<u>Hackbridge Medical Centre</u> General Practice Assessment Questionnaire 2014

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 114 surveys taken in March 2014. 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 2013 GPPS national benchmarks are given in a column to the right of the practice results, highlighted in blue. For these questions the performance of the practice is compared to the national benchmark, with colour coding used to indicate practice performance (green = exceeds benchmark, orange = slightly below benchmark, red = significantly below benchmark).

Results

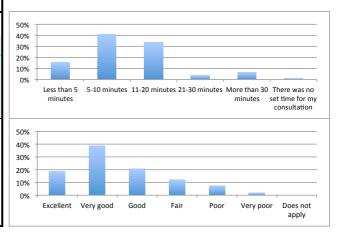
Receptionists and Appointments

Option Responses Responses Benchmark	
Q.1 How helpful do you find the receptionists at your GP practice? 1 Very helpful 26 23% 42% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	
1 Very helpful 26 23% 42% 40% 40% 40% 5 Don't know 1 1 1% 2% 5 Son't very helpful 85 75% 87% 87% 87% 87% 87% 87% 87% 87% 87% 87	
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2 Fairly helpful 28 23% 42% 3% 42% 40% 40% 40% 40% 40% 40% 40% 40% 40% 40	
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4 Not at all helpful 5 Don't know 1 1 1% 2%	
Section Color Co	
Helpful (total)	
Q.2 How easy is it to get through to someone at your GP practice on the phone? 1	
How easy is it to get through to someone at your GP practice on the phone? 1 Very easy 45 40% 27% 40% 47% 30% 30% 44% 47% 47% 30% 40	Not at all helpful Don't know
1 Very easy	
2 Fairly easy 3 Not very easy 4 Not at all easy 5 Don't know 6 Haven't tried 2 Easy (total) 1 Very easy 3 Not very easy 4 Not at all easy 5 Don't know 6 Haven't tried 7 Son't know 1 Very easy 2 Fairly easy 3 Not very easy 4 Not at all easy 5 Don't know 6 Haven't tried 7 Son't know 6 Haven't tried 8 Son't know 7 Son't know 7 Son't know 8 Son't know 9 Very easy 9 Fairly easy Not very easy Not at a son't know 10% 10% 10% 10% 10% 10% 10% 10% 10% 10%	
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3 Not very easy	
4 Not at all easy 2 2% 7% 10% 5 Don't know 6 Haven't tried 3 3% 3% 3% 76% 8 How easy is it to speak to a doctor or nurse on the phone at your GP practice? 1 Very easy 33 29% 4 4% 4% 4% 4 4% 4 4% 4 4% 4 4% 4 4%	
5 Don't know 6 Haven't tried 3 3 3% 3% 3% Very easy I to speak to a doctor or nurse on the phone at your GP practice? 1 Very easy 2 6 23% 3 Not very easy 4 4% 4% 4% 4 4% 4 4% 6 Haven't tried 45 40% Easy (total) Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes 73 66% 60% 60% 60% 60% 60% 40% 76%	
6 Haven't tried 3 3% 3% 76% Plow easy is it to speak to a doctor or nurse on the phone at your GP practice? 1 Very easy 26 23% 30% 30% 40% 20% 40% 20% 40% 5 Don't know 4 4% 6 Haven't tried 45 40% Easy (total) 1 Yes 73 66% 88% Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes 73 66% 60% 60% 60% 40% 40% 40% 40% 40% 40% 40% 40% 40% 4	
Fasy (total) 86% 76% Very easy Fairly easy Not very easy Not at a	
Q.3 How easy is it to speak to a doctor or nurse on the phone at your GP practice? 1 Very easy 2 Fairly easy 3 Not very easy 4 Not at all easy 5 Don't know 6 Haven't tried Easy (total) Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes 2 No 3 Don't know / never needed to 2 77	ll easy Don't know Haven't tried
1 Very easy 26 23% 30% 20% 20% 20% 30% 30% 30% 30% 30% 30% 30% 40% 40% 20% 30% 30% 30% 30% 30% 30% 30% 30% 30% 3	
2 Fairly easy 26 23% 3 Not very easy 4 4% 4% 20% 5 Don't know 4 4 4% 6 Haven't tried 45 40% Easy (total) 88% Very easy Fairly easy Not very easy Not at a 20% 73 66% 60% 3 Don't know 9 % 3 Don't know 9 % 4 % 40% 6 % 60% 60% 60% 60% 60% 60% 60% 60% 6	
3 Not very easy 4 4% 4 Not at all easy 0 0 0% 5 Don't know 4 4% 6 Haven't tried 45 40% Easy (total) 88% Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes 73 66% 2 No 10 9% 3 Don't know / never needed to 27 25%	
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5 Don't know 6 Haven't tried 45 40% Very easy Not very easy Not at a 88% Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes 73 66% 60% 60% 60% 40% 2 No 10 9% 40%	
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Easy (total) 88% Very easy Fairly easy Not very easy Not at a Very easy Not very easy Not at a Seasy Not very easy Not very easy Not at a Seasy Not very easy Not ver	
Q.4 If you need to see a GP urgently, can you normally get seen on the same day? 1 Yes	l easy Don't know Haven't tried
1 Yes	
2 No 10 9% 40% 40%	
3 Don't know / never needed to 27 25%	
3 Don't know / never needed to 27 25%	
20%	
0%	
Yes No	Don't know / never needed to
	10
Q.5 How important is it to you to be able to book appointments ahead of time in your practice?	
1 Important 100 88%	
2 Not important 13 12% 60% 60%	
40%	
20%	
Important	Not important
Q.6 How easy is it to book ahead in your practice?	
1 very easy	,
2 Fairly easy 45 40% 30%	
3 Not very easy 6 5% 20% ——————————————————————————————————	
4 Not at all easy 2 2% 10%	
5 Don't know 3 3%	
Venuescy Early easy Not year easy Not at a	l easy Don't know Haven't tried
Easy (total) 90% very easy Not at a	, some more marchical

