



Patient Satisfaction Survey

January – March 2013

28 March 2013

ANALYSIS OF HORSEFAIR SURGERY GPAQ SURVEY JANUARY 2013

The Numerical Analysis of the Survey is attached but the following points should be noted.

1. The demographics of this initial sample is not slanted to one particular group. It appears to be representative of the breakdown of the surgery
2. The overall impression is extremely pleasing:
 - a. 98% of respondents find receptionists very or fairly helpful
 - b. 98% of respondents would definitely or probably refer the surgery to someone who has just moved to the area.
 - c. 97% of respondents describe their experience of the surgery as good or better
 - d. Over 89% of respondents are seen within 2-4 days and 62% say they can be seen the same day if urgent..
 - e. 91% of respondents rate the ease of getting through to the practice on the phone as Very Easy or Fairly Easy.
 - f. The Good or Very Good confidence ratings for GPs and Nurses in Q24 and Q30 are very high (95% and 98% respectively)
 - g. The questions surrounding clinical input (Q19 – Q30) are satisfyingly high.
 - h. Questions 31 – 33 – ‘The Outcome of the Consultation’ is pleasingly high with all scores over 80% for Very Well
3. The results do indicate room for improvement in some areas:
 - a. Health Promotion - Q33 show 15% reported that, following the consultation, they were unsure of how to keep themselves healthy.
 - b. Waiting time in Practice – Nearly 10% of patients wait 20 minutes or longer to be seen in the surgery (but this should be seen as the reciprocal of 91% of patients reporting that they felt the amount of time the doctor or nurse gave them was Very Good or Good.
 - c. Opening Times: 36% of those responding expressed a wish for the surgery to open on Saturdays. This however can be seen against 90% of respondents stating that the surgery is currently open at times convenient to them.
 - d. Comments from patients indicate that there is dissatisfaction with the provision of parking. Unfortunately there is little we can do to alleviate this problem. There is ample pay and display parking within easy reach of the surgery.

SUMMARY

4. Results reflect a small improvement over previous years. This is a significant achievement in light of a rapidly growing list size with growth coming, predominantly, from clinically demanding patients transferring from local practices.

5. The pleasing results reflect the cohesive nature of a dedicated team at Horsefair Surgery, dedicated to delivering patient centred care to our patients, whatever the NHS can throw at us.



Dr Tim Cherry
Partner
Horsefair Surgery

Results of GPAQ v3 Patient Satisfaction Survey
January 2013

Question Number	Question Text	Results for Horsefair Surgery
Q1	How helpful do you find the receptionists at your GP practice?	95.61%
Q2	How easy is it to get through to someone at your GP practice on the phone?	82.06%
Q3	How easy is it to speak to a doctor or nurse on the phone at your GP practice?	79.75%
Q4	If you need to see a GP urgently, can you normally get seen on the same day?	73.36%
Q5	How important is it to you to be able to book appointments ahead of time in your practice?	
Q6	How easy is it to book ahead in your practice?	86.02%
Q7	How do you normally book your appointments at your practice?	
Q8	Which of the following methods would you prefer to use to book appointments at your practice?	
Doctor of Choice		
Q9	How quickly do you usually get seen?	70.05%
Q10	How do you rate this?	74.57%
Any Doctor		
Q11	How quickly do you usually get seen?	86.95%
Q12	How do you rate this?	82.80%
Q13	How long did you wait for your consultation to start?	72.33%
Q14	How do you rate this?	72.78%
Q15	Is your GP practice currently open at times that are convenient to you?	
Q16	Which of the following additional opening hours would make it easier for you to see or speak to someone?	
Q17	Is there a particular GP you usually prefer to see or speak to?	
Q18	How often do you see or speak to the GP you prefer?	81.36%
GP Consultation		
Q19	Giving you enough time	90.79%
Q20	Listening to you	92.31%
Q21	Explaining tests and treatments	91.82%
Q22	Involving you in decisions about your care	90.10%

