

Patient Survey Results Analysis Detail



Pontesbury Medical Practice

P O Box 27122
EDINBURGH
EH10 5WQ
Tel: 0131 337 6535
Fax: 0131 337 8703
info@InTimeData.com
www.intimedata.com

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)	197	81.4%
Good (75)	38	15.7%
Satisfactory (50)	7	2.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	3	
Total	245	

Good	Not Good
97.1%	2.9%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	210	86.4%
Good (75)	29	11.9%
Satisfactory (50)	4	1.6%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	2	
Total	245	

Good	Not Good
98.4%	1.6%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	200	82.6%
Good (75)	34	14.0%
Satisfactory (50)	7	2.9%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	3	
Total	245	

Mean scores for Q3	
Your patients	94.7
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	96.7%	3.3%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	186	76.5%
Good (75)	47	19.3%
Satisfactory (50)	9	3.7%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	0	
Did not answer	2	
Total	245	

Mean scores for Q4	
Your patients	92.9
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	95.9%	4.1%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	188	78.0%
Good (75)	45	18.7%
Satisfactory (50)	8	3.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	4	
Total	245	

Good	Not Good
96.7%	3.3%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	178	75.1%
Good (75)	51	21.5%
Satisfactory (50)	7	3.0%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	6	
Total	245	

Good	Not Good
96.6%	3.4%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	168	71.5%
Good (75)	60	25.5%
Satisfactory (50)	6	2.6%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	5	
Did not answer	5	
Total	245	

Mean scores for Q7	
Your patients	91.9
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	97.0%	3.0%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	178	78.8%
Good (75)	42	18.6%
Satisfactory (50)	6	2.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	9	
Total	245	

Good	Not Good
97.3%	2.7%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	226	95.8%
Yes, to some extent (50)	10	4.2%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	7	
Total	245	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	229	97.4%
Yes, to some extent (50)	6	2.6%
No, not at all (0)	0	0.0%
Don't know / can't say	4	
Did not answer	6	
Total	245	

Yes	No
100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	235	98.7%
No (0)	3	1.3%
Did not answer	7	
Total	245	

Yes	No
98.7%	1.3%

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)	200	87.3%
Fairly helpful (66)	28	12.2%
Not very helpful (33)	1	0.4%
Not at all helpful (0)	0	0.0%
Don't know	2	
Did not answer	14	
Total	245	

Mean scores for Q12	
Your patients	95.6
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	99.6%	0.4%

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)	137	60.1%
Fairly easy (66)	86	37.7%
Not very easy (33)	4	1.8%
Not at all easy (0)	1	0.4%
Don't know	0	
Haven't tried	3	
Did not answer	14	
Total	245	

Mean scores for Q13	
Your patients	85.6
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	97.8%	2.2%

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)	82	40.4%
Fairly easy (66)	107	52.7%
Not very easy (33)	11	5.4%
Not at all easy (0)	3	1.5%
Don't know	3	
Haven't tried	25	
Did not answer	14	
Total	245	

Mean scores for Q14	
Your patients	77.0
GPAQ Mean	69.9

Easy	Not Easy
93.1%	6.9%

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

Answer	Count	Percentage
Yes	184	94.4%
No	11	5.6%
Don't know / never needed to	36	
Did not answer	14	
Total	245	

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

Answer	Count	Percentage
Important	199	87.7%
Not important	28	12.3%
Did not answer	18	
Total	245	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	97	43.1%
Fairly easy (66)	109	48.4%
Not very easy (33)	16	7.1%
Not at all easy (0)	3	1.3%
Don't know	3	
Haven't tried	3	
Did not answer	14	
Total	245	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	91.6%	8.4%

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

Answer	Count	Percentage
In person	56	21.1%
By phone	204	76.7%
Online	5	1.9%
Doesn't apply	1	0.4%
Did not answer	16	
Total	282	

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

Answer	Count	Percentage
In person	66	20.7%
By phone	205	64.3%
Online	45	14.1%
Doesn't apply	3	0.9%
Did not answer	17	
Total	336	

