

Patient Survey Results Analysis Detail



Cambrian Medical Practice

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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	229	77.9%
Good (75)	50	17.0%
Satisfactory (50)	12	4.1%
Poor (25)	3	1.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	12	
Total	308	

Good	Not Good
94.9%	5.1%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	246	83.4%
Good (75)	38	12.9%
Satisfactory (50)	9	3.1%
Poor (25)	2	0.7%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	12	
Total	308	

Good	Not Good
96.3%	3.7%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	225	77.6%
Good (75)	54	18.6%
Satisfactory (50)	8	2.8%
Poor (25)	3	1.0%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	15	
Total	308	

Mean scores for Q3	
Your patients	93.2
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	96.2%	3.8%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	217	74.3%
Good (75)	60	20.5%
Satisfactory (50)	13	4.5%
Poor (25)	2	0.7%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	13	
Total	308	

Mean scores for Q4	
Your patients	92.1
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	94.9%	5.1%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	196	68.8%
Good (75)	73	25.6%
Satisfactory (50)	11	3.9%
Poor (25)	4	1.4%
Very poor (0)	1	0.4%
Does not apply	9	
Did not answer	14	
Total	308	

Good	Not Good
94.4%	5.6%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	206	72.0%
Good (75)	64	22.4%
Satisfactory (50)	9	3.1%
Poor (25)	7	2.4%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	13	
Total	308	

Good	Not Good
94.4%	5.6%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	191	69.7%
Good (75)	71	25.9%
Satisfactory (50)	7	2.6%
Poor (25)	5	1.8%
Very poor (0)	0	0.0%
Does not apply	18	
Did not answer	16	
Total	308	

Mean scores for Q7	
Your patients	90.9
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	95.6%	4.4%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	195	72.0%
Good (75)	59	21.8%
Satisfactory (50)	11	4.1%
Poor (25)	5	1.8%
Very poor (0)	1	0.4%
Does not apply	22	
Did not answer	15	
Total	308	

Good	Not Good
93.7%	6.3%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	270	93.1%
Yes, to some extent (50)	18	6.2%
No, not at all (0)	2	0.7%
Don't know / can't say	4	
Did not answer	14	
Total	308	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.3%	0.7%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	277	96.5%
Yes, to some extent (50)	9	3.1%
No, not at all (0)	1	0.3%
Don't know / can't say	7	
Did not answer	14	
Total	308	

Yes	No
99.7%	0.3%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	283	97.3%
No (0)	8	2.7%
Did not answer	17	
Total	308	

Yes	No
97.3%	2.7%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	212	71.9%
Fairly helpful (66)	72	24.4%
Not very helpful (33)	10	3.4%
Not at all helpful (0)	1	0.3%
Don't know	2	
Did not answer	11	
Total	308	

Mean scores for Q12	
Your patients	89.1
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	96.3%	3.7%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	117	40.6%
Fairly easy (66)	140	48.6%
Not very easy (33)	26	9.0%
Not at all easy (0)	5	1.7%
Don't know	1	
Haven't tried	7	
Did not answer	12	
Total	308	

Mean scores for Q13	
Your patients	75.7
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	89.2%	10.8%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	74	31.4%
Fairly easy (66)	138	58.5%
Not very easy (33)	22	9.3%
Not at all easy (0)	2	0.8%
Don't know	11	
Haven't tried	48	
Did not answer	13	
Total	308	

