

## **Dr Moulds & Partners Practice Survey 2012**

This year, as part of a new initiative to help practices be more responsive to patient and local health needs, the Practice was asked to form a Patient Reference Group to give patient input into the content of the Practice Survey.

In order to let as many patients as possible know about the proposed Patient Reference Group so that the Group would be as representative as possible of all of the Practice's patient's opinions the following steps were taken.

1. Posters were displayed in the Health Centre.
2. Information was given on the counterfoil section of prescriptions issued
3. Information was given on the Practice website
4. Leaflets giving more information were made available from Reception

All patients' who expressed an interest in the Patient Reference Group were invited to join the Group and the Group had its first meeting on 26<sup>th</sup> November 2011.

At the meeting it was agreed, that, as the Practice is obliged to use a validated Survey format that the General Practice Assessment Questionnaire (GPAQ) format used in previous years would continue to be used.

In addition the Patient Reference Group proposed some questions to be incorporated into the Survey and also felt that it would be useful to include more sections for patients' comments in the Survey.

These suggestions were incorporated into the Survey Questionnaires which were distributed both to patients attending the Health Centre and by post to randomly chosen patients on the Practice list.

Just under 500 Questionnaires had been sent out, handed out or filled in with patients in the Health Centre and 250 had been returned.

The responses on the Questionnaires were collated and analysed by a company licensed to analyse GPAQ data and the Practice Survey Reports below were produced. The responses to the questions proposed by the Patient Reference Group are listed in the Appendix – Additional Questions section after the main body of the report.

The Results of the Survey were discussed at a further meeting of the Patient Reference Group on 5<sup>th</sup> March 2012 and the action proposed by the PRG are listed after the Survey Reports.

The Results of the Survey and PRG Discussions and Action Points will be forwarded to South West Essex Primary Care Trust (PCT) and will be discussed further with the PCT if required.

If you wish information regarding joining the Patient Reference Group please contact our Practice Manager Mrs Sheila Mclean at the Health Centre.



## General Practice Assessment Questionnaire

### 2012 GPAQ V3 Summary Report for Dr Moulds & Partners Laindon Health Centre, Laindon, Basildon, Essex SS15 5TR

<b>Q1</b>	94	% of patients found Receptionists helpful or fairly helpful.			
<b>Q2 &amp; Q3</b>	80	% of patients found it easy or fairly easy to get through to the practice, and			
<b>Q4</b>	59	% of patients, if they need to see a GP urgently, say they can normally be seen on the same day			
<b>Q5 &amp; Q6</b>	88	% of patients say it is important to be able to book appointments ahead of time and			
<b>Q7</b>	37	% normally book appointments in person	88	% by phone and	0
<b>Q8</b>	37	% prefer to book appointment in person	77	% by phone and	24
<b>Q9 &amp; Q10</b>	16	% of patients are normally seen by their preferred GP same day or next day; and			
<b>Q11 &amp; Q12</b>	66	% of patients are normally seen by any GP same day or next day; and			
<b>Q13</b>	13	% of patients wait less than 5 minutes,	35	% wait 5 to 10 minutes and	7
<b>Q14</b>	64	% of patients consider waiting times good, very good or excellent.			
<b>Q15</b>	90	% of patients say the practice is open at convenient times - <b>Q16</b> gives results for those for whom the practice is not open at convenient times			
<b>Q16</b>	14	% would like appointments before 8.30am	5	% lunchtimes	31
<b>Q17 &amp; Q18</b>	75	% of patients prefer a particular GP and	39	% of those say they see their preferred GP always or almost always.	

		Q19/25 Enough time		Q20/26 Listening		Q21/27 Explaining		Q22/28 Involving you		Q23/29 Care and Concern	
<b>GP</b>	<b>% Saying Good or Very Good</b>	85		87		82		79		84	
<b>Nurse</b>	<b>% Saying Good or Very Good</b>	87		85		84		78		88	

<b>Q24</b>	96	% had confidence in their GP			<b>Q31</b>	77	% said their GP/Nurse helps to understand their problems very well		
<b>Q30</b>	95	% had confidence in their Nurse			<b>Q32</b>	74	% said their GP/Nurse helps them cope with their health problems		
					<b>Q33</b>	65	% said their GP/Nurse helps them keep themselves healthy		
		<b>Q34</b>	91	% of patients say their experience of this GP surgery is good, very good or excellent					
		<b>Q35</b>	91	% of patients would recommend this surgery to someone who has just moved to this area.					



## General Practice Assessment Questionnaire

### Patient Survey using the General Practice Assessment Questionnaire GPAQ for

Dr Moulds & Partners

Laindon Health Centre, Laindon, Basildon, Essex SS15 5TR

2012

Report by

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## 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.

### A Note about Numbers /Subtotals

For each question, as well as total numbers responding to the question, figures are given for the split between males and females, and similarly those under and over 45. These subtotals may not always add up to the total number of respondents, as the subsets will comprise only those who **also** answered the question on sex or age respectively.