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	39	17.1%
2-4 days	50	21.9%
5 days or more	97	42.5%
I don't usually need to be seen quickly	22	9.6%
Don't know, never tried	20	8.8%
Did not answer	17	
Total	245	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	48	22.0%
Very good (80)	64	29.4%
Good (60)	46	21.1%
Satisfactory (40)	41	18.8%
Poor (20)	19	8.7%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	19	
Total	245	

Mean scores for Q21	
Your patients	67.4
GPAQ Mean	70.7

Good	Not Good
72.5%	27.5%

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	116	51.1%
2-4 days	70	30.8%
5 days or more	17	7.5%
I don't usually need to be seen quickly	12	5.3%
Don't know, never tried	12	5.3%
Did not answer	18	
Total	245	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	60	27.8%
Very good (80)	82	38.0%
Good (60)	38	17.6%
Satisfactory (40)	22	10.2%
Poor (20)	14	6.5%
Very poor (0)	0	0.0%
Does not apply	8	
Did not answer	21	
Total	245	

Good	Not Good
83.3%	16.7%

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	41	20.4%
5 - 10 minutes	66	32.8%
11 - 20 minutes	51	25.4%
21 - 30 minutes	21	10.4%
More than 30 minutes	19	9.5%
There was no set time for my consultation	3	1.5%
Did not answer	44	
Total	245	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	43	22.1%
Very good (80)	35	17.9%
Good (60)	45	23.1%
Satisfactory (40)	49	25.1%
Poor (20)	19	9.7%
Very poor (0)	4	2.1%
Does not apply	3	
Did not answer	47	
Total	245	

Mean scores for Q25	
Your patients	62.3
GPAQ Mean	67.8

Good	Not Good
63.1%	36.9%

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

Answer	Count	Percentage
Yes	188	89.1%
No	23	10.9%
Don't know	10	
Did not answer	24	
Total	245	

Yes	No
89.1%	10.9%

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	16	10.8%
At lunchtime	20	13.5%
After 6.30pm	30	20.3%
On a Saturday	53	35.8%
On a Sunday	17	11.5%
None of these	12	8.1%
Did not answer	144	
Total	292	

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

Answer	Count	Percentage
Yes	132	58.1%
No	95	41.9%
There is usually only one doctor in my surgery	1	
Did not answer	17	
Total	245	

Yes	No
58.1%	41.9%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	46	30.5%
A lot of the time (66)	47	31.1%
Some of the time (33)	51	33.8%
Never or almost never (0)	7	4.6%
Not tried at this GP practice	12	
Did not answer	82	
Total	245	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	61.6%	38.4%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	132	76.3%
Good (75)	34	19.7%
Satisfactory (50)	7	4.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	65	
Total	245	

Good	Not Good
96.0%	4.0%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	117	67.2%
Good (75)	45	25.9%
Fair (50)	12	6.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	67	
Total	245	

Mean scores for Q31	
Your patients	90.1
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	93.1%	6.9%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	124	72.1%
Good (75)	42	24.4%
Fair (50)	6	3.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	67	
Total	245	

Mean scores for Q32	
Your patients	92.2
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	96.5%	3.5%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	105	63.6%
Good (75)	47	28.5%
Fair (50)	12	7.3%
Poor (25)	0	0.0%
Very poor (0)	1	0.6%
Does not apply	12	
Did not answer	68	
Total	245	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	92.1%	7.9%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	89	59.7%
Good (75)	49	32.9%
Fair (50)	10	6.7%
Poor (25)	0	0.0%
Very poor (0)	1	0.7%
Does not apply	27	
Did not answer	69	
Total	245	

Mean scores for Q34	
Your patients	87.8
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	92.6%	7.4%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	91	64.1%
Good (75)	43	30.3%
Fair (50)	8	5.6%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	31	
Did not answer	72	
Total	245	

Good	Not Good
94.4%	5.6%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	170	100.0%
No (0)	0	0.0%
Did not answer	75	
Total	245	

Yes	No
100.0%	0.0%

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)	178	85.2%
Unsure (50)	29	13.9%
Not very well (0)	2	1.0%
Does not apply	6	
Did not answer	30	
Total	245	

