Hackbridge Medical Centre General Practice Assessment Questionnaire 2015

This Report

The General Practice Assessment Questionnaire (GPAQ) was introduced in 2004 to survey aspects of GP care such as ease of making an appointment, satisfaction with opening hours, and communication with GPs and nurses. This report is based on GPAQ version 3, which was introduced in 2011. The report includes the results of 88 surveys taken in October 2015. For each question, the number of responses for each answer is given, along with a percentage breakdown. A graph showing the practice results is given to the right of the table.

Benchmarks

GPAQ version 3 has been designed so that a number of the questions are identical to questions in the government-run GP Patient Survey (GPPS). This enables practices to benchmark themselves against national scores. For those questions identical to questions in the GPPS, the latest July 2015 GPPS national benchmarks are given in a column to the right of the practice results, highlighted in blue.

Results

Receptionists and Appointments



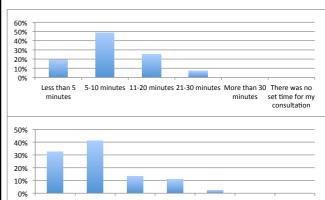
Option	Total	% of	GPPS	
	Responses		Benchmark	
How do you normally book your appointments	at your practice	e? (multiple resp	oonses	100%
allowed)	1			
1 In person	23	26%	28%	80%
2 By phone	75	85%	87%	60%
3 Online	4	5%	6%	40%
4 Doesn't apply	2	2%	2%	20%
				0% In person By phone Online Doesn't apply
Which of the following methods would you pre	efer to use to bo	ok annointments	s at your	
practice? (multiple responses allowed)			o at you.	100%
1 In person	30	34%		80%
2 By phone	71	81%		60%
3 Online	26	30%		
4 Doesn't apply	0	0%		40%
4 Doesn't apply	0	0 /8		20%
				0%
				In person By phone Online Doesn't apply
Thinking of times when you want to see a part	<i>ucular</i> doctor, ho	w quickly do yo	u usually	60%
get seen?	40	1500/	1	50%
1 Same day or next day	49	56%		40%
2 2-4 days	30	34%		20%
3 5 days or more	1	1%		10%
4 I don't usually need to be seen quickly	3	3%		0%
5 Don't know, never tried	5	6%		Same day or next 2-4 days 5 days or more I don't usually Don't know day need to be seen never tried quickly
How do you rate how quickly you can see a pa	articular doctor?			
1 Excellent	1			50%
	26	30%		
	26 38	30% 43%		40%
2 Very good	38	43%		
 Very good Good 	38 12	43% 14%		40% -
2 Very good 3 Good 4 Fair	38	43% 14% 6%		40%
 Very good Good Fair Poor 	38 12 5 1	43% 14% 6% 1%		40% 30% 20%
 Very good Good Fair Poor Very poor 	38 12 5 1 0	43% 14% 6% 1% 0%		40% 30% 20% 10% 0%
 Very good Good Fair Poor Very poor Does not apply 	38 12 5 1	43% 14% 6% 1% 0% 7%		40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does no
 Very good Good Fair Poor Very poor 	38 12 5 1 0 6	43% 14% 6% 1% 0% 7% 86%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does n apply
 Very good Good Fair Poor Very poor Does not apply Good (total) 	38 12 5 1 0 6	43% 14% 6% 1% 0% 7% 86%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does n apply 100%
2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total)	38 12 5 1 0 6	43% 14% 6% 1% 0% 7% 86%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does m apply 100% 80%
2 Very good Good Fair Fair Poor Very poor Does not apply Good (total) Thinking of times when you are willing to see get seen?	38 12 5 1 0 6 any doctor, how	43% 14% 6% 1% 0% 7% 86% quickly do you	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does m apply 100% 80% 60%
2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the seen? 1 Same day or next day	38 12 5 1 0 6 any doctor, how	43% 14% 6% 1% 0% 7% 86% quickly do you	usually	40% 30% 20% 10% 60% 50% 50% 50% 50% 50% 50% 50% 5
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see see? 1 Same day or next day 2 2-4 days 3 5 days or more 	38 12 5 1 0 6 <i>any</i> doctor, how 69 16	43% 14% 6% 1% 0% 7% 86% quickly do you 18%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does no apply 100% 80% 60%
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 	38 12 5 1 0 6 any doctor, how 69 16 0	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does m apply 100% 60% 40% 20% 0%
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 	38 12 5 1 0 6 any doctor, how 69 16 0	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does no apply 100% 60% 40% 20% 0%
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 	38 12 5 1 0 6 6 any doctor, how 69 16 0 1 1	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1% 1%	usually	40% 30% 20% 10% Excellent Very good Good Fair Poor Very poor Does n apply 100% 80% 60% 40% 20% 33% 60% 40% 5 days or more 1 don't usually Don't know never triec quickly
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the see of the sec of the s	38 12 5 1 0 6 6 any doctor, how 69 16 0 1 1	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1%	usually	40% 30% 20% 10% 6
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the see of the sec of the s	38 12 5 1 0 6 6 7 16 0 1 1 1 9 16 0 1 1	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1% 1%	usually	40% 30% 20% 10% 60% 60% 60% 60% 20% 20% 30% 50% 40%
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see and the see of the sec of the s	38 12 5 1 0 6 6 any doctor, how 69 16 0 1 1 1 1 37	43% 14% 6% 1% 0% 7% 86% quickly do you of 18% 0% 1% 1% 1%	usually	40% 30% 20% 10% 6
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see of the second	38 12 5 1 0 6 6 7 16 0 1 1 1 1 9 0 16 0 1 1 37 36	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1% 1% 1%	usually	40% 30% 20% 10% 60% 60% 60% 60% 20% 20% 30% 50% 40%
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see a get seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 5 Don't know, never tried How do you rate how quickly you can see any 1 Excellent 2 Very good 3 Good 4 Fair 	38 12 5 1 0 6 any doctor, how 69 16 0 1 1 1 doctor? 37 36 10	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1% 1% 1%	usually	40% 30% 20% 10% 6
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see a get seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 5 Don't know, never tried How do you rate how quickly you can see any 1 Excellent 2 Very good 3 Good 4 Fair 5 Poor 	38 12 5 1 0 6 any doctor, how 69 16 0 1 1 1 doctor? 37 36 10 3	43% 14% 6% 1% 0% 7% 86% quickly do you 18% 0% 1% 1% 1% 1% 1% 3%	usually	40% 30% 20% 10% 6
 2 Very good 3 Good 4 Fair 5 Poor 6 Very poor 7 Does not apply Good (total) Thinking of times when you are willing to see a get seen? 1 Same day or next day 2 2-4 days 3 5 days or more 4 I don't usually need to be seen quickly 5 Don't know, never tried How do you rate how quickly you can see any 1 Excellent 2 Very good 3 Good 4 Fair 	38 12 5 1 0 6 any doctor, how 69 16 0 1 1 1 1 doctor? 37 36 10 3 0	43% 14% 6% 1% 0% 7% 86% 7% 86% 7% 88% 0% 18% 0% 1% 1% 1% 1% 1% 1% 3% 0%	usually	40% 30% 20% 10% 6

