PPG & Survey Results Report

Patient Reference Group

The patient group comprises 75 members

Distribution Details

|  |  |
| --- | --- |
| *Attendance*http://www.mysurgeryintranet.co.uk/WebCharts/dda5dc04-39ce-48d6-8b98-f7de320129ee.Png | *Gender*http://www.mysurgeryintranet.co.uk/WebCharts/88d77a74-0f99-4e3a-9d1e-610b81f19e6a.Png |
| *Ethnicity*http://www.mysurgeryintranet.co.uk/WebCharts/59115590-e195-40a5-b56e-68633ab576e0.Png | *Age*http://www.mysurgeryintranet.co.uk/WebCharts/82a50624-e5fe-4865-8d7e-45e3c1a1fa07.Png |
|  |  |

 Survey Results

GPAQ V3 2012/2013

Number of Responses: **428**

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  51%

Fairly helpful  38%

Not very helpful  7%

Not at all helpful  1%

Don’t know  0%

No response  3%



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

Very easy  24%

Fairly easy  55%

Not very easy  13%

Not at all easy  3%

Don’t know  0%

Haven’t tried  1%

No response  4%



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

Very easy  16%

Fairly easy  36%

Not very easy  9%

Not at all easy  4%

Don’t know  3%

Haven’t tried  28%

No response  4%



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

Yes  73%

No  13%

Don’t know / never needed to  11%

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  25%

No response  1%



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

Very easy  12%

Fairly easy  28%

Not very easy  31%

Not at all easy  7%

Don’t know  4%

Haven’t tried  15%

No response  3%



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

In person  56%

By phone  91%

Online  4%

Doesn’t apply  0%

**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  57%

By phone  89%

Online  34%

Doesn’t apply  0%

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

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

Same day or next day  11%

2-4 days  25%

5 days or more  39%

I don’t usually need to be seen quickly  4%

Don’t know, never tried  18%

No response  3%



**Q10 How do you rate this?**

Excellent  11%

Very good  11%

Good  16%

Fair  22%

Poor  13%

Very poor  2%

Does not apply  19%

No response  6%



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

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

Same day or next day  65%

2-4 days  24%

5 days or more  5%

I don’t usually need to be seen quickly  1%

Don’t know, never tried  2%

No response  3%



**Q12 How do you rate this?**

Excellent  32%

Very good  31%

Good  16%

Fair  10%

Poor  3%

Very poor  1%

Does not apply  3%

No response  4%



Thinking of your most recent consultation with a doctor or nurse

**Q13 How long did you wait for your consultation to start?**

Less than 5 minutes  10%

5 – 10 minutes  42%

11 – 20 minutes  34%

21 – 30 minutes  9%

More than 30 minutes  3%

There was no set time for my consultation  0%

No response  2%



**Q14 How do you rate this?**

Excellent  13%

Very good  30%

Good  25%

Fair  21%

Poor  5%

Very poor  3%

Does not apply  0%

No response  3%



About opening times

**Q15 Is your GP practice currently open at times that are convenient to you?**

Yes - Go to Q17  80%

No  17%

Don’t know  0%

No response  3%



**Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone?** **Please tick all boxes that apply.**

Before 8am  4%

At lunchtime  11%

After 6.30pm  4%

On a Saturday  5%

On a Sunday  1%

None of these  1%

About seeing the doctor of your choice

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

Yes  52%

No - Go to Q19  46%

There is usually only one doctor in my surgery - Go to Q19  0%

No response  2%



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

Always or almost always  8%

A lot of the time  15%

Some of the time  24%

Never or almost never  3%

Not tried at this GP practice  1%

No response  49%



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  58%

Good  34%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  0%

No response  4%



**Q20 Listening to you**

Very good  64%

Good  29%

Fair  3%

Poor  0%

Very poor  0%

Does not apply  0%

No response  4%



**Q21 Explaining tests and treatments**

Very good  53%

Good  30%

Fair  9%

Poor  0%

Very poor  0%

Does not apply  3%

No response  5%



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

Very good  51%

Good  34%

Fair  8%

Poor  0%

Very poor  0%

Does not apply  3%

No response  4%



**Q23 Treating you with care and concern**

Very good  60%

Good  32%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  0%

No response  4%



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

Yes, definitely  83%

Yes, to some extent  13%

No, not at all  1%

Don’t know / can’t say  0%

No response  3%



**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  30%

Good  23%

Fair  3%

Poor  0%

Very poor  0%

Does not apply  1%

No response  43%



**Q26 Listening to you**

Very good  29%

Good  23%

Fair  3%

Poor  1%

Very poor  0%

Does not apply  1%

No response  43%



**Q27 Explaining tests and treatments**

Very good  26%

Good  22%

Fair  3%

Poor  0%

Very poor  0%

Does not apply  5%

No response  44%



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

Very good  27%

Good  20%

Fair  4%

Poor  0%

Very poor  0%

Does not apply  6%

No response  43%



**Q29 Treating you with care and concern**

Very good  30%

Good  23%

Fair  3%

Poor  0%

Very poor  0%

Does not apply  0%

No response  44%



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

Yes, definitely  47%

Yes, to some extent  8%

No, not at all  1%

Don’t know / can’t say  1%

No response  43%



**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  88%

Unsure  8%

Not very well  1%

Does not apply  0%

No response  3%



**Q32 Cope with your health problems**

Very well  86%

Unsure  8%

Not very well  1%

Does not apply  2%

No response  3%



**Q33 Keep yourself healthy**

Very well  82%

Unsure  9%

Not very well  2%

Does not apply  4%

No response  3%



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

Excellent  32%

Very good  41%

Good  17%

Fair  6%

Poor  0%

Very poor  0%

No response  4%



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

Yes, definitely  60%

Yes, probably  32%

No, probably not  2%

No, definitely not  1%

Don’t know  2%

No response  3%



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

**Q36 Are you?**

Male  48%

Female  50%

No response  2%



**Q37 How old are you?**

Under 16  0%

16 to 44  48%

45 to 64  27%

65 to 74  14%

75 or over  7%

No response  4%



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

Yes  46%

No  47%

Don’t know / can’t say  3%

No response  4%



**Q39 What is your ethnic group?**

White  43%

Black or Black British  19%

Asian or Asian British  21%

Mixed  10%

Chinese  0%

Other ethnic group  2%

No response  5%



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

Employed (full or part time, including self-employed)  38%

Unemployed / looking for work  10%

At school or in full time education  4%

Unable to work due to long term sickness  8%

Looking after your home/family  10%

Retired from paid work  23%

Other  0%

No response  7%



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

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