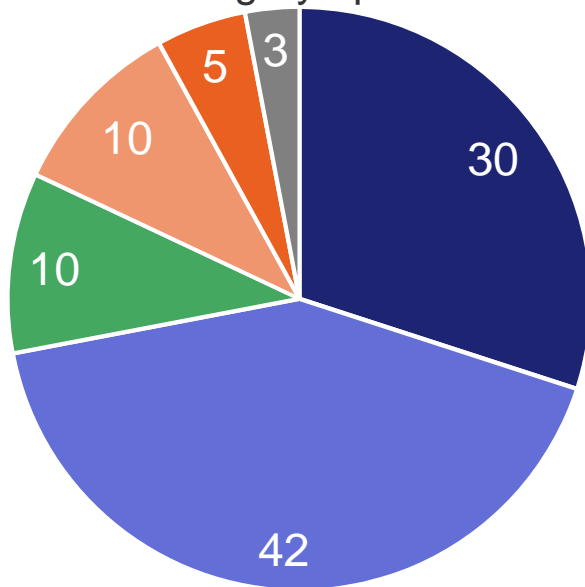


# Satisfaction with opening hours

## Satisfaction with surgery opening hours

### Latest practice results

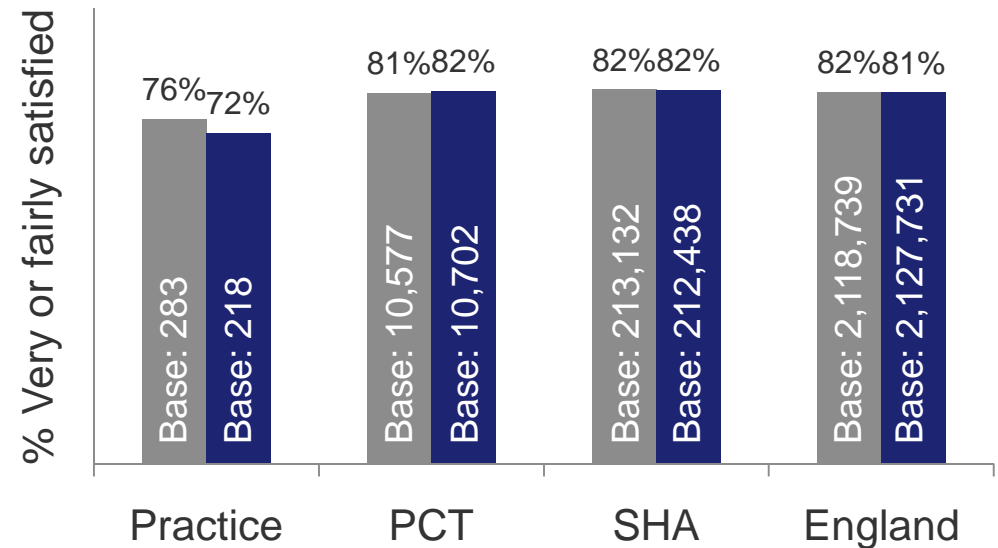
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied
- % Not sure when surgery open