Op	tion	Total	% of	GPPS	
		Responses	Responses	Benchmark	
Но	w do you normally book your appointments at	your practice?	(multiple resp	onses	100%
allo	owed)				
1	In person	28	25%	31%	80%
2	2 By phone	103	91%	90%	60%
3	3 Online	2	2%	4%	40%
4	Doesn't apply	lo	0%	1%	
	,				20%
					0%
					In person By phone Online Doesn't apply
Wh	nich of the following methods would you prefer	to use to book	appointments	at vour	
	actice? (multiple responses allowed)	to doo to book appointments at your			100%
I.	In person	35	31%	32%	80%
2	•	97	85%	80%	60%
3	· ·	22	19%	33%	
4		1	1%	4%	40%
"	г росын арріу	['	' '0	70	20%
					0%
					In person By phone Online Doesn't apply
Thi	inking of times when you want to see a <i>particul</i>	ardoctor how	l nuickly do vo	u nenally	
		ar doctor, now	quickly uo yo	u usuany	80%
get 1	t seen?	63	59%	I	60%
	,				40%
2	•	19	18%		
3	•	2	2%		20%
4		7	7%		0%
5	5 Don't know, never tried	16	15%		Same day or next 2-4 days 5 days or more I don't usually Don't know, need to be seen never tried quickly
0 Ho	w do you rate how quickly you can see a <i>partic</i>	ular doctor?		1	
	Excellent	39	35%	1	40%
2		37	33%		30%
3	, 0	12	11%		20%
4		6	5%		20%
5		0	0%		10%
6		0	0%		0%
7	* *	17	15%		Excellent Very good Good Fair Poor Very poor Does not
Ι΄	Good (total)	17	94%		apply
1 Thi	inking of times when you are willing to see any	doctor how a		l ueually	
	seen?	doctor, now q	ulckiy do you i	usuany	80%
ľ	Same day or next day	l ₇₇	72%	1	60%
2		18	17%		40%
	•		0%		20%
3	•	0			
4		6	6%		0%
5	5 Don't know, never tried	6	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
2 Ho	w do you rate how quickly you can see <i>any</i> doo	tor?			
1 1		42	39%	1	50%
2		43	39%		40%
3		11	10%		30%
4		6	10%		20%
		-	1		10%
5		0	0%		
6	* *	0	0%		0%
7	,	7	6%	1	Excellent Very good Good Fair Poor Very poor Does not apply
	Good (total)		94%	I .	црыу