### Benchmarks

As yet, there are no benchmarks for GPAQ V3, but for the questions identical to the national survey, practices may wish to benchmark their results against those of the national survey.

For questions identical, or nearly identical to questions in the GPPS survey, April 2010-March 2011 GPPS national benchmarks are given - as best possible - in a column to the right of your practice results, highlighted in green.

### Taking Action on Results

GPAQ has been designed for scores to be used to improve care in your practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed. More information is given in the booklet "Improving your practice with patient surveys" which can be downloaded from the GPAQ website: [www.gpaq.info](http://www.gpaq.info)

## Characteristics of the sample

Dr Moulds & Partners  
GPAQ Report 2012

Characteristics of the sample used to generate the GPAQ V2 2005-6 national benchmarks	Consultation GPAQ V2 2005/6	Your Practice 2011
Total: n	190,038	250
No practices	1,031	1
% female	64.7	63.2
% with long term disability	49.0	51.6
<b>Ethnicity</b>		
% White	92.2	86.8
% Asian/Asian British	3.7	2.4
% Black/Black British	1.8	1.6
% Mixed	1.1	0.8
% Chinese	0.3	0.4
% Other ethnic group	0.9	0.8
<b>Employment</b>		
% employed	48.4	40.0
% unemployed	2.5	3.6
% in full time education	3.4	1.2
% unable to work/long term sickness	7.2	4.8
% looking after home / family	9.6	12.0
% retired	27.5	30.0
% other	1.6	1.2

### Qs 36 and 37 Are you male, female? Under or over 45?

	Male	Female	Under 45	45 and over	Total	% Under & over 45	GPPS Benchmark
<b>Age</b>							
Under 16	0	1			1		
16 to 44	26	63	90		89	39	46%
45 to 64	22	48			70		
65 to 74	16	28		141	44	61	54%
75 or over	11	16			27		
<b>Total</b>	<b>75</b>	<b>156</b>	<b>90</b>	<b>141</b>	<b>231</b>	<b>100</b>	<b>100%</b>
<b>%</b>	<b>32</b>	<b>68</b>					
Missing					19		
<b>GPPS Benchmark</b>	<b>49%</b>	<b>51%</b>					

231 of the 250 patients who completed the questionnaire answered both these questions.

### Q38 Do you have a long standing health condition?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Yes	43	85	34	94	129	56	43%
No	22	62	46	39	85	37	55%
Don't know / can't say	9	9	9	9	18	8	2%
<b>Total</b>	<b>74</b>	<b>156</b>	<b>89</b>	<b>142</b>	<b>232</b>	<b>100</b>	<b>100%</b>
Missing					18		

232 of the 250 patients who completed the questionnaire answered this question.



### Q39 What is your ethnic group?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
White	68	147	82	133	217	94	88%
Black or Black African	3	3	2	4	6	3	2%
Asian or Asian Australian	2	2	2	2	4	2	5%
Mixed	1	1	2	0	2	1	0%
Chinese	0	1	0	1	1	0	1%
Other ethnic group	0	2	1	1	2	1	2%
<b>Total</b>	<b>74</b>	<b>156</b>	<b>89</b>	<b>141</b>	<b>232</b>	<b>100</b>	<b>98%</b>
Missing					18		

232 of the 250 patients who completed the questionnaire answered this question.

- 2 of these did not answer the question about sex.
- 2 of these did not answer the question about age.

### Q40 Which of the following best describes you?

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	GPPS Benchmark
Employed (full or part time, including self-employed)	35	64	52	48	100	43	58%
Unemployed / looking for work	5	4	5	4	9	4	5%
At school or in full time education	1	2	3	0	3	1	4%
Unable to work due to long term sickness	6	6	8	4	12	5	5%
Looking after your home/family	0	30	20	10	30	13	6%
Retired from paid work	28	47	0	74	75	32	20%
Other	0	3	2	1	3	1	2%
<b>Total</b>	<b>75</b>	<b>156</b>	<b>90</b>	<b>141</b>	<b>232</b>	<b>100</b>	<b>100%</b>
Missing					18		

232 of the 250 patients who completed the questionnaire answered this question.

- 1 of these did not answer the question about sex.
- 1 of these did not answer the question about age.