Does not apply

Very poor

Waiting Times

	Optio	on	Total	% of	GPPS
	-		Responses	Responses	Benchmark
Q.13	How	long did you wait for your consultation to st	art?		(GPPS
					categories)
	1	Less than 5 minutes	16	19%	10%
	2	5-10 minutes	41	49%	(5-15 mins) 55%
	3	11-20 minutes	21	25%	(>15 mins) 27%
	4	21-30 minutes	6	7%	
	5	More than 30 minutes	0	0%	
	6	There was no set time for my consultation	0	0%	3%
Q.14	How	do you rate this waiting time?			
	1	Excellent	27	33%	
	2	Very good	34	41%	
	3	Good	11	13%	
	4	Fair	9	11%	
	5	Poor	2	2%	
	6	Very poor	0	0%	
	7	Does not apply	0	0%	
		Good (total)		87%	



Fair

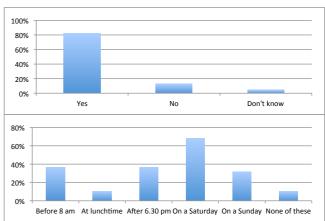
Poor

Good

Excellent Very good

Opening Hours

	Desmannes		
	Responses	Responses	Benchmark
ur GP practice currently open at times that are	e convenient t	o you?	
No.	70	0.00/	74%
	-		
	11		19%
Don't know	4	5%	8%
Yes (total)		82%	74%
n of the following additional opening hours w	ould make it e	asier for you t	o see or
to someone? (multiple responses allowed)			
Before 8 am	7	37%	33%
At lunchtime	2	11%	12%
After 6.30 pm	7	37%	70%
On a Saturday	13	68%	73%
On a Sunday	6	32%	40%
None of these	2	11%	4%
ł	n of the following additional opening hours w a to someone? (multiple responses allowed) Before 8 am At lunchtime After 6.30 pm On a Saturday On a Sunday	No 11 Don't know 4 Yes (total) 4 of the following additional opening hours would make it end to someone? (multiple responses allowed) Before 8 am 7 At lunchtime 2 After 6.30 pm 7 On a Saturday 13 On a Sunday 6	No Don't know 11 13% 4 5% Yes (total) 282% to for the following additional opening hours would make it easier for you to to someone? (multiple responses allowed) Before 8 am 7 37% At lunchtime 2 11% After 6.30 pm 7 37% On a Saturday 13 68% On a Sunday 6 32%



Seeing the Doctor of your Choice

Option	Total	% of	GPPS			
	Responses	Responses	Benchmark			
s there a particular GP you usually prefer to see o	or speak to?			60%		
				50%		
1 Yes	47	56%	52%	40%		
2 No	36	43%	46%	30%		
3 There is usually only one doctor in my surgery	1	1%	2%	20%		
				10%		
				0%	1	1
				Yes	No	There is usually only
						doctor in my surge
low often do you see or speak to the GP you pref	ier?					
				50%		
1 Always or almost always	18	36%	37%	40%		
2 A lot of the time	21	42%	23%	30%		
3 Some of the time	9	18%	32%	20%		
4 Never or almost never	1	2%	8%	10%		
5 Not tried at this GP practice	1	2%	1%	0%		
					t of the time Some of the time	
Always or almost always, or a lot of the time	(total)	78%	60%	always		never GP prac