Mean scores for Q14	
Your patients	73.0
GPAQ Mean	69.9

	Easy	Not Easy
	89.8%	10.2%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	166	75.8%
No	53	24.2%
Don't know / never needed to	74	
Did not answer	15	
Total	308	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	252	87.2%
Not important	37	12.8%
Did not answer	19	
Total	308	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	88	32.7%
Fairly easy (66)	130	48.3%
Not very easy (33)	40	14.9%
Not at all easy (0)	11	4.1%
Don't know	7	
Haven't tried	17	
Did not answer	15	
Total	308	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	81.0%	19.0%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	87	24.2%
By phone	271	75.5%
Online	0	0.0%
Doesn't apply	1	0.3%
Did not answer	10	
Total	369	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	97	23.9%
By phone	251	61.8%
Online	56	13.8%
Doesn't apply	2	0.5%
Did not answer	11	
Total	417	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	61	20.6%
2-4 days	104	35.1%
5 days or more	84	28.4%
I don't usually need to be seen quickly	21	7.1%
Don't know, never tried	26	8.8%
Did not answer	12	
Total	308	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	66	23.2%
Very good (80)	85	29.8%
Good (60)	73	25.6%
Satisfactory (40)	42	14.7%
Poor (20)	17	6.0%
Very poor (0)	2	0.7%
Does not apply	10	
Did not answer	13	
Total	308	

Mean scores for Q21	
Your patients	69.5
GPAQ Mean	70.7

Good	Not Good
78.6%	21.4%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	142	48.0%
2-4 days	100	33.8%
5 days or more	15	5.1%
I don't usually need to be seen quickly	15	5.1%
Don't know, never tried	24	8.1%
Did not answer	12	
Total	308	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	81	29.1%
Very good (80)	95	34.2%
Good (60)	58	20.9%
Satisfactory (40)	35	12.6%
Poor (20)	7	2.5%
Very poor (0)	2	0.7%
Does not apply	14	
Did not answer	16	
Total	308	

Good	Not Good
84.2%	15.8%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	68	24.8%
5 - 10 minutes	131	47.8%
11 - 20 minutes	52	19.0%
21 - 30 minutes	14	5.1%
More than 30 minutes	4	1.5%
There was no set time for my consultation	5	1.8%
Did not answer	34	
Total	308	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	67	24.3%
Very good (80)	85	30.8%
Good (60)	62	22.5%
Satisfactory (40)	48	17.4%
Poor (20)	12	4.3%
Very poor (0)	2	0.7%
Does not apply	1	
Did not answer	31	
Total	308	

Mean scores for Q25	
Your patients	70.2
GPAQ Mean	67.8

Good	Not Good
77.5%	22.5%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	226	84.6%
No	41	15.4%
Don't know	12	
Did not answer	29	
Total	308	

Yes	No
84.6%	15.4%

Q27. Opening
Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	25	11.1%
At lunchtime	20	8.8%
After 6.30pm	58	25.7%
On a Saturday	70	31.0%
On a Sunday	33	14.6%
None of these	20	8.8%
Did not answer	162	
Total	388	

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	184	64.1%
No	103	35.9%
There is usually only one doctor in my surgery	0	
Did not answer	21	
Total	308	

Yes	No
64.1%	35.9%

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	62	31.3%
A lot of the time (66)	65	32.8%
Some of the time (33)	59	29.8%
Never or almost never (0)	12	6.1%
Not tried at this GP practice	8	
Did not answer	102	
Total	308	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	64.1%	35.9%

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	204	83.3%
Good (75)	31	12.7%
Satisfactory (50)	8	3.3%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	4	
Did not answer	59	
Total	308	

Good	Not Good
95.9%	4.1%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	185	75.8%
Good (75)	49	20.1%
Fair (50)	8	3.3%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	4	
Did not answer	60	
Total	308	

Mean scores for Q31	
Your patients	92.6
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	95.9%	4.1%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	193	78.8%
Good (75)	45	18.4%
Fair (50)	6	2.4%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	4	
Did not answer	59	
Total	308	

Mean scores for Q32	
Your patients	93.8
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	97.1%	2.9%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	179	74.3%
Good (75)	50	20.7%
Fair (50)	9	3.7%
Poor (25)	2	0.8%
Very poor (0)	1	0.4%
Does not apply	7	
Did not answer	60	
Total	308	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	95.0%	5.0%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	156	69.6%
Good (75)	57	25.4%
Fair (50)	9	4.0%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	23	
Did not answer	61	
Total	308	

