

Keele Practice GP Patient Survey 2016 2017

Survey used: Ipsos Mori Poll for benchmarks

Survey carried out: During November 2016

Number of surveys: 50 per clinician (250 in total)

Accessing your GP Services

Question 1

When did you last see or speak to a GP from your GP surgery?

	past 3 months	3-6 months	6-12 months	12 mth+	Never
Dr O	64%	22%	6%	6%	2%
Dr D	38%	30%	22%	80%	20%
Dr C	76%	10%	14%		
ML	54%	18%	16%	8%	2%
YF	60%	14%	10%	8%	8%
Average	58.40%	18.80%	13.60%	6.00%	2.80%

Benchmark within last 6 months: 69.4%

Practice: 77.2%

Findings: 7.8% more patients saw/spoke during the last 6 months to a GP

Question 2

When did you last see or speak to a nurse from your GP surgery?

	past 3 months	3-6 months	6-12 months	12 month+	Never
Dr O	44%	8%	22%	16%	10%
Dr D	34%	20%	10%	20%	16%
Dr C	56%	10%	10%	6%	18%
ML	66%	10%	10%	8%	6%
YF	64%	14%	10%	4%	8%
Average	52.8%	12.4%	10.4%	10.8%	11.6%
Last 6 months	65.2%				
Benchmark	52.5%				

Findings

12.7% more patients during the last 6 months saw/spoke to a nurse in the last 6 months

Question 3

Generally, how easy is it to get through to someone at your GP surgery on the phone?

	Very	Fairly	Not very	Not at all	Not tried
Dr O	66%	28%			6%
Dr D	74%	18%			8%
Dr C	57%	29%	2%		12%
ML	62%	26%	2%	2%	8%
YF	64%	18%	8%		12%
Average	64.6%	23.8%	2.4%	0.4%	9.2%
Benchmark	46.2%	23.9%	17.4%	8.6%	3.9%

Findings

The practice was 18.3% above the benchmark

Question 4

How helpful do you find the receptionists?

	Very	Fairly	Not very	Not at all	Not tried
Dr O	58%	38%	2%		2%
Dr D	60%	36%			4%
Dr C	62%	38%		2%	
ML	70%	26%	2%		2%
YF	61%	35%	4%		
Average	62.2%	34.6%	1.6%	0.4%	1.6%

Excluding "not tried"

	Very	Fairly	Not very	Not at all
Dr O	59%	39%	2%	
Dr D	63%	37%		
Dr C	62%	38%		2%
ML	71%	27%	2%	
YF	61%	35%	4%	
Average	63.2%	35.2%	1.6%	0.4%

Findings

Practice: 98.4%

Benchmark: 87.1%

The practice exceeded the benchmark, with a very high standard

Question 5

How do you normally book your appointments? (more than one answer may have applied)

	In person	By phone	By fax	Online	N/A
Dr O	18%	77%		5%	
Dr D	9%	80%		11%	
Dr C	23%	77%			
ML	29%	66%		5%	
YF	28%	67%		5%	
Average	21.4%	73.4%		5.2%	
Comparison average	25.9%	88.9%		6.3%	
Benchmark	27.1%	86.9%		7.1%	

Findings

The practice was above the benchmark for booking appointments by phone, and below the benchmark for online, and in-person appointment booking

Question 6

As far as you know, which of the following online services does you GP surgery offer?

	Booking appointments	Ordering repeat prescriptions	Accessing medical records	None	Don't know
Dr O	33%	20%	9%	6%	32%
Dr D	26%	24%	10%	4%	36%
Dr C	28%	12%	5%	2%	53%
ML	28%	21%	9%	14%	28%
YF	34%	24%	9%	3%	30%
Average	29.8%	20.2%	8.4%	5.8%	35.8%
Comparison average	37.7%	25.6%	10.6%	7.4%	45.3%
Benchmark	31.3%	30.9%	5.2%	9.4%	49.8%

Findings

Compared to the benchmark, more patients knew about online appointment booking, and accessing medical records, and less knew about repeat prescriptions. Fewer patients thought that no services were available online, and less patients didn't know.

Question 7

In the past 6 months, which of the following online services have you used at your GP surgery?

	Booking appointments	Ordering repeat prescriptions	Accessing medical records	None
Dr O	6%	6%	2%	86%
Dr D	10%	9%	5%	76%
Dr C	2%	2%	2%	94%
ML	10%	4%	2%	84%
YF	17%	10%		73%
Average	9.0%	6.2%	2.2%	82.6%
Benchmark	7.5%	10.7%	<1%	

Findings

More patients book appointments and access their medical records online than the benchmark, and less patients order repeat prescriptions.

Overall more patients know about online services, but choose not to use them.

Question 8

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

	Yes	No
Dr O	36%	64%
Dr D	52%	47%
Dr C	40%	60%
ML	30%	70%
YF	26%	74%
Average	36.8%	63.0%
Benchmark	49.1%	49.2%

Findings

Fewer patients like to see/speak to a particular GP than the benchmark. This could be because this primarily a university practice, where there is a majority transient population.