Mean scores for Q37	
Your patients	92.1
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	176	85.9%
Unsure (50)	24	11.7%
Not very well (0)	5	2.4%
Does not apply	8	
Did not answer	32	
Total	245	

Mean scores for Q38	
Your patients	91.7
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	152	78.4%
Unsure (50)	36	18.6%
Not very well (0)	6	3.1%
Does not apply	16	
Did not answer	35	
Total	245	

Mean scores for Q39	
Your patients	87.6
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)	97	45.8%
Very good (80)	77	36.3%
Good (60)	25	11.8%
Fair (40)	12	5.7%
Poor (20)	1	0.5%
Very poor (0)	0	0.0%
Did not answer	33	
Total	245	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	93.9%	6.1%

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)	148	69.5%
Yes, probably (66)	60	28.2%
No, probably not (33)	3	1.4%
No, definitely not (0)	2	0.9%
Don't know	1	
Did not answer	31	
Total	245	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	97.7%	2.3%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	69	31.9%
Female	147	68.1%
Did not answer	29	
Total	245	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	3	1.4%
16 to 44	61	28.2%
45 to 64	72	33.3%
65 to 74	51	23.6%
75 and over	29	13.4%
Did not answer	29	
Total	245	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	111	55.5%
No	89	44.5%
Don't know / never needed to	13	
Did not answer	32	
Total	245	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	215	100.0%
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	0	0.0%
Did not answer	30	
Total	245	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	93	43.3%
Unemployed / looking for work	5	2.3%
At school or in full time education	5	2.3%
Unable to work due to long term sickness	8	3.7%
Looking after your home/family	18	8.4%
Retired from paid work	81	37.7%
Other	5	2.3%
Did not answer	30	
Total	245	

Comments

Not happy with the long wait as I finished work early just to get here! 35 minutes ... so far!

Always very helpful, nothing ever seems a problem. Hope I'm not too much trouble either!

I am extremely happy with my practice.

Always very clean. Staff always polite. Really like the fact we have a dispensary on site.

The only negative comment would be how long it can take to see your GP from the booked appointment time, which at times can be quite extensive. However, this appears to be across the board. An insignificant sacrifice in the scheme of things considering the high level of care the practice provides.

Reception - improvements recently. Nurses - always very good. Waiting times - can be too long - up to an hour, regularly. Not sure about having the news in waiting room - alarms my kids. Not great resources to keep kids happy when waiting (per above).

Especially helpful reception staff.

Generally very satisfied with practice. Only real criticism is length of time one has to wait for general appointment (not routine but not emergency).

I am new to the practice so unable to comment fully.

I moved here in May and registered July/August. I was very apprehensive about attending a new GP practice but so far everybody has been kind, attentive and done everything I would hope for to put me at my ease. Thank you.

I find the pharmacy very intimidating, make you wait, quite abrupt. I understand they are very busy but doesn't reflect the good quality of care provided by rest of practice.

The practice is very clean and tidy.

Have not had to visit frequently, but the level of service/care on every occasion I have been in has been exemplary.

I feel treated as an individual and not just a number.

I am disappointed to have been misdiagnosed on 3 separate occasions resulting in costly private consultancy fees for second opinions resulting in significant delays in treatment.

This practice is very clean and tidy and all staff are helpful.

Priority would be to see a doctor urgently when necessary without lengthy explanations to a receptionist (doesn't apply to this visit).

I have been with the practice for some time and have always been made to feel comfortable and they've always been good with the care of my daughter - from my pregnancy care through to now in her toddler years.

Very fortunate to have a caring practice.

Overall the staff are most helpful.

Only 5 minutes wait to see GP this morning. Sometimes have waited much longer.

We have been with this practice all our lives and are extremely happy with it. The best change would be to have 7 day opening.

Answers very dependant on doctor seen.

Well done everybody.

Very satisfactory

Thank you.

New to the area and not had much contact with the surgery. Would prefer to see just one doctor so there is some consistency. Don't like TV and Radio Shropshire on at same time.

I consider the practice to be first class.