Individual Doctor Feedback

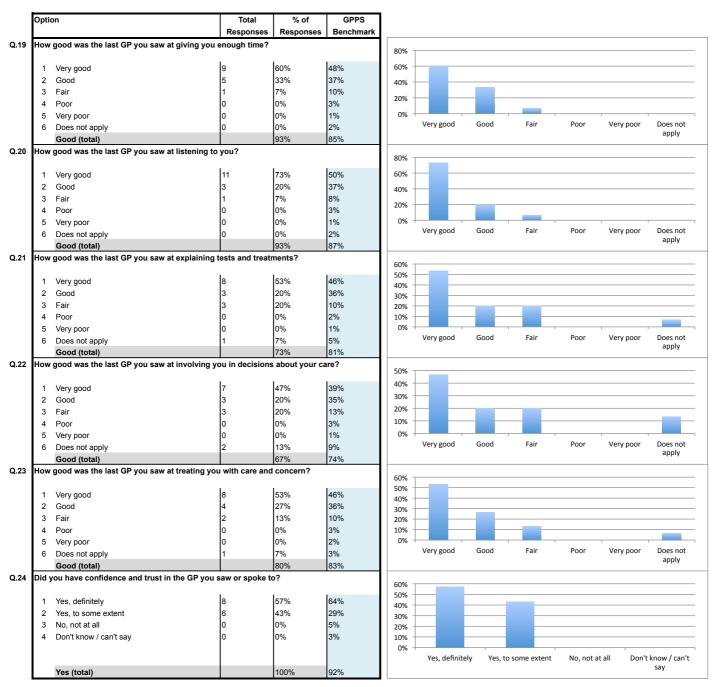
Dr Chandrika Carroll

0	4	T . 4 . 1	0/ - 6	0000	1							
Op	tion	Total	% of	GPPS								
		Responses	Responses	Benchmark								
9 Ho	w good was the last GP you saw at giving you e	nough time?			80%							
			I		6004							
	, .	14	74%	48%	60%							
		5	26%	37%	40%		_					
3		0	0%	10%	20%		_	_				
4	1 Poor	0	0%	3%								
ę	5 Very poor	0	0%	1%	0%					_		
6	6 Does not apply	0	0%	2%		Very	good	Good	Fair	Poor	Very poor	Does not apply
	Good (total)		100%	85%								арріу
20 Ho	w good was the last GP you saw at listening to	you?			100%							
					80%							
	1 Very good	16	84%	50%								
2	2 Good	3	16%	37%	60%							
3	3 Fair	0	0%	8%	40%							
4	4 Poor	0	0%	3%	20%		_					
5	5 Very poor	0	0%	1%	0%	+	-			1	1	1
6	5 Does not apply	0	0%	2%		Ver	y good	Good	Fair	Poor	Very poor	Does not
L	Good (total)		100%	87%								apply
1 Ho	w good was the last GP you saw at explaining to	ests and treatr	nents?									
					80%							
	1 Very good	11	58%	46%	60%							
2		6	32%	36%	40%							
3	3 Fair	0	0%	10%	40%							
4		0	0%	2%	20%			_				
5		0	0%	1%	0%							
e		2	11%	5%		Very	good	Good	Fair	Poor	Very poor	Does not
ì	Good (total)	2	89%	81%								apply
	w good was the last GP you saw at involving yo	u in docisions										
2 110	w good was the last GF you saw at involving yo		about your ca	10:	80%							
	1 Very good	12	63%	39%								
	, .	6	32%	35%	60%	-						
		0	0%	13%	40%							
2		0	0%	3%	20%							
		0	0%									
ţ		0	0% 5%	1%	0%	+			· · ·		1	
6	11.7	1		9%		Ver	/ good	Good	Fair	Poor	Very poor	Does not apply
	Good (total)		95%	74%								
23 Ho	w good was the last GP you saw at treating you	with care and	concern?		80%							
1.	1 Very good	14	74%	46%	60%							
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	14										
	2 Good	4	21%	36%	40%							
3		1	5%	10%	20%			_				
4		0	0%	3%					_			
Ę		0	0%	2%	0%	Vor	hoon	Good	Fair	Poor	Very poor	Does not
6		0	0%	3%		very	good	0000	rdll	FUUI	Very poor	apply
	Good (total)		95%	83%								-44-7
4 Die	d you have confidence and trust in the GP you s	aw or spoke to	o?		100%	-						
I					80%							
		17		64%								
2	2 Yes, to some extent	2	11%	29%	60%							
3	No, not at all	0	0%	5%	40%	+						
4	1 Don't know / can't say	0	0%	3%	20%	+						
1					0%							
1						Ye	es, definit	ely Yes, t	to some extent	No, not	at all Don	't know / can't