Results of GPAQ v3 Patient Satisfaction Survey
January 2013

Q23	Treating you with care and concern	92.04%
Q24	Did you have confidence and trust in the GP you saw or spoke to?	94.69%
Nurse Consultation		
Q25	Giving you enough time	93.90%
Q26	Listening to you	94.08%
Q27	Explaining tests and treatments	93.94%
Q28	Involving you in decisions about your care	92.98%
Q29	Treating you with care and concern	94.60%
Q30	Did you have confidence and trust in the nurse you saw or spoke to?	96.31%
How well does the practice help you to:		
Q31	Understand your health problems?	96.45%
Q32	Cope with your health problems	95.29%
Q33	Keep yourself healthy	93.73%
Q34	Overall, how would you describe your experience of your GP surgery?	88.19%
Q35	Would you recommend your GP surgery to someone who has just moved to your local area?	94.41%

Horsefair Surgery GPAQ v3 Analysis January 2013

		Very Helpful	Fairly Helpful	Not very Helpful	Not at all helpful	Don't Know	
Q1	How helpful do you find the receptionists at your GP practice?	83.30%	15.86%	0.85%	0.85%	0.00%	
		Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't Know	Haven't tried
Q2	How easy is it to get through to someone at your GP practice on the phone?	35.29%	55.67%	5.25%	1.26%	0.42%	2.10%
		Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't Know	Haven't tried
Q3	How easy is it to speak to a doctor or nurse on the phone at your GP practice?	21.68%	36.63%	7.37%	0.84%	6.11%	27.37%
		Yes	No	Don't know / never needed to			
Q4	If you need to see a GP urgently, can you normally get seen on the same day?	73.36%	8.46%	18.18%			
		Important	Not Important				
Q5	How important is it to you to be able to book appointments ahead of time in your practice?	89.19%	10.81%				
		Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't Know	Haven't tried
Q6	How easy is it to book ahead in your practice?	46.62%	43.67%	4.01%	0.42%	1.05%	4.22%

Horsefair Surgery GPAQ v3 Analysis January 2013

		In Person	By Phone	On Line	Doesn't apply			
Q7	How do you normally book your appointments at your practice?	109	454	2	0			
		In Person	By Phone	On Line	Doesn't apply			
Q8	Which of the following methods would you prefer to use to book appointments at your practice?	131	429	98	4			
		Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly			
Q9	How quickly do you usually get seen?	26.52%	46.09%	17.39%	7.17%	70.05%		
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
Q10	How do you rate this?	21.54%	32.75%	21.76%	13.19%	6.37%	1.32%	3.08%
		Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't know, never tried		
Q11	How quickly do you usually get seen?	61.93%	27.13%	4.81%	2.84%	3.28%		
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
Q12	How do you rate this?	37.58%	32.53%	16.70%	7.03%	2.42%	0.66%	3.08%

Horsefair Surgery GPAQ v3 Analysis January 2013

		Less than 5 minutes	5 – 10 minutes	11 – 20 minutes	21 – 30 minutes	More than 30 minutes	There was no set time for my consultation	
Q13	How long did you wait for your consultation to start?	12.00%	48.67%	27.78%	8.00%	2.00%	1.56%	
		Excellent	Very Good	Good	Fair	Poor	Very Poor	Does Not Apply
Q14	How do you rate this?	17.82%	32.07%	23.61%	18.71%	5.79%	0.45%	1.56%
		Yes	No	Don't know				
Q15	Is your GP practice currently open at times that are convenient to you?	89.69%	7.46%	2.85%				
		Before 8am	At lunchtime	After 6.30pm	On a Saturday	On a Sunday		
Q16	Which of the following additional opening hours would make it easier for you to see or speak to someone?	16.34%	13.23%	23.35%	36.58%	10.51%		
		Yes	No	There is usually only one doctor in my surgery				
Q17	Is there a particular GP you usually prefer to see or speak to?	75.72%	24.28%	0.00%				
		Always or almost always	A lot of the time	Some of the time	Never or almost never	Not tried at this GP practice		
Q18	How often do you see or speak to the GP you prefer?	42.58%	30.53%	21.57%	3.08%	2.24%		