## Results

### Q1 How helpful do you find the Receptionists at your GP Practice?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very	141	57	44	59	96	55	51%
Fairly	93	38	25	33	63	40	41%
Not Very	11	4	5	7	5	3	6%
Not at all	2	1	0	0	2	1	2%
Don't know	1	0	1	1	0	0	
<b>Total</b>	<b>248</b>	<b>100</b>	<b>75</b>	<b>100</b>	<b>156</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very	141	57	39	44	92	64	51%
Fairly	93	38	42	47	46	32	41%
Not Very	11	4	6	7	4	3	6%
Not at all	2	1	2	2	0	0	2%
Don't know	1	0	0	0	1	1	
<b>Total</b>	<b>248</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>143</b>	<b>100</b>	<b>100%</b>

### Q2 How easy is it to get through to someone at your practice on the phone?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Very easy	57	23	17	23	34	22	29%
Fairly easy	139	57	43	58	99	57	38%
Not very easy	40	16	9	12	28	18	14%
Not at all easy	7	3	3	4	4	3	8%
Don't know	1	0	0	0	1	1	1%
Haven't tried	2	1	2	3	0	0	11%
<b>Total</b>	<b>246</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>156</b>	<b>100</b>	<b>100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Very easy	57	23	22	25	30	21	29%
Fairly easy	139	57	53	60	79	56	38%
Not very easy	40	16	10	11	27	19	14%
Not at all easy	7	3	4	4	3	2	8%
Don't know	1	0	0	0	1	1	1%
Haven't tried	2	1	0	0	2	1	11%
<b>Total</b>	<b>246</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>142</b>	<b>100</b>	<b>100%</b>

**Q3 How easy to speak to doctor or nurse on phone?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark GP/Nurse
Very easy	38	15	11	15	22	14	8% / 8%
Fairly easy	76	31	22	30	48	31	15% / 14%
Not very easy	32	13	9	12	22	14	9% / 7%
Not at all easy	13	5	4	5	9	6	9% / 5%
Don't know	14	6	2	3	11	7	12% / 16%
Haven't tried	73	30	26	35	43	28	45% / 50%
<b>Total</b>	<b>246</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>155</b>	<b>100</b>	<b>100% / 100%</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark GP/Nurse
Very easy	38	15	12	13	21	15	8% / 8%
Fairly easy	76	31	28	31	43	30	15% / 14%
Not very easy	32	13	15	17	16	11	9% / 7%
Not at all easy	13	5	4	4	9	6	9% / 5%
Don't know	14	6	4	4	9	6	12% / 16%
Haven't tried	73	30	26	29	43	30	45% / 50%
<b>Total</b>	<b>246</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>141</b>	<b>100</b>	<b>100% / 100%</b>

**Q4 If you need to see a GP urgently, can you normally get seen on the same day?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Yes	145	59	47	64	93	60
No	55	22	14	19	40	26
Don't know/never needed to	46	19	13	18	23	15
<b>Total</b>	<b>246</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>156</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Yes	145	59	57	65	84	59
No	55	22	20	23	34	24
Don't know/never needed to	46	19	11	13	25	17
<b>Total</b>	<b>246</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>143</b>	<b>100</b>

**Totals** include patients who did not answer Qs 36 and 37 (Sex and Age).



**Q5 How important is it to you to be able to book appointments ahead of time in your practice?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Important	212	88	63	85	137	88
Not important	30	12	11	15	18	12
<b>Total</b>	<b>242</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>155</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Important	212	88	73	82	127	91
Not important	30	12	16	18	13	9
<b>Total</b>	<b>242</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>140</b>	<b>100</b>

**Q6 How easy is it to book ahead in your practice?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very easy	97	40	20	27	70	46
Fairly easy	126	52	47	64	71	46
Not very easy	10	4	3	4	6	4
Not at all easy	1	0	0	0	1	1
Don't know	3	1	2	3	1	1
Haven't tried	6	2	2	3	4	3
<b>Total</b>	<b>243</b>	<b>100</b>	<b>74</b>	<b>100</b>	<b>153</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very easy	97	40	30	34	61	44
Fairly easy	126	52	50	57	68	49
Not very easy	10	4	3	3	6	4
Not at all easy	1	0	1	1	0	0
Don't know	3	1	2	2	1	1
Haven't tried	6	2	2	2	4	3
<b>Total</b>	<b>243</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>140</b>	<b>100</b>

### Q7 How do you normally book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients normally book	GPPS Benchmark
In person	27	61	22	65	92	29	37	26%
By phone	63	143	85	123	220	71	88	91%
Online	0	0	0	0	0	0	0	2%
Doesn't apply	0	0	0	0	0	0	0	1%
<b>Total Respons</b>	90	204	107	188	312	100	125	
<b>% of patients</b>	36	82	43	75	125			

Cells highlighted in orange may add up to more than 100% as patients can tick more than one box

### Q8 Which of the following methods would you prefer to use to book your appointments to see a doctor or nurse at your practice?

(Patients can tick more than one box)

	Males	Females	Under 45	45 and over	Total No responses	% of total responses	% of patients prefer to book	GPPS Benchmark
In person	26	64	25	65	93	27	37	31%
By phone	51	136	77	108	193	55	77	84%
Online	21	34	28	27	60	17	24	30%
Doesn't apply	2	0	1	1	3	1	1	
<b>Total</b>	100	234	131	201	349	100	140	
<b>% of patients</b>	40	94	52	80	140			

	% <u>normally</u> booking appointments	% would <u>prefer</u> to book appointments
In person	37	37
By phone	88	77
Online	0	24
Doesn't apply	0	1
<b>Total</b>	125	140

Any selections are highlighted in yellow where more patients choose a preferred method of booking appointments over the existing method of booking.