	Yes (total)		100%	92%								say

Dr Kevin Carroll

Option	Total	% of	GPPS	1						
	Responses		Benchmark							
How good was the last GP you saw at giving y			201101110							
	ou onougn anno i			50% -						
1 Very good	10	48%	48%	40% -						
2 Good	9	43%	37%	30% -		_				
3 Fair	2	10%	10%	20% -		_				
4 Poor	0	0%	3%	10% -		_				
5 Very poor	0	0%	1%	0% -	ļ				1	1
6 Does not apply	0	0%	2%		Very good	Good	Fair	Poor	Very poor	Does no
Good (total)	°	90%	85%							apply
How good was the last GP you saw at listening	a to you?	90 /8	0570							
now good was the last of you saw at instering	<i>j</i> to you :			80% -						
1 Very good	15	71%	50%	60%						
2 Good	6	29%	37%							
3 Fair	0	29% 0%	8%	40% -						
	0	0%	8% 3%	20% -		_				
4 Poor	0			0% -						
5 Very poor	0	0%	1%	0%	Very good	Good	Fair	Poor	Very poor	Does no
6 Does not apply	0	0%	2%		10.78000	0000	, an	1001	very poor	apply
Good (total)		100%	87%							
How good was the last GP you saw at explaini	ng tests and treat	tments?		80% -						
	L.	10794	4000	60%						
1 Very good	14	67%	46%	60%						
2 Good	7	33%	36%	40% -						
3 Fair	0	0%	10%	20% -		_				
4 Poor	0	0%	2%							
5 Very poor	0	0%	1%	0% -	Manuara	Crist	E- in	Deen	Manuara	Deserve
6 Does not apply	0	0%	5%		Very good	Good	Fair	Poor	Very poor	Does n apply
Good (total)		100%	81%							
How good was the last GP you saw at involvin	g you in decision	s about your c	are?	80% -	1					
	1	1								
1 Very good	13	62%	39%	60%						
2 Good	7	33%	35%	40% -						
3 Fair	1	5%	13%	20% -		_				
4 Poor	0	0%	3%							
5 Very poor	0	0%	1%	0% -				_		
6 Does not apply	0	0%	9%		Very good	Good	Fair	Poor	Very poor	Does no apply
Good (total)		95%	74%							appiy
How good was the last GP you saw at treating	you with care an	d concern?		80% -						
	1.	L	L							
1 Very good	14	67%	46%	60% -						
2 Good	7	33%	36%	40%						
3 Fair	0	0%	10%	20% -						
4 Poor	0	0%	3%							
5 Very poor	0	0%	2%	0% -				-	·	-
6 Does not apply	0	0%	3%		Very good	Good	Fair	Poor	Very poor	Does n
Good (total)		100%	83%							apply
Did you have confidence and trust in the GP y	ou saw or spoke	to?		0.00/						
				80% -						
1 Yes, definitely	16	76%	64%	60%						
2 Yes, to some extent	5	24%	29%	40%						
3 No, not at all	0	0%	5%							
4 Don't know / can't say	0	0%	3%	20%						
	-			0% -		1		1	T	
				4 1 777						
					Yes, definite	ely Yes, to	some extent	No, not a	at all Don't	know / ca