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

		Very good	Good	Fair	Poor	Very poor	Does not apply
Q19	Giving you enough time	60.51%	33.95%	3.93%	1.39%	0.00%	0.23%
Q20	Listening to you	68.60%	24.88%	5.35%	0.93%	0.00%	0.23%
Q21	Explaining tests and treatments	65.28%	26.39%	5.32%	0.69%	0.23%	2.08%
Q22	Involving you in decisions about your care	57.11%	31.00%	6.29%	0.93%	0.23%	4.43%
Q23	Treating you with care and concern	67.75%	24.36%	5.80%	1.16%	0.00%	0.93%
Q24	Did you have confidence and trust in the GP you saw or spoke to?	84.45%	13.46%	1.16%	0.93%	0.00%	0.00%

How good was the last Nurse 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

		Very good	Good	Fair	Poor	Very poor	Does not apply
Q25	Giving you enough time	70.62%	25.19%	1.98%	0.25%	0.00%	1.98%
Q26	Listening to you	71.18%	25.56%	1.00%	0.50%	0.00%	1.75%
Q27	Explaining tests and treatments	69.92%	23.31%	2.51%	0.25%	0.00%	4.01%
Q28	Involving you in decisions about your care	63.66%	27.57%	1.75%	0.25%	0.25%	6.52%
Q29	Treating you with care and concern	73.18%	22.31%	2.01%	0.00%	0.00%	2.51%
Q30	Did you have confidence and trust in the nurse you saw or spoke to?	87.15%	10.33%	0.25%	2.27%	0.00%	0.00%

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

		Very well	Unsure	Not very well	Does not apply
Q31	Understand your health problems?	87.44%	9.03%	0.66%	2.86%
Q32	Cope with your health problems	84.29%	9.07%	2.21%	4.42%
Q33	Keep yourself healthy	79.91%	12.05%	2.90%	5.13%

		Excellent	Very good	Good	Fair	Poor	Very poor
Q34	Overall, how would you describe your experience of your GP surgery?	46.58%	39.51%	10.82%	2.87%	0.00%	0.22%
		Yes, definitely	Yes, probably	No, probably not	No, definitely not	Don't know	
Q35	Would you recommend your GP surgery to someone who has just moved to your local area?	79.46%	18.96%	1.35%	0.23%	0.00%	

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

		Male	Female					
Q36	Are you ?	30.55%	69.45%					
		Under 16	16 to 44	45 to 64	65 to 74	75 or over		
Q37	How old are you?	0.44%	39.87%	37.22%	15.86%	6.61%		
		Yes	No	Don't know / can't say				
Q38	Do you have a long-standing health condition?	47.56%	48.44%	4.00%				
		White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group	
Q39	What is your ethnic group?	96.03%	0.44%	1.99%	0.66%	0.00%	0.88%	
		Employed / Self Employed	Unemployed / looking for work	At school or in full time education	Unable to work due to long term sickness	Looking after your home/family	Retired from paid work	Other
Q40	Which of the following best describes you?	60.88%	2.20%	1.98%	3.08%	7.03%	23.52%	1.32%

Final Comments

Car parking could be improved.

Difficult to park car especially for the elderly

Only that the lack of car parking spaces can be very frustrating - other than that I am very happy with the surgery and Dr Neville in particular.

Sometimes a problem to park and there is not enough space in the bays. We are lucky to be able to see a doctor readily and at request, when ill

Would like to see improvements to the car parking. At the moment is a nightmare.

A very good gp who listens to my personal and deals with my physical issues just as well. Glad I transferred here for my family doctor.

A wonderful, caring practice with confident and knowledgeable staff. Much better than any other practice I have been to. Horsefair sets a very high standard.

All staff excellent

All the staff are very friendly and always willing to help me out. I really appreciate this as other places in Banbury can be very rude to people drs wise.

Always able to get an appointment - thank you. Doctors and nurses always great and helpful

Always obliging and very helpful especially when I'm in need of help.

Always very good and very helpful.

Always very helpful have been with practice for more than 30 years.

An excellent surgery and both doctors and nurses and receptionist staff are all of the highest calibre. A real pleasure and most valuable to the whole of Banbury. Wonderful.

Cannot fault the practice at all. Thank you to all.

Compared to when I was a patient at West Bar surgery, Horsefair is exceptional and much more professional and well run. Can not fault quality of care. Keep it up

Doctors and staff always polite and helpful. I am very happy with service I receive

Don't change a thing. Compared to friends experiences at other surgeries I would say Horsefair is the best by far.