NB Percentages are rounded. Where they are highlighted yet appear identical, please compare the **numbers** in the Total Responses columns of Qs 7 and 8 above

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

Q9 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	39	16	16	22	22	14
2-4 days	109	46	29	40	74	48
5 days or more	76	32	22	31	52	34
Don't usually need to be seen quickly	11	5	5	7	3	2
Don't know, never tried	3	1	0	0	3	2
<b>Total</b>	<b>238</b>	<b>100</b>	<b>72</b>	<b>100</b>	<b>154</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	39	16	16	18	22	16
2-4 days	109	46	39	44	63	46
5 days or more	76	32	28	32	45	33
Don't usually need to be seen quickly	11	5	3	3	5	4
Don't know, never tried	3	1	2	2	1	1
<b>Total</b>	<b>238</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>136</b>	<b>100</b>

Q10 How do you rate how quickly you can see a particular doctor?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	42	18	12	17	28	18
Very good	54	23	18	25	34	22
Good	40	17	12	17	25	16
Fair	58	25	19	27	37	24
Poor	29	12	7	10	22	14
Very poor	4	2	1	1	3	2
Does not apply	8	3	2	3	4	3
<b>Total</b>	<b>235</b>	<b>100</b>	<b>71</b>	<b>100</b>	<b>153</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	42	18	16	18	24	18
Very good	54	23	17	19	34	25
Good	40	17	17	19	19	14
Fair	58	25	21	24	35	26
Poor	29	12	12	14	17	13
Very poor	4	2	3	3	1	1
Does not apply	8	3	2	2	4	3
<b>Total</b>	<b>235</b>	<b>100</b>	<b>88</b>	<b>100</b>	<b>134</b>	<b>100</b>

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

Q11 How quickly do you usually get seen?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Same day or next day	155	66	46	65	107	69
2-4 days	57	24	16	23	37	24
5 days or more	10	4	4	6	6	4
Don't usually need to be seen quickly	6	3	3	4	2	1
Don't know, never tried	7	3	2	3	3	2
Total	235	100	71	100	155	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Same day or next day	155	66	64	73	88	65
2-4 days	57	24	16	18	36	26
5 days or more	10	4	4	5	6	4
Don't usually need to be seen quickly	6	3	2	2	3	2
Don't know, never tried	7	3	2	2	3	2
Total	235	100	88	100	136	100

Q12 How do you rate how quickly you can see any doctor?

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	62	26	15	65	45	29
Very good	76	32	30	23	46	30
Good	52	22	15	21	33	21
Fair	21	9	6	8	14	9
Poor	16	7	5	7	11	7
Very poor	2	1	0	0	2	1
Does not apply	6	3	1	1	4	3
Total	235	100	72	100	155	100

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	62	26	25	28	34	25
Very good	76	32	27	30	49	36
Good	52	22	21	24	26	19
Fair	21	9	8	9	12	9
Poor	16	7	5	6	11	8
Very poor	2	1	1	1	1	1
Does not apply	6	3	2	2	3	2
Total	235	100	89	100	136	100



**Q13 How long did you wait for your consultation to start?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females	GPPS Benchmark
Less than 5 minutes	31	13	10	14	18	12	10%
6-10 minutes	81	35	21	30	57	38	
11-20 minutes	69	30	22	31	45	30	71%
21-30 minutes	31	13	14	20	16	11	
More than 30 minutes	16	7	2	3	13	9	6%
No set time	3	1	1	1	2	1	2%
<b>Total</b>	<b>231</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>151</b>	<b>100</b>	

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45	GPPS Benchmark
Less than 5 minutes	31	13	8	9	20	15	10%
6-10 minutes	81	35	23	27	53	40	
11-20 minutes	69	30	34	40	33	25	71%
21-30 minutes	31	13	10	12	20	15	
More than 30 minutes	16	7	10	12	5	4	6%
No set time	3	1	0	0	3	2	2%
<b>Total</b>	<b>231</b>	<b>100</b>	<b>85</b>	<b>100</b>	<b>134</b>	<b>100</b>	

**Q14 How do you rate waiting times?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Excellent	37	16	8	11	27	18
Very good	68	29	24	34	40	26
Good	43	19	16	23	26	17
Fair	58	25	17	24	39	26
Poor	20	9	4	6	16	11
Very poor	5	2	1	1	3	2
Does not apply	0	0	0	0	0	0
<b>Total</b>	<b>231</b>	<b>100</b>	<b>70</b>	<b>100</b>	<b>151</b>	<b>0</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Excellent	37	16	12	14	22	16
Very good	68	29	20	24	44	33
Good	43	19	16	19	26	19
Fair	58	25	22	26	33	25
Poor	20	9	11	13	9	7
Very poor	5	2	4	5	0	0
Does not apply	0	0	0	0	0	0
<b>Total</b>	<b>231</b>	<b>100</b>	<b>85</b>	<b>100</b>	<b>134</b>	<b>100</b>

<b>GPPS National Results:</b>	62% don't normally have to wait too long.
	24% have to wait a bit too long.
	7% have to wait far too long.