Question 9 (if answered yes to above)

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

	Always/ almost always	Lot of the time	Some of time	Never almost never	Not tried
Dr O	61%	27%	6%		6%
Dr D	60%	26%	7%	7%	
Dr C	75%	5%	20%		
ML	86%	7%	7%		
YF	24%	38%	15%	8%	15%
Average	61.2%	20.6%	11.0%	3.0%	4.3%
Benchmark	35.3%	23.1%	32.6%	8.3%	

Findings

The practice far exceeds the benchmark of patients actually seeing a GP of their choice, achieving 81.8% always/almost always/lots of the time, compared to the benchmark of 58.1%.

Making an Appointment

Question 10

Last time you wanted to see or speak to a GP or nurse from your surgery:

What did you want to do?

	See GP at surgery	See nurse at surgery	Speak to GP on phone	Speak to nurse on phone	Home visit	Didn't mind unsure
Dr O	92%	4%	2%			2%
Dr D	82%	16%				2%
Dr C	68%	20%	4%			8%
ML	34%	54%				12%
YF	48%	38%	6%			8%
Average	64.8%	26.4%	2.4%			6.4%
Benchmark	75.3%	17.9%	6.7%	1.0%	1.3%	

Findings

Fewer patients than the benchmark wanted to see/speak to a GP at the practice, with more wanting to see a nurse. This could be because both of our nurses are Nurse Practitioners and are able to see patient with minor ailments and prescribe.

Question 11

And when did you want to see or speak to them?

	Same day	Next working day	few days	a week or more	nothing specific	Can't remember
Dr O	68%	12%	8%	2%	8%	2%
Dr D	56%	16%	16%	2%	8%	2%
Dr C	42%	20%	10%		26%	2%
ML	55%	19%	10%	6%	8%	2%
YF	44%	24%	10%		16%	6%
Average	53.0%	18.2%	10.8%	2.0%	13.2%	2.8%
Benchmark	40.0%	9.7%	23.0%	7.3%	16.0%	

Excluding “can’t remember”

	Same day	Next working day	few days	a week or more	nothing specific
Dr O	69%	13%	8%	2%	8%
Dr D	57%	17%	16%	2%	8%
Dr C	43%	20%	10%		27%
ML	56%	20%	10%	6%	8%
YF	47%	26%	10%		17%
Average	54.4%	19.2%	10.8%	2.0%	13.6%
Benchmark	40.0%	9.7%	23.0%	7.3%	16.0%

Findings

There is a higher demand for same day and next day appointments at the practice, compared to the benchmark. The patients who rang with no specific appointment in mind were about the same as the benchmark.

Question 12

Were you able to get an appointment to see or speak to someone?

	Yes	Yes had to call back	No	Can't remember
Dr O	94%	2%	2%	2%
Dr D	90%	8%	2%	
Dr C	94%	4%		2%
ML	94%	4%	2%	
YF	98%			2%
Average	94.0%	3.6%	1.2%	1.2%
Benchmark	84.7%	12.2%	11.0%	

Excluding “can’t remember”

	Yes	Yes had to call back	No
Dr O	96%	2%	2%
Dr D	90%	8%	2%
Dr C	96%	4%	
ML	94%	4%	2%
YF	100%		
Average	95.2%	3.6%	1.2%
Benchmark	84.7%	12.2%	11.0%

Findings

The practice exceeded the benchmark

Question 13

What type of appointment did you get?

	GP surgery	Nurse surgery	speak GP	Speak nurse	see at another surgery	speak online skype	visit
Dr O	96%	4%					
Dr D	84%	16%					
Dr C	76%	22%	2%				
ML	38%	62%					
YF	49%	45%	6%				
Average	68.6%	29.8%	1.6%				
Benchmark	74.3%	21.1%	7.7%	0.8%	0.6%	<0.5%	1.1%

Findings

As the nurses are both Nurse Practitioners, many patients see them instead of a GP. Therefore if you combine the both the GP and nurse appointments, 98.4% of patients are seen at the practice compared to the benchmark of 95.4%. 7.7% of benchmark patients wanted phone consultations, compared to 1.6% at this practice. This may be due to the good access that the practice has, or the patient demographics, which has more younger and mobile patients.

Question 14

How long after initially contacting the surgery did you actually see or speak to them?

	same day	next day	few days	week+	can't remember
Dr O	60%	23%	11%	4%	2%
Dr D	64%	18%	16%	2%	
Dr C	53%	20%	25%	2%	
ML	56%	30%	10%	4%	
YF	48%	29%	23%		
Average	56.2%	24.0%	17.0%	2.4%	0.4%
Benchmark	37.6%	10.7%	29.3%	18.6%	

Excluding "can't remember"

	same day	next day	few days	week+
Dr O	62%	23%	11%	4%
Dr D	64%	18%	16%	2%
Dr C	53%	20%	25%	2%
ML	56%	30%	10%	4%
YF	48%	29%	23%	
Average	56.6%	24.0%	17.0%	2.4%
Benchmark	37.6%	10.7%	29.3%	18.6%

Findings

The majority of patients were seen either the same day or the next day, compared to the benchmark that showed that the majority of patients had to wait a few days or more

Question 15

How convenient was the appointment you were able to get?