Dr Yen Lam



Dr Amanda Perry

Option	Total	% of	GPPS	1						
Option	Responses	Responses	Benchmark							
How good was the last GP you saw at giving you		Responses	Dencimark							
now good was the last GF you saw at giving you	enough time :			80% -						
1 Very good	7	70%	48%	60% -						
2 Good	3	30%	37%	40% -						
3 Fair	0	0%	10%	40%						
4 Poor	0	0%	3%	20% -		_				
5 Very poor	0	0%	1%	0% -					1	
6 Does not apply	0	0%	2%	0,0	Very good	Good	Fair	Poor	Very poor	Does no
Good (total)	Ů	100%	85%							apply
How good was the last GP you saw at listening to	1	100 /8	0578							
now good was the last of you saw at listening to	you			80% -						
1 Very good	7	70%	50%	60%						
2 Good	3	30%	37%							
3 Fair	0	0%	8%	40% -		_				
4 Poor	0	0%	3%	20% -						
5 Very poor	0	0%	1%	0% -						
6 Does not apply	0	0%	2%	0,0	Very good	Good	Fair	Poor	Very poor	Does no
Good (total)	0	100%	87%							apply
How good was the last GP you saw at explaining	tosts and treat		01 /0							
now good was the last of you saw at explaining		inento:		80% -						
1 Very good	6	60%	46%	60% -						
2 Good	3	30%	36%							
3 Fair	0	0%	10%	40% -						
4 Poor	0	0%	2%	20% -		_				
5 Very poor	0	0%	1%	0% -						
6 Does not apply	1	10%	5%	0,0	Very good	Good	Fair	Poor	Very poor	Does no
Good (total)	1	90%	81%							apply
How good was the last GP you saw at involving y	u in decision									
now good was the last of you saw at involving y	ou in decision	s about your ca	are :	100%	1					
1 Very good	8	80%	39%	80%						
2 Good	2	20%	35%	60%	+					
3 Fair	0	0%	13%	40%						
4 Poor	0	0%	3%	20%						
5 Very poor	0	0%	1%	0%			1			
6 Does not apply	0	0%	9%		Very good	Good	Fair	Poor	Very poor	Does no
Good (total)	Ů	100%	74%							apply
How good was the last GP you saw at treating yo	u with care and		1470							
				80% -						
1 Very good	7	70%	46%	60% -						
2 Good	3	30%	36%	40%						
3 Fair	0	0%	10%	40%						
4 Poor	0	0%	3%	20% -		-				
5 Very poor	0	0%	2%	0% -					1	1
6 Does not apply	0	0%	3%		Very good	Good	Fair	Poor	Very poor	Does no
Good (total)		100%	83%							apply
Did you have confidence and trust in the GP you	saw or snoke t			1						
				100%						
1 Yes, definitely	9	90%	64%	80%						
2 Yes, to some extent	1	10%	29%	60%	+					
3 No, not at all	0	0%	5%	40%						
4 Don't know / can't say	0	0%	3%	20%						
. Some now round day	ľ		0,0	0%				1		
1	1	1			Yes, definit	elv Yes.t	o some extent	No, not	atall Don't	know / cai