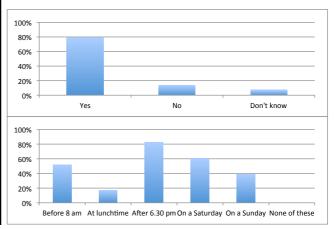
Waiting Times

	Optio	on	Total	% of	GPPS
			Responses	Responses	Benchmark
Q.13	How	long did you wait for your consultation to sta	rt?		(GPPS
					categories)
	1	Less than 5 minutes	17	15%	9%
	2	5-10 minutes	45	41%	(5-15 mins) 57%
	3	11-20 minutes	37	34%	(>15 mins) 26%
	4	21-30 minutes	4	4%	
	5	More than 30 minutes	7	6%	
	6	There was no set time for my consultation	1	1%	3%
Q.14	How	do you rate this waiting time?			
	1	Excellent	20	19%	
	2	Very good	41	39%	
	3	Good	22	21%	
	4	Fair	13	12%	
	5	Poor	8	8%	
	6	Very poor	2	2%	
	7	Does not apply	0	0%	
		Good (total)		78%	



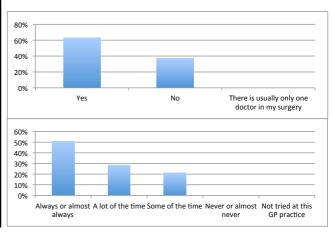
Opening Hours

	Optio	on	Total	% of	GPPS
			Responses	Responses	Benchmark
Q.15	ls yo	ur GP practice currently open at times that ar	e convenient t	o you?	
	1	Yes	86	79%	76%
	2	No	15	14%	18%
	3	Don't know	8	7%	7%
		Yes (total)		79%	76%
Q.16	Whic	h of the following additional opening hours w	ould make it e	asier for you to	o see or
	spea	k to someone? (multiple responses allowed)			
	1	Before 8 am	12	52%	34%
	2	At lunchtime	4	17%	12%
	3	After 6.30 pm	19	83%	70%
	4	On a Saturday	14	61%	73%
	5	On a Sunday	9	39%	35%
	6	None of these	0	0%	3%



Seeing the Doctor of your Choice

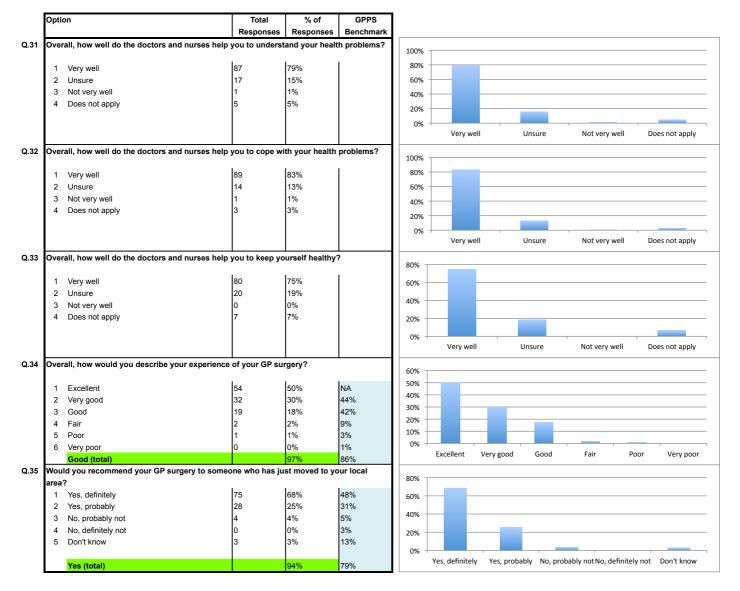
Optic	on	Total	% of	GPPS
		Responses	Responses	Benchmark
ls the	ere a particular GP you usually prefer to see o	r speak to?		
1	Yes	70	63%	55%
2	No	41	37%	43%
3	There is usually only one doctor in my surgery	0	0%	2%
How	often do you see or speak to the GP you pref	er?		
1	Always or almost always	36	51%	38%
2	A lot of the time	20	28%	23%
3	Some of the time	15	21%	30%
4	Never or almost never	0	0%	7%
5	Not tried at this GP practice	0	0%	1%
	Always or almost always, or a lot of the time	(total)	79%	62%
	1 2 3 4	Yes No There is usually only one doctor in my surgery How often do you see or speak to the GP you pref Always or almost always A lot of the time Some of the time Never or almost never Not tried at this GP practice	Responses Is there a particular GP you usually prefer to see or speak to? 1 Yes 70 41 3 There is usually only one doctor in my surgery 0 How often do you see or speak to the GP you prefer? 1 Always or almost always 36 2 A lot of the time 20 3 Some of the time 15 4 Never or almost never 0	Responses Response Re