**Q15 Is your GP practice currently open at times that are convenient to you?**

	Males	Females	Under 45	45 and over	Total No responses	% of total
Yes	64	145	80	129	218	90
No	9	12	8	13	22	9
Don't know	2	1	2	1	3	1
<b>Total</b>	<b>75</b>	<b>158</b>	<b>90</b>	<b>143</b>	<b>243</b>	<b>100</b>

**Q16 Which of the following opening hours would make it easier to see or speak to someone?**

25 Patients answered "No" or "Don't know" to Q15 and could tick one or more box(es) for this question  
However a total of 125 patients who answered Q15, answered Q16;  
and some may answer Q15 and leave Q16 blank; and conversely some may leave Q15 blank yet answer Q16.

This table shows responses from all patients answering this question (Q16). They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
<b>Number of patients responding</b>	<b>34</b>	<b>98</b>	<b>47</b>	<b>74</b>	<b>126</b>	<b>50</b>	
Before 8am	8	14	16	6	23	12	13%
At lunchtime	4	13	4	14	18	9	6%
After 6.30pm	13	28	24	17	42	21	28%
Saturday	14	42	27	28	56	28	47%
Sunday	6	19	13	12	25	13	5%
None of these	8	25	7	26	34	17	
<b>Total responses</b>	<b>53</b>	<b>141</b>	<b>91</b>	<b>103</b>	<b>198</b>	<b>100</b>	

This table shows responses only from patients who said (Q15) the practice was not open at convenient times.  
They could tick more than one box:

	Males	Females	Under 45	45 and over	Total No responses	% of total respondents	GPPS Benchmark
<b>Number of patients responding</b>	<b>11</b>	<b>13</b>	<b>10</b>	<b>14</b>	<b>25</b>	<b>10</b>	
Before 8am	3	2	3	2	6	14	13%
At lunchtime	1	1	1	1	2	5	6%
After 6.30pm	4	9	7	6	13	31	28%
Saturday	6	7	7	6	13	31	47%
Sunday	3	5	5	3	8	19	5%
None of these	0	0	0	0	0	0	
<b>Total responses</b>	<b>17</b>	<b>24</b>	<b>23</b>	<b>18</b>	<b>42</b>	<b>100</b>	

**Q17 Is there a particular GP you usually prefer to see or speak to?**

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
Yes	60	114	57	115	180	75	61%
No	14	42	32	25	59	25	38%
There is only one doctor in my surgery	0	0	0	0	0	0	2%
<b>Total</b>	74	156	89	140	239	100	

**Q18 How often do you see or speak to the GP you prefer?**

180 Patients answered "Yes" to Q17 so prefer to speak to a particular GP  
183 Patients answered this question.

	Males	Females	Under 45	45 and over	Total No responses	% of total	GPPS Benchmark
<b>Number said "Yes" to Q17</b>	60	114	57	115	180	75	
Always or almost always	29	38	17	48	71	39	48%
A lot of the time	8	35	13	30	45	25	22%
Some of the time	16	34	23	28	52	28	24%
Never or almost never	4	9	11	2	13	7	6%
Not tried	0	2	2	0	2	1	1%
<b>Total answering this question</b>	57	118	66	108	183	100	

Again, some patients may answer Q17 that they prefer a particular GP yet leave Q18 blank;  
and conversely some may leave Q17 blank yet answer how often they speak to their preferred GP.

### Qs19 to 23 How good was the last GP you saw at each of the following?

Only patients who have seen a GP in the last 6 months should have answered this question.

Figures, except where total numbers are given, are percentages of total answering each question.

Total Patients %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	52	57	52	45	49
Good	33	30	30	34	35
Fair	13	11	11	11	12
Poor	1	1	1	3	2
Very poor	0	1	1	2	1
Does not apply	0	0	5	5	2
<b>Total number</b>	<b>231</b>	<b>223</b>	<b>229</b>	<b>229</b>	<b>228</b>

Total Number  
answering Q19:  
**231**

Tables on the following page give these results for patients who are male, female, under and over 45.

GPPS Benchmarks %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	51%	51%	43%	39%	47%
Good	37%	37%	33%	32%	36%
Fair	8%	7%	10%	13%	10%
Poor	2%	3%	3%	3%	3%
Very poor	1%	1%	1%	1%	2%
Does not apply	1%	1%	9%	11%	3%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



### Qs19 to Q23: How good was the last GP you saw at each of the following? (continued)

Only patients who have seen a GP in the last 6 months should have answered this question.