Total base: 218 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

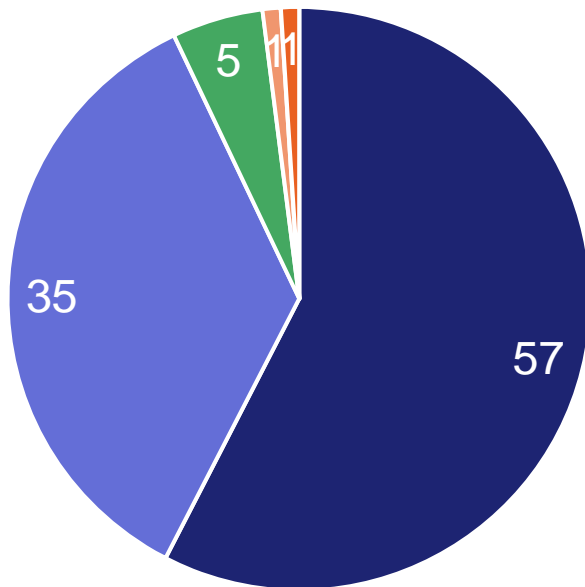


# Satisfaction with overall care

## Satisfaction with overall care received at surgery

### Latest practice results

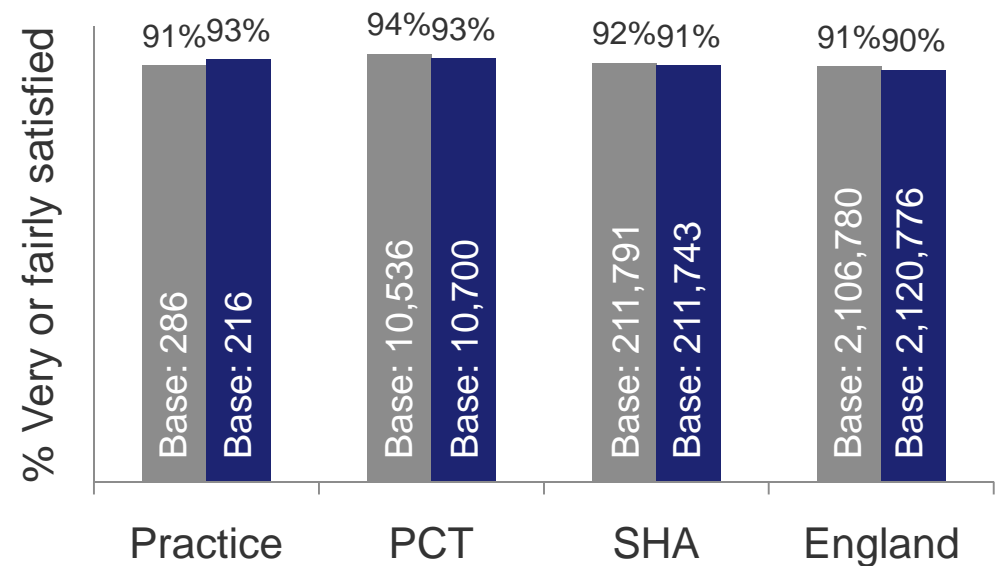
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



Total base: 216 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)



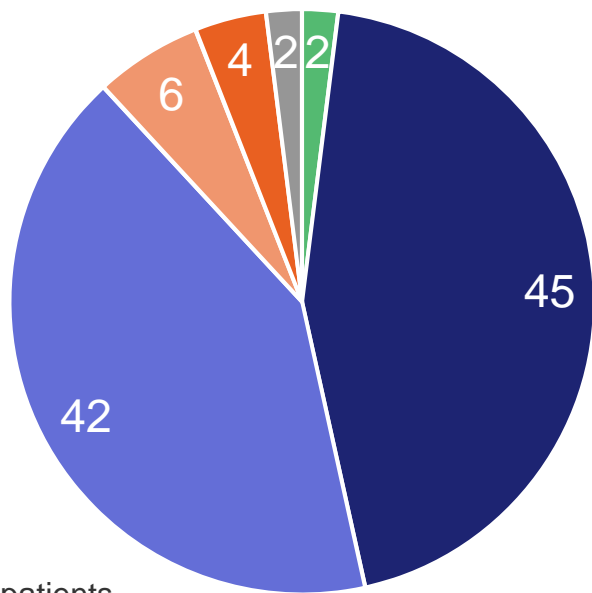


# Ease of getting an appointment with a practice nurse

## Ease of getting an appointment with a practice nurse

### Latest practice results

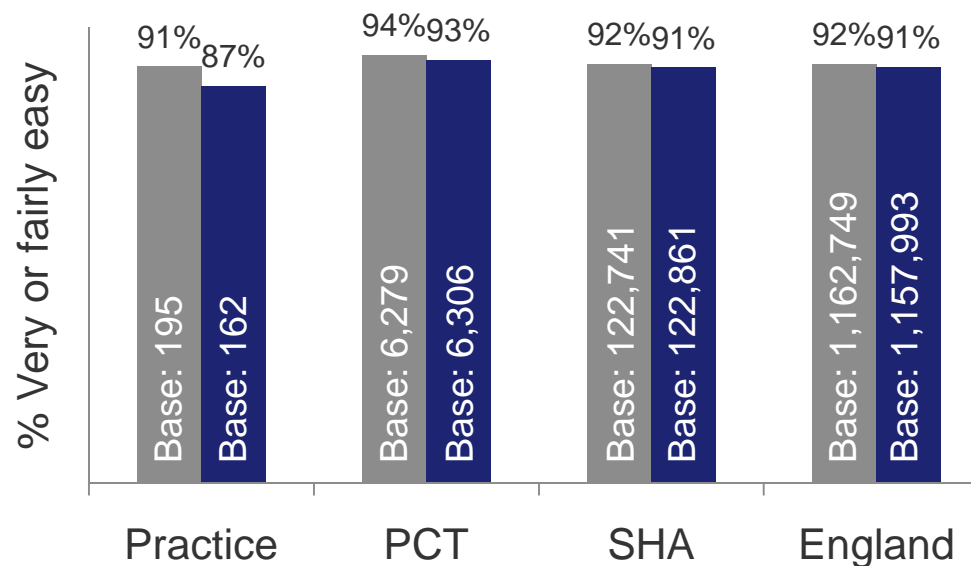
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