	Very	Fairly	Not very	Not at all
Dr O	79%	17%	4%	
Dr D	69%	27%	4%	
Dr C	59%	37%	2%	2%
ML	78%	22%		
YF	74%	22%	4%	
Average	71.8%	25.0%	2.8%	0.4%
	very	fairly	not very	

Findings

96.8% of patients compared to the benchmark of 92.1% felt that their appointment was convenient, and only 3.2% compared to the benchmark of 7.9% were not happy with their appointment.

Each clinician's responses were analysed to see how many patients got exactly the appointment that they needed i.e. type of appointment, clinician of choice, when wanted, with the following outcomes

Dr O'Byrne:

- 90% of patients had exactly the appointment that they requested.
- 1 x had to call back for a next day appointment
- 1 x GP phone call appointment but more appropriate to see the GP in person the same day
- 1 x Nurse same day request, but came to see GP on the same day instead
- 1 x GP an appointment in a few days , but had an appointment the next day
- 1 x GP same day request, but had to see the GP the next day (no reason given for this)

Dr Deaville:

- 90% of patients had exactly the appointment that they requested
- 4 x patients had to call back for an appointment with the GP for the next day (Dr Deaville was on a phased return to work at the time, and the patients did not wish to see an alternative GP)
- 1 x GP appointment in a few days, and had an appointment the next day

Dr Clarson:

- 92% of patients had exactly the appointment that they requested
- 2 x patients had to call back for appointments for the next day
- 1 x GP next day request, but had a GP appointment for the same day
- 1 x GP phone call appointment, but more appropriate to see the GP in person the same day

Marilyn Liu – Nurse Practitioner (NP)

- 94% of patients had exactly the appointment that they requested
- 2 x GP same day appointment request, but had same day NP appointments
- 1 x patients had to call back for an appointment to see the GP the next day

Yvette Fawcett – Nurse Practitioner (NP)

- 92% of patients had exactly the appointment that they requested
- 1 x NP next day request, but had an appointment for the NP in a few days
- 1 x NP same day request, but had an appointment for the NP the next day
- 1 x GP same day request, but had a GP next day appointment
- 1 x GP next day request, but had a GP same day appointment

The average therefore was that 91.6 % of patients had appointments that they requested
 The benchmark for this was 81.5% of patients were able to get an appointment when they wanted one, or sooner.

Question 16 (patients who answered not very & not)

If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

	No appointments for day wanted	None for time wanted	Couldn't see preferred GP	Couldn't book ahead	Another reason
Dr O	34%			33%	33%
Dr D	67%		33%		
Dr C	33%	67%			
ML					
YF	50%		50%		
Average	46.0%	16.8%	20.8%	8.3%	8.3%
Benchmark	48.7%	17.5%	13.6%	8.6%	

Findings

The amount of patients who were not happy with their appointment was very small at 3.2%. Of these the main reason for this was that there were no appointments for the day that they wanted.

Question 17 (patients who answered not very & not)

What did you do on that occasion?

	Went to offered one	Different day	phone consult	A&E	Pharmacist	Used another NHS serv	Contacted again	Didn't see or speak
Dr O	80%	20%						
Dr D	67%	33%						
Dr C	100%							
ML								
YF	67%	33%						
Average	62.8%	17.2%						
Benchmark	37.0%	21.6%	5.9%	4.3%	3.1%	5.3%	12.5%	

Findings

100% of the patients were seen at the practice either that day with another clinician or on a different day. No patients were seen by another service in the NHS or had to contact the practice again

Question 18

Overall how would you describe your experience of making an appointment?

	Very good	fairly good	neither good or poor	fairly poor	very poor
Dr O	66%	32%		2%	
Dr D	76%	18%	6%		
Dr C	66%	30%	4%		
ML	76%	24%			
YF	77%	21%	2%		
Average	72.2%	25.0%	2.4%	0.4%	
Benchmark	33.5%	40.0%	14.5%	7.6%	4.4%

Findings

97.2% of patients compared to the benchmark of 73.5% said that their overall experience of making an appointment was good, with 0.4% compared to 12% benchmark patients stating that their experience was poor

Waiting Times

Question 19

How long after your appointment time do you normally wait to be seen?

	don't have particular time	less 5mins	5-15 mins	15 mins +	can't remember
Dr O	6%	54%	32%	4%	4%
Dr D	6%	47%	45%	2%	
Dr C		44%	52%		4%
ML	14%	54%	24%	2%	6%
YF		64%	34%	2%	
Average	5.2%	52.6%	37.4%	2.0%	2.8%
Benchmark		9.7%	54.9%	26.7%	

Excluding “can’t remember”

	don't have particular time	less 5mins	5-15 mins	15 mins +
Dr O	8%	56%	33%	4%
Dr D	6%	47%	45%	2%
Dr C		46%	54%	
ML	15%	57%	26%	2%
YF		64%	34%	2%
Average	5.8%	54.0%	38.4%	2.0%
Benchmark		9.7%	54.9%	26.7%

Findings

The practice far exceeds the benchmarks with 54% compared to the benchmark of 9.7% of patients waiting less than 5 minutes at the practice to be seen by the clinician, and only 2% waiting for 15 minutes or more.

Question 20

How do you feel about how long you normally wait to be seen?