Males %	Q19 Giving you enough time?	Q20 Listening to you?	Q21 Explaining tests and treatments?	Q22 Involving you in decisions about your care?	Q23 Treating you with care and concern?
Very good	56	59	55	54	54
Good	29	28	28	29	28
Fair	13	12	12	9	13
Poor	0	0	1	1	1
Very poor	1	1	1	4	1
Does not apply	1	0	3	3	3
<b>Total number</b>	<b>70</b>	<b>68</b>	<b>69</b>	<b>69</b>	<b>69</b>
Females %					
Very good	50	55	51	42	47
Good	34	32	32	36	38
Fair	14	11	11	13	12
Poor	1	1	1	3	1
Very poor	0	1	1	1	1
Does not apply	0	0	5	5	1
<b>Total number</b>	<b>151</b>	<b>146</b>	<b>151</b>	<b>151</b>	<b>152</b>
Under 45 %					
Very good	39	41	38	37	37
Good	36	36	33	35	40
Fair	23	18	20	16	20
Poor	1	2	1	3	1
Very poor	1	2	2	5	2
Does not apply	0	0	6	3	0
<b>Total number</b>	<b>87</b>	<b>83</b>	<b>86</b>	<b>86</b>	<b>86</b>
45 and over %					
Very good	60	66	61	51	56
Good	31	27	29	33	32
Fair	7	7	6	8	8
Poor	1	0	1	2	2
Very poor	0	0	0	0	0
Does not apply	1	0	3	5	3
<b>Total number</b>	<b>134</b>	<b>131</b>	<b>133</b>	<b>134</b>	<b>133</b>

Number of Males

answering Q19:

70

Number of Females

answering Q19:

151

Number Under 45

answering Q19:

87

Number 45 and over

answering Q19:

134

NB: Not all patients answer every question, so subtotals may vary.

### Q24 Did you have confidence and trust in the GP you saw or spoke to?

Only patients who have seen a GP in the last 6 months should have answered this question.

%	Males	Females	Under 45	45 and over	% Total responses	GPPS Benchmark
Yes, definitely	70	66	54	75	68	67%
Yes, to some extent	25	30	39	22	28	26%
No, not at all	4	2	5	2	3	4%
Don't know / can't say	0	2	2	1	1	3%
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100%</b>
<b>Number answering Q24</b>	<b>67</b>	<b>150</b>	<b>85</b>	<b>130</b>	<b>224</b>	

### Qs 25 to 29: How good was the last NURSE you saw at each of the following?

Only patients who have seen a nurse in the last 6 months should have answered this question.

Figures, except where total numbers are given, are percentages of total answering each question.

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Total Patients %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	53	49	47	38	51
Good	34	36	37	40	37
Fair	7	6	8	8	5
Poor	0	1	1	1	1
Very poor	1	1	0	1	0
Does not apply	6	8	8	13	7
<b>Total Number</b>	<b>182</b>	<b>177</b>	<b>177</b>	<b>178</b>	<b>177</b>

Total Number  
answering Q25:

182

Tables on the following page give these results for patients who are male, female, under and over 45.

GPPS Benchmarks %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	45%	40%	38%	32%	41%
Good	32%	32%	30%	27%	32%
Fair	5%	6%	7%	9%	6%
Poor	1%	1%	1%	2%	1%
Very poor	*	*	*	1%	1%
Does not apply	17%	20%	23%	30%	19%
<b>Total %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

# **Qs 25 to 29: How good was the last NURSE you saw at each of the following? (continued)**

Only patients who have seen a nurse in the last 6 months should have answered this question.

Males %	Q25 Giving you enough time?	Q26 Listening to you?	Q27 Explaining tests and treatments?	Q28 Involving you in decisions about your care?	Q29 Treating you with care and concern?
Very good	49	53	45	37	51
Good	33	33	33	35	35
Fair	9	5	13	9	7
Poor	0	0	0	0	0
Very poor	0	0	0	2	0
Does not apply	9	9	9	17	7
<b>Total Number</b>	<b>57</b>	<b>55</b>	<b>55</b>	<b>54</b>	<b>55</b>
Females %					
Very good	53	46	47	0	50
Good	35	38	39	66	38
Fair	6	7	6	12	3
Poor	0	1	1	1	1
Very poor	1	1	0	0	0
Does not apply	5	7	7	20	7
<b>Total Number</b>	<b>120</b>	<b>117</b>	<b>117</b>	<b>74</b>	<b>117</b>
Under 45 %					
Very good	44	42	39	35	46
Good	39	42	40	44	36
Fair	7	7	9	6	7
Poor	0	0	1	2	1
Very poor	1	1	0	2	0
Does not apply	9	7	10	12	9
<b>Total Number</b>	<b>70</b>	<b>67</b>	<b>67</b>	<b>66</b>	<b>67</b>
45 and over %					
Very good	56	52	51	39	53
Good	32	34	36	37	38
Fair	7	6	8	10	3
Poor	0	1	0	0	0
Very poor	0	0	0	0	0
Does not apply	5	8	6	14	6
<b>Total Number</b>	<b>105</b>	<b>104</b>	<b>104</b>	<b>105</b>	<b>104</b>

Number of Males  
answering Q25:  
**57**

Number of Females  
answering Q25:  
**120**

Number Under 45  
answering Q25:  
**70**

Number 45 and over  
answering Q25:  
**105**

NB: Not all patients answer every question, so subtotals may vary.

