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**Joleen Crellin, ANP**

**General Practice Assessment Questionnaire (GPAQ)**

**April 2022**

**Snaefell Surgery**

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| --- | --- | --- | --- | --- | --- | --- |
| **Question** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** | **Does Not Apply/Don’t Know** |
| How good was the Clinician at putting you at ease? | 70% | 18% | 12% |  |  |  |
| Being polite and considerate? | 82% | 18% |  |  |  |  |
| Listening to you | 82% | 18% |  |  |  |  |
| Giving you enough time | 82% | 18% |  |  |  |  |
| Assessing your medical condition | 70% | 18% | 12% |  |  |  |
| Explaining your condition and treatment | 58% | 24% | 12% |  |  | 6% |
| Involving you in decisions about your care | 76% | 12% | 6% |  |  | 6% |
| Providing or arranging treatment for you |  |  |  |  |  |  |
|  | **Yes, definitely** | **Yes, to some extent** | **No, not at all** | **Don’t know/can’t say** |  |  |
| Did you have confidence that the Clinician is honest and trustworthy | 82% | 18% |  |  |  |  |
| Did you have confidence that the Clinician will keep your information confidential? | 94% | 6% |  |  |  |  |
| Would you be completely happy to see this Clinician again? | 100% |  |  |  |  |  |

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| **How helpful do you find the receptionists at your GP Practice?** |  |
| Very helpful | 76% |
| Fairly helpful | 24% |
| Not very helpful |  |
| No at all helpful |  |
| Don’t know |  |

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| **How easy is it to get through to someone at your GP practice on the ‘phone?** |  |
| Very easy | 22% |
| Fairly easy | 36% |
| Not very easy | 36% |
| Not at all easy | 6% |
| Don’t know |  |
| Haven’t tried |  |

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| **How easy is it to speak to a doctor or nurse on the ‘phone at your GP practice?** |  |
| Very easy | 28% |
| Fairly easy | 12% |
| Not very easy | 18% |
| Not at all easy | 12% |
| Don’t know | 12% |
| Haven’t tried | 18% |

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| **If you need to see a Clinician urgently, can you normally get seen on the same day?** |  |
| Yes | 64% |
| No | 24% |
| Don’t know/never needed to | 12% |

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| **How important is it to you to be able to book appointments ahead of time in your practice?** |  |
| Important | 88% |
| Not important | 12% |

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| **How easy is it to book ahead in your practice?** |  |
| Very easy | 18& |
| Fairly easy | 50%52% |
| Not very easy | 25%18% |
| Not at all easy | 6% |
| Don’t know |  |
| Haven’t tried | 6% |

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| **How do you normally book your appointments at your practice?** |  |
| In person | 6% |
| By ‘phone | 88% |
| Online\* | 6% |

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| **Which of the following methods would you prefer to use to book appointments at you practice?** |  |
| In person | 14% |
| By ‘phone | 57% |
| Online | 24% |
| Doesn’t apply | 5% |

***\*\*Please note that due to current Covid-19 Restrictions, all online booking of appointments has been suspended in accordance with Government instructions\*\****

***Thinking of times when you want to see a particular clinician:***

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| **How quickly do you usually get seen?** |  |
| Same day or next day | 28% |
| 2-4 days | 11% |
| 5 days or more | 50% |
| I don’t usually need to be seen quickly |  |
| Don’t know, never tried | 11% |

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| **How do you rate how quickly you were seen?** |  |
| Excellent | 23% |
| Very good | 23% |
| Good | 23% |
| Satisfactory | 23% |
| Poor | 8% |
| Very Poor |  |
| Does not apply |  |

***Thinking of times when you are willing to see any clinician:***

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| How quickly do you usually get seen? |  |
| Same day or next day | 41% |
| 2-4 days | 12% |
| 5 days or more | 47% |
| I don’t usually need to be seen quickly |  |
| Don’t know, never tried |  |

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| **How do you rate how quickly you were seen?** |  |
| Excellent | 29% |
| Very good | 29% |
| Good | 11% |
| Satisfactory | 29% |
| Poor | 2% |
| Very Poor |  |
| Does not apply |  |

***Thinking of your most recent consultation with a clinician***

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| **How long did you wait for your consultation to start?** |  |
| Less than 5 minutes | 12% |
| 5-10 minutes | 47% |
| 11-20 minutes | 29% |
| 21-30 minutes | 6% |
| More than 30 minutes | 6% |
| There was no set time for my consultation |  |

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| **How do you rate how long you waited?** |  |
| Excellent | 23% |
| Very good | 35% |
| Good | 12% |
| Satisfactory | 24% |
| Poor | 6% |
| Very Poor |  |
| Does not apply |  |

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| **Is your GP practice currently open at times that are convenient to you?** |  |
| Yes | 100% |
| No |  |
| Don’t know |  |

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| **Which of the following additional opening hours would make it easier for you to see or speak to someone?** |  |
| Before 8am | 30% |
| At lunchtime | 40% |
| After 6.30pm |  |
| On a Saturday | 20% |
| On a Sunday |  |
| None of these | 10% |

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| **Is there a particular Clinician you usually prefer to see or speak to?** |  |
| Yes | 20% |
| No | 70% |
| There is usually only one doctor on my surgery | 10% |

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| **How often do you see or speak to the Clinician you prefer?** |  |
| Always or almost always | 16% |
| A lot of the time | 48% |
| Some of the time |  |
| Never or almost never | 12% |
| Not tried at this GP Practice | 24% |