Total base: 162 patients

### Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)

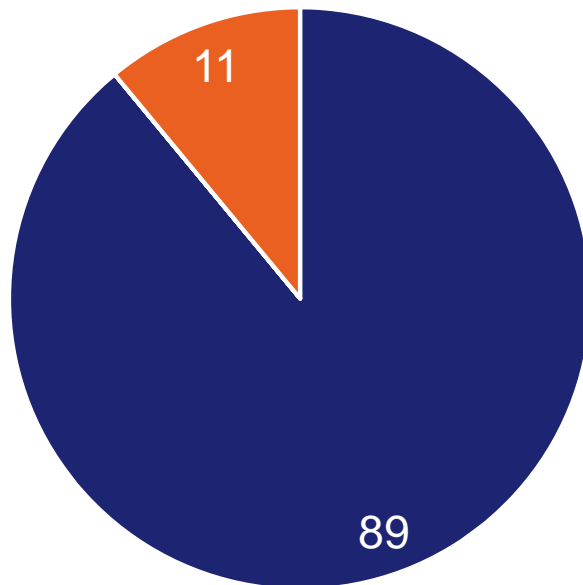


# Discussing health problem with a doctor or nurse

Had discussions in past 12 months with a doctor or nurse about how best to deal with health problem

Latest practice results

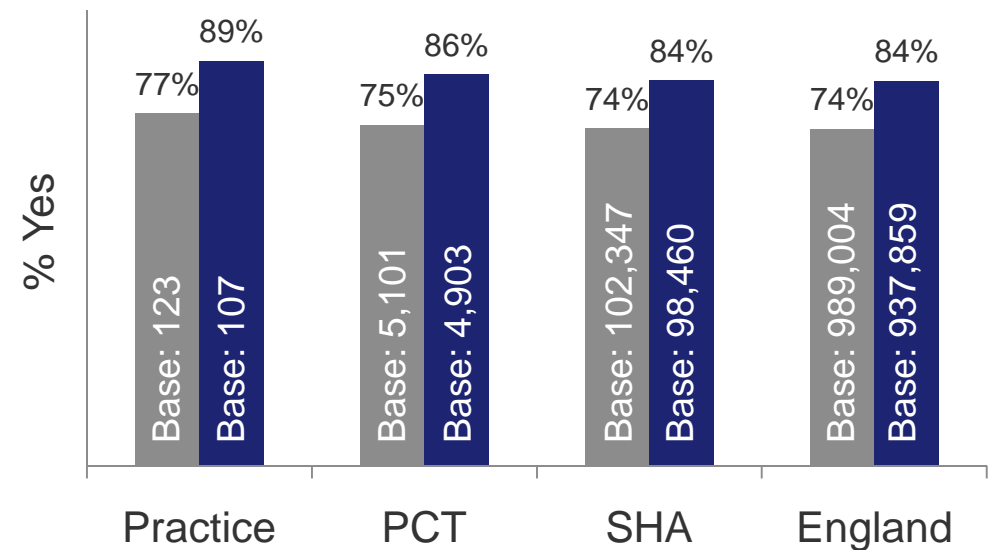
- % Yes
- % No



Total base: 107 patients

Tracking practice performance over time and compared to PCT, SHA and England

- Jan-Mar 09 (total base: 2,163,456)
- Apr 09-Mar 10 (total base: 2,169,718)



# This practice's highest performing areas compared with PCT average

Please note: If your practice has performed uniformly lower than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

My practice nurse was good at involving me in decisions about my care



Base: 211

My practice nurse was good at asking about my symptoms



Base: 213

I was able to book ahead for an appointment with a doctor



Base: 76

PCT average (%)	Practice-PCT Difference (%)	National average (%)
64 Base: 10010	+11	64 Base: 1949532
74 Base: 10132	+8	73 Base: 1971942
67 Base: 5046	+8	71 Base: 1032302

# This practice's lowest performing areas compared with PCT average

Please note: If your practice has performed uniformly higher than the PCT average, then this page will show the three scores that are least different to the PCT average.

% of patients saying this

I found it easy to speak to a doctor on the phone

12

Base: 210

I don't normally have to wait too long

61

Base: 215

I found it easy to get through on the phone

51

Base: 218

PCT average (%)	Practice-PCT Difference (%)	National average (%)
25 Base: 10390	-12	25 Base: 2051002
73 Base: 10575	-11	66 Base: 2106440
62 Base: 10718	-11	68 Base: 2127754

If you have any questions about the survey or the results, please contact your PCT or visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk). Full practice results can be found at [www.gp-patient.co.uk/results](http://www.gp-patient.co.uk/results).