

**Patient Survey Using The
General Practice Assessment Questionnaire
GPAQ
For
Darwen Healthcare
Darwen
BB31PY
2013/2014**

INTRODUCTION

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. This version, GPAQ V3, has been revised (2011) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

This Report

For each question, a summary of how many patients responded to each answer within each question is given.

Characteristics of the sample

Number of questioners handed out:

115

Number of questioners returned:

83

Breakdown of respondents

Q43. Are you?	Number of responses	%
Male	36	48.00
Female	39	52.00
Total	75	100.00

Q44. How old are you?	Number of responses	%
Under 16	1	1.27
16-44	30	37.97
45-64	27	34.18
65-74	13	16.46
75 or over	8	10.13
Total	79	100.00

Q45. Do you have a long-standing health condition?	Number of responses	%
Yes	46	58.97
No	28	35.90
Don't know/can't say	4	5.13
Total	78	100.00

Ethnicity Recording

Q46. What is your ethnic group?	Number of responses	%
White	73	92.41
Black or Black British	4	5.06
Asian or Asian British	0	0.00
Mixed	2	2.53
Chinese	0	0.00
Other ethnic group	0	0.00
Total	79	100.00

Employment Status

Q47. Which of the following best describes you?	Number of responses	%
Employed (full or part time, including self-employed)	40	50.63
Unemployed / looking for work	3	3.80
At school or in full time education	0	0.00
Unable to work due to long term sickness	4	5.06
Looking after your home/family	5	6.33
Retired from paid work	22	27.85
Other	5	6.33
Total	79	100.00

Results

About your Visit to the GP Today

How good was the GP at:

Q1. Putting you at ease?	Number of responses	%
Very Good	63	75.90
Good	12	14.46
Satisfactory	6	7.23
Poor	2	2.41
Very Poor	0	0.00
Does not apply	0	0.00
Total	83	100.00
Q2. Being Polite and considerate		
Very good	65	78.31
Good	15	18.07
Satisfactory	2	2.41
Poor	1	1.20
Very Poor	0	0.00
Does not apply	0	0.00
Total	83	100.00
Q3. Listening to you?		
Very Good	67	81.71
Good	10	12.20
Satisfactory	2	2.44
Poor	3	3.66
Very Poor	0	0.00
Does not apply	0	0.00
Total	82	100.00

About your Visit to the GP Today

How good was the GP at:

Q4. Giving you enough time?	Number of responses	%
Very Good	63	75.90
Good	11	13.25
Satisfactory	8	9.64
Poor	1	1.20
Very Poor	0	0.00
Does not apply	0	0.00
Total	83	100.00
Q5. Assessing your medical condition?		
Very Good	59	72.84
Good	16	19.75
Satisfactory	6	7.41
Poor	0	0.00
Very Poor	0	0.00
Does not apply	0	0.00
Total	81	100.00
Q6. Explaining your condition and treatment?		
Very Good	59	73.75
Good	18	22.50
Satisfactory	3	3.75
Poor	0	0.00
Very Poor	0	0.00
Does not apply	0	0.00
Total	80	100.00
Q7. Involving you in decisions about your care?		
Very Good	46	56.79
Good	26	32.10
Satisfactory	5	6.17
Poor	0	0.00
Very Poor	0	0.00
Does not apply	4	4.94
Total	81	100.00
Q8. Providing or arranging treatment for you?		
Very Good	55	68.75
Good	16	20.00
Satisfactory	4	5.00
Poor	0	0.00
Very Poor	0	0.00
Does not apply	5	6.25
Total	80	100.00

General Questions about the consultation:

Q9. Did you have confidence that the doctor will keep your information confidential?	Number of responses	%
Yes, definitely	75	90.36
Yes, to some extent	6	7.23
No, not at all	1	1.20
Don't know / can't say	1	1.20
Total	83	100.00
Q10. Did you have confidence that the GP is honest and trustworthy?		
Yes, definitely	75	90.36
Yes, to some extent	4	4.82
No, not at all	0	0.00
Don't know / can't say	4	4.82
Total	83	100.00
Q11. Would you be completely happy to see this GP again?		
Yes	80	97.56
No	2	2.44
Total	82	100.00