	Don't normally wait too long	a bit too long	far too long	no opinion
Dr O	88%	6%		6%
Dr D	88%	4%		8%
Dr C	84%	12%		4%
ML	88%	6%		6%
YF	94%	4%		2%
Average	88.4%	6.4%		5.2%
Benchmark	57.7%	24.9%	9.0%	

Excluding “no opinion”

	Don't normally wait too long	a bit too long	far too long
Dr O	94%	6%	
Dr D	96%	4%	
Dr C	88%	12%	
ML	94%	6%	
YF	96%	4%	
Average	93.6%	6.4%	
Benchmark	57.7%	24.9%	9.0%

Findings

The practice far exceeded the benchmark of 57.7% for patients who normally don't wait too long to be seen, by achieving 93.6%

Last GP or Nurse Appointment

This related to whichever the patient had seen that day

Question 21

How good did you think that your GP/nurse was when you saw them?

The benchmark excludes does not apply & not applicable

Giving you enough time

	Very good	good	neither good or poor	poor	very poor	N/A
Dr O	68%	28%	2%	2%		
Dr D	70%	24%	4%			2%
Dr C	68%	28%				4%
ML	72%	22%	4%			2%
YF	63%	29%	2%	2%		4%
Average	68.2%	26.2%	2.4%	0.8%		2.4%

Excluding "N/A"

	Very good	good	neither good or poor	poor	very poor
Dr O	68%	28%	2%	2%	
Dr D	71%	25%	4%		
Dr C	71%	29%			
ML	73%	23%	4%		
YF	66%	30%	2%	2%	
Average	69.8%	27.0%	2.4%	0.8%	

GP Benchmark for good:

85.0%

Nurse benchmark for good:

79.2%

GP at practice:

97.3%

Nurse at practice:

96.0%

Listening to you

	Very good	good	neither good or poor	poor	very poor	N/A
Dr O	72%	24%	2%	2%		
Dr D	78%	16%	4%			2%
Dr C	68%	24%	4%			4%
ML	68%	22%	8%			2%
YF	68%	26%	2%			4%
Average	70.8%	22.4%	4.0%	0.4%		2.8%
Benchmark	50.5%	36.7%	7.4%			

Excluding "N/A"

	Very good	good	neither good or poor	poor	very poor
Dr O	72%	24%	2%	2%	
Dr D	80%	16%	4%		
Dr C	71%	25%	4%		
ML	69%	23%	8%		
YF	71%	27%	2%		
Average	72.6%	23.0%	4.0%	0.4%	
Benchmark	50.5%	36.7%	7.4%		

GP benchmark for good: 87.2% Nurse benchmark for good: 78.3%
 GP practice: 96.0% Nurse practice : 95.0%

Explaining tests and treatments

	Very good	good	neither good or poor	poor	very poor	N/A
Dr O	66%	26%			2%	6%
Dr D	78%	14%	6%			2%
Dr C	64%	26%	4%			3%
ML	64%	24%	4%			8%
YF	66%	22%	8%			4%
Average	67.6%	22.4%	4.4		0.4%	4.6%
Benchmark	45.6%	35.9%	10.0 %			

Excluding "N/A"

	Very good	good	neither good or poor	poor	very poor
Dr O	70%	28%			2%
Dr D	80%	14%	6%		

Dr C	66%	27%	4%		
ML	64%	24%	4%		
YF	66%	22%	8%		
Average	67.6%	22.4%	4.4%		0.4%
Benchmark	45.6%	35.9%	10.0%		

GP benchmark for good: 81.5% Nurse benchmark for good: 75.8%
GP practice: 95.0% Nurse practice: 88.0%

Involving in decisions

	Very good	good	neither good or poor	poor	very poor	N/A
Dr O	70%	22%	4%		2%	2%
Dr D	66%	22%	4%			8%
Dr C	56%	38%				6%
ML	56%	26%	8%	2%		8%
YF	66%	26%	2%	2%		4%
Average	62.8%	24.8%	3.6%	0.8%	0.4%	28%
Benchmark	39.4%	34.9%	12.5%			

Excluding "N/A"

	Very good	good	neither good or poor	poor	very poor
Dr O	72%	22%	4%		2%
Dr D	72%	24%	4%		
Dr C	60%	40%			
ML	61%	28%	9%	2%	
YF	69%	27%	2%	2%	
Average	66.8%	28.2%	3.6%	0.8%	0.4%
Benchmark	39.4%	34.9%	12.5%		

GP benchmark for good: 74.3% Nurse benchmark for good: 65.5%
GP practice: 96.7% Nurse practice: 92.5%

Treating with care and concern

	Very good	good	neither good or poor	poor	very poor	N/A
Dr O	72%	18%	6%		2%	2%
Dr D	78%	16%	2%	2%		2%
Dr C	66%	26%	2%			6%
ML	64%	26%	6%	2%		2%
YF	60%	32%	4%			4%
Average	68.0%	23.6%	4.0%	0.8%	0.4%	3.2%
Benchmark	46.3%	36.4%	10.1%			

Excluding "N/A"

	Very good	good	neither good or poor	poor	very poor
Dr O	74%	18%	6%		2%
Dr D	80%	16%	2%	2%	
Dr C	71%	27%	2%		
ML	65%	27%	6%	2%	
YF	63%	33%	4%		
Average	70.6%	24.2%	4.0%	0.8%	0.4%
Benchmark	46.3%	36.4%	10.1%		

GP benchmark for good: 82.8% Nurse benchmark for good: 77.2%
 GP practice: 95.3% Nurse practice: 94.0%

Findings

The practice exceeded every benchmark in some cases by 20% or more

Question 22

Did you have confidence and trust in the GP/nurse that you saw or spoke to?