Nursing Staff

Option		Total	% of	GPPS							
		Responses	Responses	Benchmark							
How good was the last nu	rse you saw at giving yo	u enough time	?		600/						
					60% · 50% ·						
1 Very good		35	48%	47%	40%						
2 Good		30	41%	32%	30%						
3 Fair		3	4%	5%	20%						
4 Poor		0	0%	1%	10%						
5 Very poor		0	0%	1%	0%		-	_	1	1	1
6 Does not apply		5	7%	14%		Very good	Good	Fair	Poor	Very poor	Does no
Good (total)		-	89%	79%							apply
How good was the last nu	rse vou saw at listening	to vou?									
9					50%						
1 Very good		34	47%	46%	40%						
2 Good		29	40%	32%	30%						
3 Fair		5	7%	6%	20%						
4 Poor		0	0%	1%	10%						
5 Very poor		0	0%	1%	0%						
6 Does not apply		5	0% 7%	1%	0,0	Very good	Good	Fair	Poor	Very poor	Does no
6 Does not apply Good (total)		5	7% 86%	78%							apply
		a tooto and too		10%							
low good was the last nu	ise you saw at explainin	y lesis and tre	atments?		50%						
1 Van good	1	22	400/	4.40/	40%						
1 Very good		33		44%	30%						
2 Good		28	39%	32%	20%						
3 Fair		5	7%	7%	10%						
4 Poor		0	0%	1%							
5 Very poor		0	0%	1%	0%	Vonumond	Good	Fair	Poor	Verupeer	Does no
6 Does not apply		6	8%	15%		Very good	GOOU	Fall	POOR	Very poor	apply
Good (total)			85%	76%							
How good was the last nu	rse you saw at involving	you in decisio	ons about your	r care?	50%						
					40%						
1 Very good		26	36%	36%							
2 Good		32	44%	29%	30%						
3 Fair		5	7%	10%	20%						
4 Poor		0	0%	1%	10%						
5 Very poor		0	0%	1%	0%				1	1	1
6 Does not apply		9	13%	23%		Very good	Good	Fair	Poor	Very poor	Does n
Good (total)			81%	65%							apply
low good was the last nu	rse you saw at treating y	ou with care a	nd concern?		F 00/						
					50%						
1 Very good		32	44%	45%	40%						
2 Good		29	40%	32%	30%						
3 Fair		5	7%	6%	20%						
4 Poor		0	0%	1%	10%						
5 Very poor		0	0%	1%	0%				1	1	
6 Does not apply		6	8%	15%		Very good	Good	Fair	Poor	Very poor	Does no
Good (total)		-	85%	77%							apply
Did you have confidence	and trust in the nurse yo	u saw or spok									
Ja jou nave connuelice	and a dot in the hurse yo	a saw or spok			80%						
1 Yes, definitely	1	47	65%	62%	60%						
,			28%	23%							
2 Yes, to some extent3 No, not at all		20 0	28% 0%	23% 3%	40%						
		5			20%			-			
4 Don't know / can't say		Э	7%	13%							_
			1		0%		1		1	-	
						Yes, defi	hitoly Voc	to some extent	No, not a	at all Door!*	know / ca