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| **How good was the ANP/Practice Nurse you last saw at:** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** | **Does Not Apply/Don’t Know** |
| Putting you at ease? | 70% | 10% | 20% |  |  |  |
| Giving you enough time? | 64% | 30% | 6% |  |  |  |
| Listening to you | 88% | 12% |  |  |  |  |
| Explaining your condition and treatment | 53% | 23% | 24% |  |  |  |
| Involving you in decisions about your care | 70% | 24% | 6% |  |  |  |
| Providing or arranging treatment for you | 76% | 18% | 6% |  |  |  |
|  | **Yes, definitely** | **Yes, to some extent** | **No** | **Don’t know/can’t say** |  |  |
| Would you be completely happy to see this ANP/Practice Nurse again | 100% |  |  |  |  |  |

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|  | **Very well** | **Unsure** | **Not very well** | **Does not apply** |  |  |
| How well does the Practice help you understand your health problems | 82% | 18% |  |  |  |  |
| Cope with health problems | 76% | 24% |  |  |  |  |
| Keep yourself healthy | 76% | 24% |  |  |  |  |
|  | **Excellent** | **Very Good** | **Good** | **Satisfactory** | **Poor** | **Very Poor** |
| Overall, how would you describe your experience at your GP Surgery | 40% | 36% | 6% | 18% |  |  |
|  | **Extremely Likely** | **Likely** | **Neither Likely or unlikely** | **Unlikely** | **Extremely Unlikely** | **Don’t know** |
| How likely are you to recommend your GP Surgery to friends and family if they need similar care or treatment | 64% | 18% | 12% | 6% |  |  |

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| Male | 24% |
| Female | 76% |

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| Under 16 |  |
| 16 to 44 | 29% |
| 45 to 64 | 65% |
| 65 to 74 | 6% |
| 75 or over |  |

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|  | **Yes** | **No** | **Don’t know/can’t say** |
| Do you have a long-standing health condition? | 30% | 58% | 12% |

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| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **White** | **Black or Black British** | **Asian or Asian British** | **Mixed** | **Chinese** | **Other ethnic group** |  |
| What is your ethnic group? | 94% |  | 6% |  |  |  |  |
|  | **Employed (full, part time, looking for work)** | **Unemployed/looking for work** | **At school or in full time education** | **Unable to work due to long term sickness** | **Looking after home/family** | **Retired from paid work** | **Other** |
| Which of the following best describes you? | 88% | 6% |  |  |  |  | 6% |

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| **Comments about Clinicians and Snaefell Surgery:** |
| *“Cannot make an appt to see a GP.” \*\** |
| *“A fantastic ANP – very thoughtful and caring.”* |
| *“Felt very at ease and listened to.”* |
| *“All staff at Snaefell Practice are very helpful, friendly and good to listen.”* |
| *“Drs and Nurses here are lovely and always listen.”* |
| *“Joleen is a credit to this practice.”* |
| *“Both of the ANP Partners are lovely and extremely helpful. Always friendly and helpful.”* |
| *“More Doctors.”* |

\*\* Patients are able to make an appt with a GP, depending on availability. If a patient sees an ANP and expresses a wish to be seen by a GP, the ANP will, if clinically indicated, triage the patient to the GP who will then see them the same day.

**In addition, we asked our patients for the following additional feedback.**

Since 1st October 2021, Snaefell Surgery has been the first Practice on the Island where a GP has entered into an equal parity partnership with two Advanced Nurse Practitioners, drawing on the ongoing success of this business model in the UK.

This has helped alleviate the staffing crisis at Snaefell Surgery and has been successful since its inception. However, with the ongoing Covid-19 Pandemic (now Endemic) and the demand for appointments in General Practice Island Wide exceeding supply (in part due to external pressures – lengthy hospital waiting lists and cancelled outpatient appointments have meant those patients affected require more input from Primary Care whilst waiting to be seen at the Hospital), we are aware that more patients than event wish to access Primary Care.

As a patient of Snaefell Surgery, we value your opinion on this new partnership – what we are doing well and what we need to improve and would welcome your comments below:

*Communication is very good ; after some recent tests, the nurse practitioner telephoned to discuss the results, I didn’t have to chase this u[ and we were able to discuss ongoing treatment without the need for an appointment in person. Ginny was also .very helpful today with some questions I had.*

*Mary-Rose always great, understanding and keen to help.*

*Opening up the Patient Access booking for appointments would make it easier ad then I wouldn’t need to call (\*see practice statement regarding this within the questionnaire above).*

*I think the new set up works well, my only feedback for improvement is making it easier to book an appointment.*

*I think this change has been a positive change.*

*I am happy with the new way the practice is working. I have not had any problems whenever I have rang up for an appointment. I hope this new way of working will continue.*

*I would like to personally thank Snaefell team for their support and professionalism over a very difficult Covid and post Covid period. Without the team here, I fear I would have been very poorly. Thank you all and keep up your excellent care.*

*I haven’t seen the nurse practitioner yet, only Dr Osbelt. I have no problem seeing the nurse practitioner as long as I can be referred to a Dr if needed. I have always had the best care from Snaefell over the years.*

*Happy with service.*

*I was worried when it first changed over but I have never had any problems. All the staff have been amazing. Each and every one are doing an amazing job and I’m very grateful.*

*Would like to see more doctors – it seems a lot of pressure for one man.*