Dr Alcock in particular is a wonderful doctor - I will ask to see her in future. In the past I have had some distressing experiences - hopefully this experience is not common across the board.

Dr Neville is a fantastic dr very caring always has time for my problems

Dr Williams is a star.

Excellent

Excellent overall, more comfortable seats would be my only comment

Excellent service overall

Excellent!

Extremely efficient and caring staff at all levels

Feel like when see doctor on a conveyor belt. Never actually discuss anything - just go go go. Always, always late.

Friendly and polite.

Great service thanks

Have been with this practice for over forty years and have always been very pleased with the care I have received

Having experienced upstairs surgery with my grand-daughter I am very pleased that I am with you.

Help and assistance with family health issues has been excellent.

Horsefair surgery are always brilliant

I have always been able to get an appointment on the same day if needed. All staff are always very helpful.

I have found all of the staff at Horsefair Surgery to be helpful, caring and efficient especially since my son was diagnosed with a condition that needed hospital treatment straight away

I have never had any problems with the practice at all, reception staff and nurses are all very good cheerful and helpful.

I have not been in the practice for very long after coming out of the army and so cannot answer a lot of the questions but I am impressed so far.

I must say that the doctors and nurse I have seen is really excellent, overall I rate the surgery 100% Everyone friendly and very happy, would refer people to the surgery, as other surgeries, you don't get what we have here.

I think Dr Alcock is so lovely and one of the best doctors.

I think the practice is the best in Banbury and I cannot fault any of the staff in the way they conduct themselves or care for patients.

I think this surgery is a good surgery, all the gps I have seen, I have felt I have been treated well, by all of them. Thanks for making it a pleasurable experience, even though I didn't enjoy being ill. Thanks.

I wasn't aware I could book appointments on line - useful to know. I was happy with the late appointments made available, suited my work pattern. I think it is possibly beneficial to see the same gp, but this is not something that has been possible in all the years I have been a patient of this practice.

I've had lots of surgery over the years, and always had excellent treatment, from Horsefair surgery, before and after operations and lucky enough to have 2 doctors, that I can confide in. They are really special.

Many of my friends moan about other practices they go to and I always recommend this one. Staff and doctors all very nice and polite here.

Many thanks to all at Horsefair Surgery

Much more helpful than my last doctors surgery

On the whole this practice can be awarded a tick and a star.

Overall standard of care excellent!

Superbly organised, dilligent staff who have maintained a consistent standard of medical care to me and my wife. Have been registered for over 36years.

The gp practice is extremely good with children from same day appointments to very through consultations follow ups and check ups.

The practice does have a "family feel" with genuine care and concern for my welfare and I appreciate their support, advice and help.

This practice is very good and all that work here are very helpful.

This practice would take some beating in the whole of the UK

Very good

Very good especially after my experience at West Bar Surgery which I have just moved from.

Very good indeed

Very good over the years.

Very happy

Very happy with the service

Very lucky to have this facility when comparing to others in the town

Very much appreciate booking appointments in advance. Very good service.

Very pleased since I moved from Woodlands surgery who I didn't trust or feel comfortable with.

I find the practice very friendly and helpful, there are a couple of doctors I do find make me feel like they don't have the time for me but other than that great.

I am new to this practice and am basing answers on limited experience so far

Lot of confidence in last doctor I saw. But also saw another doctor who seemed very unconfident/unsure what to say. She seemed almost embarrassed/flustered. Generally though, very good practice.

More water dispenser at seating area

Name of gp last saw - Dr Large

The gp practice is part of an organisation (NHS) that is reactive not proactive

Doctors never on time

Have just moved to the area, the times I have used the practice I have been surprised at the way patients are treated by a particular receptionist. Doctors are very approachable.

I found Dr Cordner quite unhelpful once I found it hard to talk to him. Just being able to talk and feel respected about your concerns is really important. I feel I want to say some things but can't say them. Sometimes I feel scared or ridiculed.

I wondered why reception had been more polite. Generally on the phone I feel very patronised - as if I am an inconvenience.

Wish I could get in for the same day or next day. I ring for an appointment to see a GP for things that waiting 4-5 days not appropriate but I don't think is a medical emergency - like earache.