Overall Experience

					—
Opti	ion	Total	% of	GPPS	
_		Responses	Responses	Benchmark	
Ove	rall, how well do the doctors and nurses help	you to underst	tand your healt	th problems?	s? 100%
		l=.	laav	1	80%
1	Very well	74	88%		
2	Unsure	4	5%		60%
3	Not very well	0	0%		40%
4	Does not apply	6	7%		20%
					0%
					Very well Unsure Not very well Does not appl
Ove	rall, how well do the doctors and nurses help	you to cope w	ith your health	problems?	100%
1	Very well	74	90%		80%
2	Unsure	2	2%		60%
3	Not very well	0	0%		40%
4	Does not apply	6	7%		20%
					0%
					Very well Unsure Not very well Does not appl
Ove	rall, how well do the doctors and nurses help	you to keep yo	urself healthy	?	
	· ·				80%
1	Very well	61	74%		60%
2	Unsure	15	18%		
3	Not very well	0	0%		40%
4	Does not apply	6	7%		20%
					0% Very well Unsure Not very well Does not appl
Ove	rall, how would you describe your experience	of your GP su	rgery?		
					60%
1	Excellent	39	49%	NA	50%
2	Very good	34	43%	43%	
3	Good	7	9%	42%	30%
4	Fair	0	0%	10%	
5	Poor	0	0%	4%	
6	Very poor	0	0%	1%	0% Excellent Very good Good Fair Poor Very po
	Good (total)		100%	85%	
	Ild you recommend your GP surgery to some	one who has ju	ist moved to yo	our local	80%
area			750	470/	
1	Yes, definitely	63 21	75%	47% 31%	60%
2	Yes, probably	21 0	25%	31% 6%	40%
3	No, probably not	-	0%	6% 3%	
	No, definitely not	0	0%		20%
4	Don't know				
4 5	Don't know	0	0%	12%	0%

Written Feedback

- · Always very helpful and polite.
- I am very happy with the service I receive and the friendly receptionists they are fantastic.
 The receptionists are extremey helpful and accommadating.
- Always helpful and friendly, polite.
- · Very satisfied.
- · Very good, friendly receptionists. Overall excellent.
- It's very close to my home and convenient to stop by. Hopefully I won't have to need to stop by regularly.
- · Reduction on vaccination charges.
- I find Dr Kevin Carroll an excellent doctor who is very kind and understanding and very helpful.
 Good service overall. Sometimes feels like the GP's are rushing in order to see the next patient.
- · Excellent practice.
- I would like for another GP to be able to provide my sick certificate if my usual GP isn't in surgery.
- A lovely practice which I never had any problems with.
- · Although had to wait well worth it.
- This is an excellent surgery. Lovely staff and doctors.

Been with the practice for over 20 years. We have seen lots of changes all for the better.
In my previous appointment, I found the female doctor treating me (this was not Dr Perry) to be incredibly rude. She said 'not that you will listen to me anyway' and did not ask if I had any other issues I would like to discuss.

- This is such a lovely doctor (Dr Perry), so caring and understanding. You should be glad that you have employed her.
- Been with same surgery for 30 years. Always got on well with doctor because of renal and feet problems.

Sample Demographics

Opti	on	Total	% of	GPPS	
		Responses	Responses	Benchmark	
Are	you?				500/
					60%
1	Male	38	45%	49%	50%
2	Female	47	55%	51%	40%
					30%
					20%
					10%
					0%
How	old are you?				
1101					60%
1	Under 16	4	5%	0%	50%
2	16 to 44	41	48%	44%	40%
3	45 to 64	27	32%	33%	30%
4	65 to 74	11	13%	12%	20%
5	75 or over	2	2%	10%	10%
					0%
					Under 16 16 to 44 45 to 64 65 to 74 75 or over
Do y	ou have a long-standing health condition?				80%
1	Yes	31	37%	54%	60%
2	No	50	60%	44%	
3	Don't know / can't say	3	4%	3%	40%
Ŭ		5	.,.	0,0	20%
					2076
					0% Yes No Don't know / can't say
Wha	t is your ethnic group?				
					80%
1	White	50	60%	87%	60%
2	Black or Black British	7	8%	2%	40%
3	Asian or Asian British	13	16%	6%	20%
4	Mixed	5	6%	0%	
5	Chinese	4	5%	1%	
6	Other ethnic group	4	5%	3%	White Black or Black Asian or Asian Mixed Chinese Other ethr British British group
Whic	ch of the following best describes you?	1	1		
1	Employed (full or part time)	54	64%	58%	
2	Unemployed / looking for work	10	12%	5%	50%
3	At school or in full time education	3	4%	3%	40%
4	Unable to work due to long term sickness	2	2%	4%	20%
4	Looking after your home / family	5	6%	5%	10%
5	Looking alter your nome / lanning				
	Retired from paid work	8	10%	22%	0%