	Yes definitely	yes to some extent	Not at all	Don't know can't say
Dr O	78%	18%	2%	2%
Dr D	84%	14%		2%
Dr C	75%	21%		4%
ML	86%	12%		2%
YF	78%	18%		4%
Average	80.2%	16.6%	4%	2.8%

Findings

GP benchmark for good: 92.0% Nurse benchmark for good: 84.3%
 GP practice: 96.7% Nurse practice: 97.0%

Opening Hours

Question 25

How satisfied are you with the hours that your GP surgery is open?

	Very	Fairly	Neither sat or dis	Fairly dissatisfied	very dissat	Not sure when open
Dr O	53%	35%	6%	6%		
Dr D	64%	22%	8%			6%
Dr C	43%	53%	4%			
ML	72%	24%	4%			
YF	46%	44%	8%	2%		2%
Average	55.6%	35.6%	6.0%	1.6%		1.6%
Benchmark	35.8%	40.1%	10.5%	6.2%		

Findings

91.2% of patients are satisfied with the practice opening times compared to

Question 26

Is your surgery currently open at times that are convenient to you?

	Yes	No	Don't know
Dr O	90%	6%	4%
Dr D	94%	4%	2%
Dr C	82%	8%	10%
ML	98%	2%	
YF	90%	6%	4%
Average	90.8%	5.2%	4.4%
Benchmark	74.6%	17.8%	

Findings

The practice has exceeded the benchmark quite significantly

Question 27 (4.4% of patients who answered no or don't know)

Which of the following opening times would make it easier for you to see or speak or see someone?

	After 6.30p,	Before 8am	At lunchtime	On Saturday	On Sunday	None of these
Dr O				30%	40%	30%
Dr D				33%	50%	20%
Dr C			7%	7%	61%	25%
ML		34%		33%	33%	
YF		11%	11%	45%	11%	22%
Average		9.0%	3.6%	29.6%	39.0%	19.4%
Benchmark	69.0%	32.3%	10.5%	72.0%	40.8%	

Findings

Only 4.4% of patients were not happy/didn't know if they were happy with the opening times, therefore very few patients. The survey showed that 68.6% wanted weekend opening, with 19.4% stating other unknown times. 9.0% stated before 8.00am, yet the practice is open before 8.00am for 4 out of 5 days during the week.

Overall Experience

Question 28

Overall how would you describe your experience of your GP surgery?

	Very good	good	neither good or poor	poor	very poor
Dr O	68%	26%	4%	2%	
Dr D	71%	27%	2%		
Dr C	63%	37%			
ML	70%	30%			
YF	68%	24%	6%	2%	
Average	68.0%	28.8%	2.4%	0.8%	
Benchmark	43.1%	42.1%	9.9%	3.6%	1.3%

Findings

The benchmark for patients who thought their experience at the practice was very good/good was 85.2%. The practice achieved 96.8%.

Question 29

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

	Yes definitely	Yes probably	Not sure	No prob not	No def not	Don't know
Dr O	72%	16%	8%	4%		
Dr D	72%	22%	4%		2%	
Dr C	64%	34%				2%
ML	70%	26%	4%			
YF	68%	26%		2%		2%
Average	69.2%	24.8%	2.8%	1.2%	0.4%	0.8%
Benchmark	47.2%	30.8%		8.4% (all no)		

Findings

94.0% of patients would recommend the practice compared to the benchmark of 78%. Only 1.6% would not compared to the benchmark of 8.4%

Managing your Health

Question 30

Do you have a long-standing health condition?

	Yes	No	don't know can't say
Dr O	48%	46%	6%
Dr D	29%	65%	6%
Dr C	38%	52%	10%
ML	28%	72%	
YF	3%	97%	
Average	29.2%	66.4%	4.4%
Benchmark	53.2%	46.8%	

Findings

The practice has significantly less patient's that have a long-standing health condition, i.e. 29.2% compared to the 53.2% benchmark. This is due to the high number of students and the low number of elderly patients that the practice has registered.