About Receptionists and Appointments

Q12. How helpful do you find the receptionists at your GP practice?	Number of responses	%
Very helpful	65	80.25
fairly helpful	16	19.75
Not very helpful	0	0.00
Not at all helpful	0	0.00
Don't know	0	0.00
Total	81	100.00
Q13. How easy is it to get through to someone at your GP practice on the phone?		
Very Easy	18	21.95
Fairly Easy	39	47.56
Not very easy	18	21.95
Not at all easy	7	8.54
Don't know	0	0.00
Haven't tried	0	0.00
Total	82	100.00
Q14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?		
Very Easy	15	18.29
fairly Easy	26	31.71
Not very easy	12	14.63
Not at all easy	1	1.22
Don't know	5	6.10
Haven't tried	23	28.05
Total	82	100.00
Q15. If you need to see a GP urgently, can you normally get seen on the same day?		
Yes	55	67.90
No	13	16.05
Don't know / never needed to	13	16.05
Total	81	100.00

About Receptionists and Appointments

Q16. How important is it to you to be able to book appointments ahead of time in your practice?	Number of responses	%
Important	65	84.42
Not Important	12	15.58
Total	77	100.00
Q17. How easy is it to book ahead in your practice?		
Very Easy	22	27.50
fairly Easy	36	45.00
Not very easy	13	16.25
Poor	1	1.25
Very poor	1	1.25
Does not apply	7	8.75
Total	80	100.00
Q18. How do you normally book your appointments at your practice?		
In person	25	30.86
By phone	54	66.67
Doesn't apply	2	2.47
Total	81	100.00
Q19. Which of the following methods would you prefer to use to book appointments at your practice?		
In person	17	20.73
By phone	46	56.10
Online	19	23.17
Doesn't apply	0	0.00
Total	82	100.00

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

Q20. How quickly do you usually get seen?	Number of responses	%
Same day or next day	11	13.41
2-4 days	7	8.54
5 days or more	47	57.32
I don't usually need to be seen quickly	7	8.54
Don't know, never tried	10	12.20
Total	82	100.00
Q21. How do you rate how quickly you were seen?		
Excellent	11	14.10
Very Good	22	28.21
Good	17	21.79
Satisfactory	17	21.79
Poor	5	6.41
Very Poor	6	7.69
Does not apply	0	0.00
Total	78	100.00

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

Q22. How quickly do you usually get seen?	Number of responses	%
Same day or next day	52	65.00
2-4 days	15	18.75
5 days or more	5	6.25
I don't usually need to be seen quickly	2	2.50
Don't know, never tried	6	7.50
Total	80	100.00
Q23. How do you rate how quickly you were seen?		
Excellent	22	26.83
Very Good	30	36.59
Good	16	19.51
Satisfactory	7	8.54
Poor	4	4.88
Very Poor	3	3.66
Does not apply	0	0.00
Total	82	100.00

Thinking of your most recent consultation with a doctor, nurse or HCA:

Q24. How long did you wait for your consultation to start?	Number of responses	%
Less than 5 minutes	19	25.33
5-10 minutes	31	41.33
11-20 minutes	15	20.00
21-30 minutes	7	9.33
More than 30 minutes	3	4.00
There was no set time for my consultation	0	0.00
Total	75	100.00
Q25. How do you rate how long you waited?		
Excellent	11	14.47
Very Good	28	36.84
Good	18	23.68
Satisfactory	13	17.11
Poor	4	5.26
Very Poor	2	2.63
Does not apply	0	0.00
Total	76	100.00

General thoughts about the practice:

Q26. Is your GP practice currently open at times that are convenient to you?	Number of responses	%
Yes	59	74.68
No	17	21.52
Don't Know	3	3.80
Total	79	100.00
Q27. Which of the following additional opening hours would make it easier for you to see or speak to someone?		
Before 8am	8	16.33
At lunchtime	7	14.29
After 6.30pm	9	18.37
On a Saturday	20	40.82
On a Sunday	3	6.12
None of these	2	4.08
Total	49	100.00
Q28. Is there a particular GP you usually prefer to see or speak to?		
Yes	59	75.64
No	19	24.36
Total	78	100.00
Q29. How often do you see or speak to the GP you prefer?		
Always or almost always	13	18.57
A lot of the time	12	17.14
Some of the time	27	38.57
Never or almost never	13	18.57
Not tried at this practice	5	7.14
Total	70	100.00