Mean scores for Q34	
Your patients	90.8
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	95.1%	4.9%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	163	75.8%
Good (75)	38	17.7%
Fair (50)	12	5.6%
Poor (25)	1	0.5%
Very poor (0)	1	0.5%
Does not apply	31	
Did not answer	62	
Total	308	

Good	Not Good
93.5%	6.5%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	237	98.8%
No (0)	3	1.3%
Did not answer	68	
Total	308	

Yes	No
98.8%	1.3%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	238	84.1%
Unsure (50)	41	14.5%
Not very well (0)	4	1.4%
Does not apply	12	
Did not answer	13	
Total	308	

Mean scores for Q37	
Your patients	91.3
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	226	80.4%
Unsure (50)	52	18.5%
Not very well (0)	3	1.1%
Does not apply	14	
Did not answer	13	
Total	308	

Mean scores for Q38	
Your patients	89.7
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	209	78.6%
Unsure (50)	49	18.4%
Not very well (0)	8	3.0%
Does not apply	19	
Did not answer	23	
Total	308	

Mean scores for Q39	
Your patients	87.8
GPAQ Mean	88.7

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	121	40.9%
Very good (80)	118	39.9%
Good (60)	41	13.9%
Fair (40)	11	3.7%
Poor (20)	4	1.4%
Very poor (0)	1	0.3%
Did not answer	12	
Total	308	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	94.6%	5.4%

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	184	63.9%
Yes, probably (66)	91	31.6%
No, probably not (33)	11	3.8%
No, definitely not (0)	2	0.7%
Don't know	8	
Did not answer	12	
Total	308	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	95.5%	4.5%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	112	37.6%
Female	186	62.4%
Did not answer	10	
Total	308	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	5	1.7%
16 to 44	90	30.0%
45 to 64	97	32.3%
65 to 74	57	19.0%
75 and over	51	17.0%
Did not answer	8	
Total	308	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	168	59.2%
No	116	40.8%
Don't know / never needed to	12	
Did not answer	12	
Total	308	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	297	99.3%
Black or Black British	0	0.0%
Asian or Asian British	0	0.0%
Mixed	0	0.0%
Chinese	0	0.0%
Other ethnic group	2	0.7%
Did not answer	9	
Total	308	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	136	45.5%
Unemployed / looking for work	9	3.0%
At school or in full time education	7	2.3%
Unable to work due to long term sickness	12	4.0%
Looking after your home/family	16	5.4%
Retired from paid work	110	36.8%
Other	9	3.0%
Did not answer	9	
Total	308	

Comments

Considering our economic climate this practice is as good as any, in my case very good indeed.

Parking is terrible. Usually can't park. Older reception staff very good, pleasant.

Overall very helpful.

I moved to this surgery in March 2012 after having a lot of problems with the Caxton surgery and would recommend a change to this surgery to anyone experiencing similar problems with the Caxton surgery. I also left the area for 7 months prior to June 2013 and had no problems in getting myself and children back here.

Unfortunately I was not happy with my most recent visit to Dr Whittingham but usually she is excellent.

Have recommended this practice to friends. Thank you.

My son has been very ill recently and I think the doctors have been brilliant.

Service at the pharmacy can be very slow/confused at times.

Seem more inclined to get doctor to do a telephone consultation rather than try and fit you in same day or day after.

There seems to have been a significant improvement in the running of the practice since leaving the old Willow Street surgery. (Well done ... things really needed a change!)

For 4 years I have had heart problems. I cannot praise the GPs and nurses who have helped me highly enough. All have been terrific!

My son has cystic fibrosis and sometimes I can't get an appointment for him straight away. With an illness like this I believe an appointment should always be available.

Excellent.

Need longer opening hours. Some of the receptionists need social interaction training (a smile would be nice). The nurses do a fantastic job. Same day appointments are few and far between.

Wonderful practice and staff.

My surgery is excellent.

The only problem here is the parking.

Bring back Dr Robinson!

Bring back Dr Robinson!