Question 31

Which, if any, of the following medical conditions do you have? Tick all that apply

	Alzheimer's/dementia	angina	arthritis	asthma	blind	cancer	deaf	diabetes	epilepsy
Dr O		3%	5%	8%		3%			3%
Dr D		2%	2%	7%				2%	
Dr C				15%					
ML				15%				2%	
YF	2%		2%	12%				10%	2%
Average	0.4%	1.0%	1.8%	11.4%		0.6%		2.8%	1.0%
Benchmark	<2%	4.7%	12.4%	10.5%		3.2%	3.8%	7.4%	<2%

	BP	Kidney/liver disorder	back problems	mental health	neurology	another	None	Prefer not to say
Dr O	5%		5%	16%		16%	36%	
Dr D	5%		5%	9%	2%	7%	54%	5%
Dr C			2%	19%	2%	4%	52%	6%
ML	2%			6%		11%	62%	2%
YF				6%		4%	58%	4%
Average	2.4%		2.4%	11.2%	0.8%	8.4%	52.4%	3.4%
Benchmark	17.8%	<2%	9.6%	5.2%	<2%			

Findings

The finds are a true picture of the patients with health issues, with the practice having less patients in the majority of cases, but having more than the benchmark in asthma, and mental health. This is due to the high number of student's on the list.

Question 32 (only patients who have a condition answered)

In the last 6 months, have you had enough support from your local services or organisations to help manage your long-term health condition(s)?

	Yes definitely	Yes some extent	no	not needed	don't know
Dr O	16%	24%	9%	49%	2%
Dr D	13%	10%		71%	6%
Dr C	57%	23%	10%	5%	5%
ML	18%	24%	12%	41%	6%
YF	25%	29%	8%	25%	13%
Average	25.8%	22.0%	7.8%	38.2%	8.0%
Benchmark	38.5%	24.6%	12.4%	21.7%	

Findings

The practice has not achieved the 63.1% benchmark with 46.5% patients feeling that they are supported, although the number of patients not needing this service is higher by 16.5%

Question 33

How confident are you that you can manage your own health?

	Very	Fairly	not very	not at all
Dr O	42%	48%	10%	
Dr D	49%	45%	6%	
Dr C	35%	59%	6%	
ML	64%	36%		
YF	61%	35%	4%	
Average	50.2%	44.6%	5.2%	

Benchmark: 92.5%

Practice: 94.8%

Findings

The practice figure is very similar to the benchmark, which shows that a high majority are able to manage their own health, and nothing significant has been identified.

Your state of health today

Question 34

Indicate which statements best describe your own health state today

Mobility-problems walking about

	none	slight	moderate	severe	Unable to walk about
Dr O	90%	4%	6%		
Dr D	82%	14%	2%	2%	
Dr C	88%	12%			
ML	86%	10%	2%	2%	
YF	94%	4%	2%	2%	
Average	88.0%	8.8%	2.4%	1.2%	

Benchmark: 76.2%

Practice: 96.8%

Self –care- washing or dressing yourself

	none	slight	moderate	severe	unable
Dr O	98%		2%		
Dr D	94%	4%	2%		
Dr C	92%	8%			
ML	98%	2%			
YF	94%	6%			
Average	95.2%	4.0%	0.8%		

Benchmark: 90.7%

Practice: 99.2%

Usual activities- work, study, housework, family/leisure activities

	none	slight	moderate	severe	unable
Dr O	64%	18%	12%	6%	
Dr D	74%	14%	10%	2%	
Dr C	70%	20%	10%		
ML	82%	12%	6%		
YF	86%	12%	2%		
Average	75.2%	15.2%	8.0%	1.6%	

Benchmark: 74.1%

Practice: 90.4%

Pain/discomfort

	none	slight	moderate	severe	unable
Dr O	54%	30%	12%	4%	
Dr D	49%	33%	12%	6%	
Dr C	44%	34%	20%	2%	
ML	68%	22%	10%		
YF	72%	20%	8%		
Average	57.4%	27.8%	12.4%	2.4%	

Benchmark: 52.0%

Practice: 85.2%

Anxiety/depression

	none	slightly	moderately	severely	extremely
Dr O	44%	34%	10%	8%	4%
Dr D	46%	29%	21%	4%	
Dr C	48%	18%	12%	22%	
ML	66%	16%	18%		
YF	64%	18%	12%	4%	2%
Average	53.6%	23.0%	14.6%	7.6%	1.2

Benchmark: 67.9%

Practice: 76.6%

Findings

The majority of the benchmarks were exceeded, which were to be expected due to the demographics of the practice

Question 35

Have your activities been limited today because you have recently become unwell or been injured?

	A lot	a little	no
Dr O	14%	28%	58%
Dr D	16%	18%	66%
Dr C	8%	34%	58%
ML	2%	26%	72%
YF	8%	16%	76%
Average	9.6%	24.4%	66.0%
Benchmark	4.3%	12.8%	

Findings

This was a surprising result, but as the majority of patients see the Nurse Practitioner as well as the GP for illness, this may account for the higher number. This question could also be interpreted differently by different patients.

Planning Your Care

Question 36

Do you have a written care plan?

	yes	no	don't know
Dr O	2%	90%	8%
Dr D	4%	86%	10%
Dr C	4%	83%	13%
ML	4%	89%	7%
YF	6%	90%	4%
Average	4.4%	87.6%	8.4%
Benchmark	3.2%	93.1%	3.7%

Question 37 –only patients who answered yes to Q36

Did you help to put your written care plan together?

	Yes	No
Dr O	100%	
Dr D	67%	33%
Dr C	29%	71%
ML	100%	
YF	67%	33%
Average	72.6%	27.4%
Benchmark	70.9%	29.1%

Question 38- only patients who answered yes to Q36

Do you use it to help to manage your day to day health?