How good was the Nurse/HCA you last saw at:

Q30. Putting you at ease?	Number of responses	%
Very Good	52	76.47
Good	13	19.12
Satisfactory	2	2.94
Poor	0	0.00
Very Poor	0	0.00
Does not apply	1	1.47
Total	68	100.00
Q31. Giving you enough time?		
Very Good	47	68.12
Good	17	24.64
Satisfactory	5	7.25
Poor	0	0.00
Very Poor	0	0.00
Does not apply	0	0.00
Total	69	100.00
Q32. Listening to you?		
Very Good	52	75.36
Good	12	17.39
Satisfactory	5	7.25
Poor	0	0.00
Very Poor	0	0.00
Does not apply	0	0.00
Total	69	100.00

How good was the Nurse/HCA you last saw at:

Q33. Explaining your condition and treatment?	Number of responses	%
Very Good	46	67.65
Good	17	25.00
Satisfactory	4	5.88
Poor	0	0.00
Very Poor	0	0.00
Does not apply	1	1.47
Total	68	100.00
Q34. Involving you in decisions about your care?		
Very Good	43	63.24
Good	19	27.94
Satisfactory	4	5.88
Poor	0	0.00
Very Poor	0	0.00
Does not apply	2	2.94
Total	68	100.00
Q35. Providing or arranging treatment for you?		
Very Good	51	73.91
Good	11	15.94
Satisfactory	3	4.35
Poor	0	0.00
Very Poor	0	0.00
Does not apply	4	5.80
Total	69	100.00
Q36. Would you be completely happy to see this nurse/HCA again?		
Yes	64	95.52
No	3	4.48
Total	67	100.00

Thinking about the care you get from your doctors, nurses and HCA's overall, how well does the practice help you to:

Q37. Understand your health problems?	Number of responses	%
Very well	68	86.08
Unsure	9	11.39
Not very well	1	1.27
Does not apply	1	1.27
Total	79	100.00
Q38. Cope with your health problems		
Very well	60	76.92
Unsure	14	17.95
Not very well	3	3.85
Does not apply	1	1.28
Total	78	100.00
Q39. Keep yourself healthy		
Very well	58	74.36
Unsure	15	19.23
Not very well	2	2.56
Does not apply	3	3.85
Total	78	100.00

Q40. Overall, how would you describe your experience of your GP surgery?	Number of responses	%
Excellent	27	34.18
Very Good	35	44.30
Good	13	16.46
Satisfactory	4	5.06
Poor	0	0.00
Very Poor	0	0.00
Total	79	100.00
Q41. Would you recommend your GP surgery to someone who has just moved to your local area?		
Yes definitely	39	49.37
Yes probably	34	43.04
No probably not	1	1.27
No defiantly not	3	3.80
Don't know	2	2.53
Total	79	100.00
Q42. If our practice has requested blood/other tests how would you like to receive the GP's recommendations?		
Telephone	41	52.56
Reception	5	6.41
By email/text	17	21.79
Don't mind	15	19.23
Total	78	100.00

Patient Free Text Comments:

- The Doctor and Medical Student were excellent
- Everyone I have been in contact with at the practice has been friendly, courteous, professional and caring. Thank you
- Hard to get to see your own doctor but worth the wait when you do. In emergency situations you are glad to see anybody
- I have always found the staff and doctors to be helpful and for me caring and considerate. Thank you
- I would like the prescription line to open before 10:00 am
- Car Parking is difficult and the hill from the town is too steep for older people and others. The minibus shuttle from the town is not suitable for the disabled or wheelchair users
- Dr Morris is extremely helpful and understanding. She really does care about her patients well being
- Would like to see my own doctor more
- There is a pressing need to ease the increasing pressure on the number of people attending A & E at Royal Blackburn Hospital for minor ailments which could be treated at other excellent centres such as Darwen Health Centre catering for longer opening hours and weekends
- I would like to see my own Doctor – Dr Clayton when needed
- Car Parking
- Very good in general but not impressed with locums used in the last 18 months
- In general it is fine.