## **Q30 Did you have confidence and trust in the Nurse you saw or spoke to?**

Only patients who have seen a nurse in the last 6 months should have answered this question.

%	Males	Females	Under 45	45 and over	% Total responses	GPPS Benchmark
Yes, definitely	67	69	65	70	68	N/A
Yes, to some extent	30	26	28	27	28	N/A
No, not at all	0	1	2	0	1	N/A
Don't know / can't say	4	4	6	3	4	N/A
<b>Total %</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>N/A</b>
<b>Number answering Q30</b>	<b>54</b>	<b>115</b>	<b>65</b>	<b>103</b>	<b>174</b>	



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

**Q31 Understand your health problems?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	179	77	53	74	124	79
Unsure	31	13	12	17	18	12
Not very well	9	4	1	1	8	5
Does not apply	12	5	6	8	6	4
<b>Total</b>	<b>231</b>	<b>100</b>	<b>72</b>	<b>100</b>	<b>156</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	179	77	66	73	111	80
Unsure	31	13	15	17	15	11
Not very well	9	4	4	4	5	4
Does not apply	12	5	5	6	7	5
<b>Total</b>	<b>231</b>	<b>100</b>	<b>90</b>	<b>100</b>	<b>138</b>	<b>100</b>

**Q32 Cope with your health problems?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	170	74	55	75	114	74
Unsure	35	15	11	15	23	15
Not very well	9	4	2	3	7	5
Does not apply	16	7	5	7	11	7
<b>Total</b>	<b>230</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>155</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	170	74	62	70	107	78
Unsure	35	15	15	17	18	13
Not very well	9	4	6	7	3	2
Does not apply	16	7	6	7	10	7
<b>Total</b>	<b>230</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>138</b>	<b>100</b>

**Q33 Keep yourself healthy?**

	Total Number	% of Total	Number Males	% Males	Number Females	% Females
Very well	149	65	45	62	103	67
Unsure	47	21	17	23	29	19
Not very well	7	3	3	4	4	3
Does not apply	25	11	8	11	17	11
<b>Total</b>	<b>228</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>153</b>	<b>100</b>

	Total Number	% of Total	Number Under 45	% Under 45	Number 45 and over	% over 45
Very well	149	65	51	57	96	71
Unsure	47	21	25	28	21	15
Not very well	7	3	3	3	4	3
Does not apply	25	11	10	11	15	11
<b>Total</b>	<b>228</b>	<b>100</b>	<b>89</b>	<b>100</b>	<b>136</b>	<b>100</b>



**Q34 Overall how would you describe your experience of your GP surgery?**

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Excellent	19	38	16	40	57	25	
Very good	32	77	41	67	109	48	51%
Good	14	25	20	19	39	17	38%
Fair	6	11	10	7	17	8	7%
Poor	0	3	1	2	4	2	3%
Very poor	0	0	0	0	0	0	1%
<b>Total</b>	<b>71</b>	<b>154</b>	<b>88</b>	<b>135</b>	<b>226</b>	<b>100</b>	<b>100%</b>

226 of the 250 patients who completed the questionnaire answered this question.

**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

	Number Males	Number Females	Number Under 45	Number 45 and over	Total Number responses	% of total	GPPS Benchmark
Yes, definitely	41	89	39	90	130	60	60%
Yes, probably	19	48	36	31	67	31	24%
No, probably not	7	5	7	5	13	6	9%
Not sure	Option not in GPAQ V3 but GPPS Benchmark given						4%
No, definitely not	0	2	1	1	2	1	2%
Don't know	0	4	2	3	5	2	2%
<b>Total</b>	<b>67</b>	<b>148</b>	<b>85</b>	<b>130</b>	<b>217</b>	<b>100</b>	<b>100%</b>

217 of the 250 patients who completed the questionnaire answered this question.

GPAQ V3 2012 Appendix: Additional Questions

*Dr Moulds & Partners  
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**Q41 Are you satisfied with the Tannoy system for calling patients?**

	Number	%
Yes	155	65.4
No	82	34.6
<b>Total</b>	<b>237</b>	

**Q42 Do you feel a Visual Display Screen in the waiting room to call patients would be an advantage?**

	Number	%
Yes	188	80.7
No	45	19.3
<b>Total</b>	<b>233</b>	

**Q43 Do you have any special communication needs? If yes please let us know of any communication difficulties you have regarding communicating with the practice and include any suggestions you may have that would help the practice to more fully meet your needs in the comments section below**

	Number	%
Yes	9	4.0
No	215	95.6
<b>Total</b>	<b>225</b>	

**Q44 Are there any additional services that you would like to see provided at the Health Centre? If yes please include your suggestions in the comments section below**