	Yes	No
Dr O	50%	50%
Dr D	50%	50%
Dr C		100%
ML	67%	33%
YF	50%	50%
Average	43.4%	56.6%
Benchmark	67.1%	32.9%

Question-39 only patients who answered yes to Q36

Is your written care plan reviewed regularly?

	Yes	No	Don't know
Dr O	50%	50%	
Dr D	50%	50%	
Dr C			100%
ML	100%		
YF		50%	50%
Average	40.0%	30.0%	30.0%
Benchmark	58.8%	27.3%	13.9%

Findings

The majority of patients who have a health problem have a care plan which is shown by the benchmark being reached. This is discussed and agreed with the GP or nurse and is reviewed regularly. This shows that most of the patients who have one do not realise that this is being reviewed when they visit the GP/nurse. This is shown by the practice not reaching the benchmarks for the review.

Out of Hours**Question 40**

In the last 6 months have you contacted an NHS service when you wanted to see a GP, but your GP surgery was closed?

	Yes for Myself	Yes for someone else	No
Dr O	24%	4%	72%
Dr D	16%	2%	82%
Dr C	21%	2%	77%
ML	12%	2%	86%
YF	17%	6%	77%
Average	18.0%	3.2%	78.8%

Benchmark: 18.6%

Practice: 21.2%

Think about the last time you contacted an NHS service for yourself or someone else, when you wanted to see a GP, but your surgery was closed

Question 41

Considering all of the services you contacted, which of the following happened on that occasion?
(More than one answer could be given)

	Contacted service by phone	A health care professional called back	Went to A&E	Saw a pharmacist	Went to another NHS service	can't remember
Dr O	58%	6%	12%	12%	12%	
Dr D	34%	12%	12%	18%	12%	12%
Dr C	44%	14%	21%	7%	7%	7%
ML	43%	14%		14%	29%	
YF	36%	11%	16%	5%	16%	16%
Average	43.0%	11.4%	12.2%	11.2%	15.2%	7.0%
Comparative average	55.6%	14.7%	15.8%	14.5%	19.6%	
Benchmark	61.1%	26.0%	32.9%	9.2%		

Question 42

How do you feel about how quickly you received your care or advice on that occasion?

	right	too long	Don't know
Dr O	61%	31%	8%
Dr D	56%	44%	
Dr C	60%	30%	10%
ML	67%	33%	
YF	75%	8%	17%
Average	63.8%	29.2%	7.0%
Benchmark	62.2%	31.4%	

Question 43

Considering all the people that you saw on that occasion, did you have confidence and trust in them?

	yes definitely	some extent	no	don't know
Dr O	38%	55%	7%	
Dr D	67%	22%	11%	
Dr C	30%	60%		10%
ML	50%	50%		
YF	50%	33%		17%
Average	47.0%	44.0%	3.6%	5.4%
Benchmark	42.5%	43.8%	9.4%	

Question 44

Overall, how would you describe your last experience of NHS services when you wanted to see a GP when your GP surgery was closed?

	Very good	Fairly good	Neither	Fairly poor	Very poor	Don't know
Dr O	31%	31%	38%			
Dr D	56%	11%	11%	11%	11%	
Dr C	44%	44%	12%			
ML	50%	30%	20%			
YF		84%	8%			8%
Average	36.2%	40.0%	17.8%	2.2%	2.2%	1.6%
Benchmark	30.2%	37.2%	14.7%	14.7%		

Findings

Fewer patients went to A&E, waited for a healthcare professional to call back or contacted the service by phone than the benchmark. More patients saw the pharmacist or went to another NHS service. The practice was almost the same in the other questions as the benchmark

Questions 45 to 49 relate to dental services, therefore are not applicable for this services

Some Questions about You**Question 50**

Are you male or female?

	Male	Female
Dr O	36%	64%
Dr D	41%	59%
Dr C	37%	63%
ML	32%	68%
YF	44%	56%
Average	60.6%	62.0%
Benchmark	49.1%	50.9%

Question 51

How old are you?

	<18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
Dr O		68%	6%	2%	10%	8%	2%	4%	
Dr D		66%	12%	4%	2%	4%	10%	2%	
Dr C	2%	82%	6%	4%		2%	4%		
ML		63%	10%	7%	2%	4%	8%	4%	2%
YF		74%	8%	6%	6%	4%	2%		
Average	0.4%	70.6%	8.4%	4.6%	4.0%	4.4%	5.2%	2.0%	0.4%
Benchmark		9.5%	17.2%	17.1%	18.5%	15.0%	12.5%	7.3%	3.0%

Question 52

What is your ethnic group?

	Practice	Benchmark
White British	71.6%	79.4%
White Irish	0.8%	0.9%
Other white	5.0%	6.3%
Black African	2.8%	1.6%
Black Caribbean	1.2%	0.7%
Other black	0.4%	
White & black Caribbean	1.6%	
White & black African	0.8%	
White & Asian	1.6%	
Other mixed	0.4%	
Indian	8.0%	2.6%
Pakistani	0.8%	1.7%
Bangladeshi	0.8%	0.7%
Chinese	0.8%	0.7%
Other Asian	1.6%	1.5%
Arab	0.4%	
Other	0.8%	2.0%

Question 53

Which best describes what you are doing at present?