Nursing Staff

Option	Total	% of	GPPS							
Орион	Response		Benchmark							
How good was the last nurse you saw at			Delicililark							
now good was the last hurse you saw at	giving you enough ti	ille f		50% -						
1 Very good	41	47%	48%	40% -						
2 Good	36	41%	33%	30% -						
3 Fair	6	7%	5%	20% -						
	0	1%	1%	10% -						
	Ľ	1%	0%	0% -						
5 Very poor	1			078	Very good	Good	Fair	Poor	Very poor	Does r
6 Does not apply	3	3%	12%		, 8				, , ,	appl
Good (total)		91%	92%							
How good was the last nurse you saw at	istening to you?			60% -						
	Lo	Leav	1.70/	50% -						
1 Very good	43	49%	47%	40% -						
2 Good	32	36%	33%	30% -						
3 Fair	9	10%	6%	20% -						
4 Poor	1	1%	1%	10% -						
5 Very poor	0	0%	1%	0% -	Vanue '	Cond	Fe ¹ **	D	Von:	D
6 Does not apply	3	3%	12%		Very good	Good	Fair	Poor	Very poor	Does app
Good (total)		88%	91%							аррі
How good was the last nurse you saw at	explaining tests and	treatments?		60% -						
				50%						
1 Very good	42	48%	45%	40% -						
2 Good	34	39%	32%	30% -						
3 Fair	9	10%	7%	20% -						
4 Poor	0	0%	1%	10% -						
5 Very poor	0	0%	0%	0% -				1	1	_
6 Does not apply	2	2%	14%		Very good	Good	Fair	Poor	Very poor	Does
Good (total)		89%	90%							appl
How good was the last nurse you saw at	involvina vou in deci	sions about you								
3 • • • • • • • • • • • • • • • • • • •	3,11			50% -						
1 Very good	38	44%	37%	40% -						
2 Good	34	39%	30%	30% -						
3 Fair	7	8%	10%	20% -		_				
4 Poor	ľ	1%	1%	10% -						
5 Very poor	0	0%	1%	0% -					1	
6 Does not apply	7	8%	21%	4,1	Very good	Good	Fair	Poor	Very poor	Does i
Good (total)	<i>'</i>	90%	85%							appl
How good was the last nurse you saw at	troating you with car	_	00%							
now good was the last hurse you saw at	a cating you with car	e and concern?		60% -						
1 Very good	45	52%	46%	50% -						
1 Very good		34%	33%	40% -						
2 Good	30 7		6%	30% -						
3 Fair	l'	8%		20% -						
4 Poor	0	0%	1%	10% - 0% -						
5 Very poor	1	1%	1%	0% -	Very good	Good	Fair	Poor	Very poor	Does r
6 Does not apply	4	5%	13%		very good	doou	Fall	ruui	very poor	appl
Good (total)		90%	91%							- 1-16-
Did you have confidence and trust in the	nurse you saw or sp	oke to?		80% -						
	1									
1 Yes, definitely	55	63%	64%	60% -						
2 Yes, to some extent	25	29%	23%	40% -						
3 No, not at all	0	0%	2%							
4 Don't know / can't say	7	8%	11%	20% -						
				0% -				1	1	
					Yes, defini	itely Yes, to	some extent	No, not a	at all Don't	know / c
										say

Overall Experience



Written Feedback

- Excellent
- · Very happy much better then previous practices
- Need to provide a screen, when names come up on screen, ready to see GP
- More care, concern, understanding & empathy please! The nurse was terrible!
- · We have received excellent service from the Nurse. We prefer a particular GP but often do not get to see her, we would like more GP availability. She gets fully booked very quickly when I call 8:00- 8:15am for an appointment.
- Is it possible to remove magazines from the reception which have distressing headlines on their covers? 'Take A Break' etc often have disturbing stories on the front cover which a) shock children and b) are upsetting for previous abuse victims (often to be found in GP's I'm sure!).
- There is nothing to say because I am very satisfied with all their care (excellent, very happy thank you to the staff and doctors)
 I like this GP surgery. They are all good staff.