	Number	%
Yes	22	10.4
No	189	89.2
<b>Total</b>	<b>212</b>	

**Q45 Are you aware of the services the Practice Nurse offers?**

	Number	%
Yes	113	50.7
No	109	48.9
<b>Total</b>	<b>223</b>	

GPAQ V3 2012 Appendix: Additional Questions

*Dr Moulds & Partners  
GPAQ Report 2012*

**Q46 Have you raised any concerns with the Health Centre?**

	Number	%
Yes	14	6.1
No	214	93.4
<b>Total</b>	<b>229</b>	

**Q47 If yes - was it dealt with efficiently?**

	Number	%
Yes	11	52.4
No	10	47.6
<b>Total</b>	<b>21</b>	

**Q48 Have you had any problems with the repeat prescription system? If yes please give details in the comments section below**

	Number	%
Yes	25	11.4
No	194	88.2
<b>Total</b>	<b>220</b>	

**Q49 Were you aware before receiving this questionnaire that the practice had a website? (Please put any suggestions for things you would like to see on the website in the comments section below.)**

	Number	%
Yes	137	50.0
No	137	50.0
<b>Total</b>	<b>274</b>	

### **Actions proposed by PRG after discussion of Survey Results**

It was suggested by a member of the Patient Reference Group (PRG), that if the results were over 80% favourable for any question that it was pointless discussing the question further. Everyone was in agreement with this. Only questions that fell below this level were discussed further

**Q4 - If you need to see a GP urgently, can you normally get seen on the same day?** - 59% of patients, if they need to see a GP urgently, can normally be seen on the same day.

The general feeling of the PRG was that this is a little unfair- If a patient calls with an emergency they will always be given an appointment with the Duty Doctor on that day.

**Action:** None

**Q8 - Which of the following methods would you prefer to use to book appointments at your practice?** - 24% of patients would like to book online.

The PRG considered whether anything should be done. The PRG was advised that a new computer system is being installed in the summer which has the facility to allow appointments to be booked online.

**Action:** To review after the new computer system is installed.

**Q11 How quickly do you usually get seen? and Q12 How do you rate this?**  
66% of patients are normally seen by their preferred GP on the same day or next day.

One member of the PRG pointed out that there was an Inconsistency between the responses to questions 4 and 11.

Another member of the PRG suggested that there was possibly misinterpretation of these questions by patients.

**Action:** None

**Q13 How long did you wait for your consultation to start? and Q14 – How do you rate this?** - 64% consider waiting times good, very good or excellent.

The Group felt that this was satisfactory.

**Action:** None

**Q41- Are you satisfied with the tannoy system for calling patients?** -Yes 65%.  
**Q42 - Do you feel a visual display screen to call patients would be an advantage?** - Yes 80.7%.

Discussion took place to try to address the problem of difficulty hearing the Tannoy at times. It was recognised that a visual display whilst having some advantages also posed some practical difficulties eg

1. patient's would have to keep looking at screens.
2. where could screens be situated to be seen by all patients waiting
3. how many patients could a VDU screen cope with.



**Action:** To look at upgrading the tannoy system and to look into the practicalities of a Visual Display screen once the new computer system ( which has the potential to link to a VDU screen) was in place.

**Q44 – Are there any other services that you would like to see provided at the Health Centre?**

Discussion took place regarding the suggestions that were made by patients in the comments section of the Survey. PO would like to see a Healthy Heart Clinic like at Kingswood Surgery.

**Action:** No specific action agreed but the Practice will look further at the comments made by patients.

**Q45 – Are you aware of the services the Practice Nurse offers? Yes 50.7%**

**Action:** It was proposed that a leaflet be made available at reception explaining the role of a Practice Nurse in the health centre and a poster placed in the waiting area to advertise that this leaflet is available.

**Q48- Have you had any problems with the repeat prescription system? Yes 11%.**

Some members of the PRG had had problems with the repeat prescription system. The main problem was perceived as being when an item is requested but not issued ( often on the grounds that it is being requested “ too early”) It was suggested that perhaps the patient could be phoned in such circumstances but it was felt that this was not a practical proposition.

**Action:** It was proposed that a leaflet be made available at reception explaining how the repeat prescription service works and a poster placed in the waiting area to advertise that this leaflet is available. It was also agreed that the Practice would look further at these matters.

**Health Centre Opening Times**

As part of this Practice Report the PCT has asked that the Practice remind patients of Health Centre Opening Times and means of accessing services. This information is available on the Practice Website but is duplicated here for convenience.

Surgeries are held throughout most of the day between the hours of 08.50 am to 12.30pm and from 3.00pm to 5.50pm

There are also four bookable Extended Hours evening surgeries per week, between 6.30pm and 7.10pm and also on Saturday mornings 9am – 12 noon. (These are intended mainly for patients who may have difficulty getting to normal surgeries because of work commitments.)

Appointments can be made by telephone or in person.

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