	Full-time paid work	Part-time paid	Full-time education	Unemployed	Permanently sick or disabled	Retired	Looking after the home	Something else
Dr O	21%	4%	67%		2%	6%		
Dr D	10%	4%	67%	2%	2%	13%		2%
Dr C	16%	2%	76%	2%		4%		
ML	8%	11%	67%			8%	6%	
YF	16%	10%	70%			4%		
Average	14.2%	6.2%	69.4%	0.8%	0.8%	7.0%	1.2%	0.4%
Benchmark	45.3%	13.8%	3.5%	4.4%	4.2%	21.3%	4.9%	2.7%

Question 54 (for patients in full/part time work)

In general how long does your journey take from home to work (door to door)?

	<30 mins	31-60 mins	1hr+	on site
Dr O	65%	7%	14%	14%
Dr D	62%	13%		25%
Dr C	38%	25%	12%	25%
ML	85%	15%		
YF	75%	17%		8%
Average	65.0%	15.4%	5.2%	14.4%
Benchmark	56.7%	26.2%	11.3%	5.7%

Question 55 (for patients in full/part time work)

Can you take time off work to see your GP?

	Yes	No
Dr O	64%	36%
Dr D	75%	25%
Dr C	75%	25%
ML	69%	31%
YF	77%	23%
Average	72.0%	28.0%
Benchmark	67.9%	32.1%

Question 56

Do you have children under 16 living in your home?

	Yes	No
Dr O	6%	94%
Dr D	4%	96%
Dr C		100%
ML		100%
YF	10%	90%
Average	4%	96%
Benchmark	26.1%	73.9%

Question 57

Are you a deaf person who uses sign language?

	yes	No
Dr O		100%
Dr D		100%
Dr C		100%
ML		100%
YF		100%
Average		100.0%
Benchmark		99.6%

Question 58

Do you have a learning disability?

	Yes	No
Dr O	2%	98%
Dr D	2%	98%
Dr C	4%	96%
ML		100%
YF	4%	96%
Average	2.4%	97.6%
Benchmark	2.9%	97.1%

Question 59

Which best describes your smoking habit?

	Never	Former	Occ	Reg
Dr O	58%	14%	20%	8%
Dr D	79%	4%	13%	4%
Dr C	78%	6%	8%	8%
ML	67%	14%	19%	
YF	77%	6%	17%	
Average	71.8	8.8%	15.4%	4.0%
Benchmark	56.1%	27.5%	7.2%	9.2%

Question 60

Do you look after or care for someone voluntarily?

	No	1-9 hrs	10-19 hrs	20-34 hrs	35-49 hrs	50+ hrs
Dr O	92%	8%				2%
Dr D	85%	11%				4%
Dr C	83%	15%	2%			
ML	89%	9%	2%			
YF	94%	6%				
Average	88.6%	9.8%	0.8%			1.2%
Benchmark	82.2%	10.0%	2.1%	1.3%	1.0%	3.4%

Question 61

Which of the following best describes how you think of yourself?

	Hetero	Gay	Bi	Other	Prefer not to say
Dr O	80%	4%	6%	6%	4%
Dr D	96%		4%		
Dr C	88%	6%	6%		
ML	90%		4%		6%
YF	90%	2%	4%		4%
Average	88.8%	2.4%	4.8%	1.2%	2.8%
Benchmark	92.4%	1.5%	0.8%	0.7%	4.6%

Question 62

Which if any best describes your religion?

	None	Buddhist	Christian	Hindu	Jewish	Muslim	Sikh	other	won't say
Dr O	41%		31%	2%		6%	4%	4%	12%
Dr D	48%	2%	40%	2%		4%		2%	2%
Dr C	48%		42%	4%			2%		4%
ML	61%		32%	2%					4%
YF	53%		31%	2%		2%	2%	2%	8%
Average	50.2%	0.4%	35.2%	2.4%		2.4%	1.6%	1.6%	6.0%
Benchmark	29.6%	0.7%	57.5%	1.7%		5.0%	0.8%	1.3%	3.0%

Conclusion

The results of the survey were very positive, with all the benchmarks for the service and the clinicians reached. We felt that this confirmed the service that we hoped that we were providing to the patients. Although on this survey there was no room for patients to comment, the verbal feedback that was gained was very positive.

The demographics and health was correct, and this reflected the responses in some cases, i.e. that patients were able to manage their own health.

The gap that was identified was that patients did not realise that they had a care plan in place although this was discussed during consultations with the GP and the NP, as in the majority of cases was not deemed necessary to be written down.

The vast majority of patients were happy with the opening hours, with only 4.4% unhappy with these. The patients who attended another NHS service when the practice was closed, was also happy with this.

The survey this year was different from last year as it was found to be too restrictive, and although it audited the clinicians, it did not audit the service sufficiently. It was difficult to find benchmarking for this survey. This year the audit was done which had benchmarking, but deemed to be too long, but addressed the service overall including the out of hour's service. The negative aspect of this survey was that patients complained that it was too long, and took it away with them, some returning them, but some not returning them, hence more surveys had to be printed and given out.