Very pleased with all except parking.

Dr Rummens and Dr Eslava are fantastic GPs. Couldn't ask for better.

I find everyone at the practice patient, tolerant, helpful and friendly, I wish you all a very happy Christmas and a peaceful and healthy new year.

It is unfortunate that parking space at the surgery is often limited.

Doctors are all very good and the reception staff are as well.

Regrettably, whilst the medical care is very good, actually trying to park at the centre is horrendous and very stressful. The building itself is very stark and unwelcoming. There seems to be a lot of problems at the dispensary - missing items, etc.

Pharmacy often very slow and disorganised - opening hours excellent.

I am a Cae Glass old patient and I see Willow Street doctors which makes me feel uncomfortable.

Came from the Willow Street practice. A bit chaotic at first, settling down well now. No complaints.

My answers say it all.

Very satisfactory apart from parking problems.

First class.

Difficult parking.

Better or more car parking. Reception open 10 minutes before 1st doctor appointment. Receptionists - to welcome patients and sign you in, others to answer phone - shouldn't have to do both and sign people in.

Some reception staff are more helpful than others and some I specifically try to avoid dealing with at all. Overall, me and my family are more than happy with all doctors and the service.

I have no problems. It is excellent and all staff have treated me well.

I think the heating could be turned down and sit in the general area. We are all in our outdoor clothes getting too hot. It wastes money which could be spent on our health.

I rather like it and mostly all the staff seem to be friendly and thoughtful including minor injuries.

Would not change.

We should be able to see available appointments online.

Since combining into the Cambrian from Willow Street the service from all areas has gone downhill - the pharmacy provides prescriptions from 2 months before - you refused to have, fail to get the correct prescription. Never see the same doctor twice - reception staff are rude and unsympathetic.

When referred to a consultant there appears to be no follow-up from the GP and the patient feels left in a vacuum. It is frustrating when frequent request to reception to amend prescription scripts are ignored.

Waiting area not very warm. Car parking terrible. Sometimes wait too long at dispensary. Always like to get to see one of our Cambrian doctors.

The receptionists are now all new, not very helpful. Bring back the original Cambrian reception staff.

Only problem is lack of car park space. No problems with the practice at all - 5 star.

Parking is still an issue. Although kerbs are lowered and there are covers over door openings, it's a difficult wheelchair ride - try it! The waiting rooms have no automatic doors.

1. Medical history is not always taken into full consideration, leading to a lack of perceived 'joined up' care. 2. Preoccupation with treating the 'average' and not the individual, i.e. BP 140/80 is deemed 'very good' but mine is normally 120/80 so the deterioration is not investigated because it falls within the average!

I have been a member of the Willow Street practice for 43 years and have always been entirely satisfied with treatment, help and advice which I have received from the doctors, nurses and general staff. My only concern is that the move to the Cambrian Centre has resulted in the occasional parking difficulties.

Most staff do their best to see you get well soon after and doctor also.

I have moved around the country with work and had to use several different practices and I can honestly say that Cambrian is by far the friendliest, most efficient one I have used.

Not enough seats in the waiting room whilst seeing one of the nurses.

Always had good experience when I need to see a doctor or nurse.

Too many questions.

I am very happy with the service and doctors and find them all very helpful.

Staff usually very helpful, friendly and approachable Very pleased with the excellent level of service I receive. I have a rare, long term nerve pain condition and as such require frequent appointments. The professionals, e.g. doctors and nurses of this surgery are extremely attentive and treat me as an individual, with great respect regarding my physical and mental conditions. Thanks to all the staff I feel safe and well looked after. Thanks very much.

Linked pharmacy still creating problems in acquiring prescriptions - I would like to see a monthly re-ordering system reinstated. Also issues with waiting to be attended to.

I am very happy with all medical aspects and the care, consideration and service given by all the staff.

Beginning of this year there seemed to be a lot of locum GPs that did not know your background and not always understanding. Working full time I do find it hard to get appointments.

Very good.