Sample Demographics

ale emale d are you? nder 16 5 to 44 5 to 64 5 to 74 5 or over have a long-standing health condition?	0 52 41 11 3	Responses	8enchmark 49% 51% 0% 44% 33% 12% 10%	80% 60% 40% 20% 0% 60% 50% 40% 30% 20% 10%	Male		Female	
ale emale d are you? nder 16 5 to 44 5 to 74 6 or over	0 52 41 11	0% 49% 38% 10%	0% 44% 33% 12%	60% 40% 20% 0% 60% 50% 40% 30% 20% 10%	Male		Female	
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d are you? nder 16 6 to 44 5 to 64 5 to 74 5 or over	0 52 41 11	0% 49% 38% 10%	0% 44% 33% 12%	20% 0% 60% 50% 40% 30% 20% 10%	Male	,	Female	
nder 16 5 to 44 5 to 64 5 to 74 5 or over	52 41 11	49% 38% 10%	44% 33% 12%	20% 0% 60% 50% 40% 30% 20% 10%	Male	,	Female	
nder 16 5 to 44 5 to 64 5 to 74 5 or over	52 41 11	49% 38% 10%	44% 33% 12%	60% 50% 40% 30% 20%	Male		Female	
nder 16 5 to 44 5 to 64 5 to 74 5 or over	52 41 11	49% 38% 10%	44% 33% 12%	60% 50% 40% 30% 20%	Male	,	Female	
nder 16 5 to 44 5 to 64 5 to 74 5 or over	52 41 11	49% 38% 10%	44% 33% 12%	60% 50% 40% 30% 20%	Male	,	Female	
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5 to 44 5 to 64 5 to 74 5 or over	52 41 11	49% 38% 10%	44% 33% 12%	40% 30% 20% 10%				
5 to 64 5 to 74 5 or over	41 11	38% 10%	33% 12%	30% 20% 10%				
5 to 74 5 or over	11	10%	12%	20% 10%				
5 or over		1		10%				
	3	3%	10%					
have a long-standing health condition?				1 11%				
have a long-standing health condition?		1		Under	r 16 16 to 44	45 to 64	65 to 74 7	75 or ove
		-		60%				
	1	1	la	50%				
es	47	45%	54%	40%				
0	52	50%	44%	30%				
on't know / can't say	6	6%	2%	20%				
				10%				
				0%				
				0,0	Yes	No	Don't know /	/ can't sa
your ethnic group?	•	•	•	80%				
/hite	l ₇₇	73%	87%	60%				
ack or Black British	11	10%	2%	40%				
sian or Asian British	12	11%	5%					
ixed	1	1%	0%	20%				
hinese	3	3%	1%	0%				_
ther ethnic group	2	2%	3%	White			Chinese (Other et group
of the following best describes you?								
mployed (full or part time)	72	69%	57%	80% 70%				
nemployed / looking for work	7	7%	6%	60%				
t school or in full time education	1	1%	4%	50%				
nable to work due to long term sickness	2	2%	4%	30%				
poking after your home / family	8	8%	5%	10%				
	14	13%	21%	0%	- 1	a in Handala da consile A 100 -	a often Detinod from	041:
etired from paid work	I ₁	1%	2%	Employed (ft	iii Uneinpioyed / At school of			Other
th asi ix hi ne to a coordinate of	inite tock or Black British tian or Asian British ked tinese her ethnic group If the following best describes you? The following best describes you? The following for work school or in full time education able to work due to long term sickness oking after your home / family tired from paid work	inite 77 lock or Black British 11 lan or Asian British 12 ked 1 linese 3 lener ethnic group 2 If the following best describes you? Imployed (full or part time) 72 employed / looking for work 7 school or in full time education 1 able to work due to long term sickness 2 bking after your home / family 8	inite	1	your ethnic group? 1	Yes Yes Yes Yes Yes Yes Yes Yes	Yes No No No No No No No No No No	Your ethnic group? 1