

**Patient survey from SKERRYVORE PRACTICE
using the General Practice Assessment Questionnaire (GPAQ)**

Standard report and analysis for GPAQ Consultation Version 1.0

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Date: 16 March 2005

How the survey was carried out

A patient survey was carried out over a 2 week period at the beginning of February 2005. The options available to the Practice were either postal or completion after consultation. We have found from previous experience that face to face contact encourages a high response and fits in with our ethos of being patient centred. Prior to this it was agreed that a response of 50 questionnaires per GP would be required. This was achieved by asking all patients attending the surgery to complete a questionnaire sheet after their consultation. Extra staffing was provided to allow a delegated member of staff time to explain this process to the patients to ensure a good response. This proved successful with 321 out of 347 questionnaires being returned (93%). While this survey relates to the Practice as a whole each GP has also expressed a wish to have individual feedback, therefore the Practice and Office Managers have been nominated to collate these results.

Questionnaire Results

1. In the past 12 months, how many times have you seen a doctor from your Practice?

Q1. Number of visits to doctor in last 12 months	Number of responses
None	11 4%
Once or twice	76 24%
Three or four times	84 26%
Five or six times	76 24%
Seven times or more	70 22%

317 responses

Average Practice consultation rate is 4.9 per patient

2. How do you rate the way you are treated by receptionists at your Practice?

Q2. Satisfaction with receptionists	Number of responses
Very poor	0
Poor	0
Fair	2
Good	31
Very good	117
Excellent	171

321 Responses

Yet again our reception staff have proved to be one of the Practice's most valuable assets with 99% of patients recording their satisfaction

3 a How do you rate the hours that your Practice is open for appointments

Q3a. Satisfaction with opening hours	Number of responses
Very poor	0
Poor	2
Fair	14
Good	93
Very good	159
Excellent	49

317 Responses

Despite asking for alternative surgery hours eg weekends and evenings (Q3b) 95% of patients stated they were satisfied with our current opening hours

3b What additional hours would you like the Practice to be open ?

Q3b. Additional hours requested	Number of responses
Mornings	11
Lunchtime	12
Evenings	64
Weekends	64
None	186

Patients had the option of selecting more than once choice

Thinking of times when you want to see a particular Doctor

4a How quickly do you usually get to see that Doctor

Same day	103
Next working day	57
Within 2 working days	63
Within 3 working days	29
Within 4 working days	13
5 or more working days	24
Does not apply	31

320 Responses

It is difficult to interpret these results. There are several reasons why this could occur ie a part time GP or GP on annual leave. It is acknowledged that patients do wait longer for an appointment with Anne or Mhari. However it is worth noting the response to question 4b

4b How do you rate this

Q4b. Satisfaction with availability of particular doctor	Number of responses
Very poor	0
Poor	5
Fair	32
Good	81
Very good	98
Excellent	73
Does not apply	26

See Q4a - Although patients have to wait to see a particular GP, 87% of patients stated their satisfaction with this

Thinking of times when you are willing to see any doctor

5a How quickly do you usually get seen ?

Same day	206 65%
Next working day	69 22%
Within 2 working days	24
Within 3 working days	4
Within 4 working days	4
5 or more working days	0
Does not apply	9

316 Responses

87% of patients felt they were seen by any doctor within 48 hrs.

5b How do you rate this ?

Q5b. Satisfaction with availability of any doctor	Number of responses
Very poor	3
Poor	1
Fair	9
Good	57
Very good	114
Excellent	111
Does not apply	8

303 Responses

It was good to note that 98% were satisfied with the availability the Practice offered to see any GP.

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

Q6. Same day urgent availability of doctor	Number of responses
Yes	212 98%
No	6
Don't know/never needed to	100

318 Responses

7a How long do you usually have to wait at the Practice for your consultations to begin ?

Q7a. Waiting time at practice	Number of responses
5 minutes or less	11
6-10 minutes	96
11-20 minutes	154
21-30 minutes	44
More than 30 minutes	9

314 Responses

66% of patients wait more that 11 minutes to be seen.

7b How do you rate this ?

Q7b. Satisfaction with waiting times at practice	Number of responses
Very poor	1
Poor	15
Fair	71
Good	134
Very good	66
Excellent	24

Although 66% of patients wait more than 11 minutes to see the Docotr it was reassuring that 72% of patients were satisfied with this.

It was therefore decided to carry out an audit of our surgery starting times to see if this was a factor. This audit has been carried out on previous occasions without the GPs knowledge and the results of the data presented to them at a Practice Meeting. On this occasion the data was collated from our Vision Patient Database, appointments package.

	Total	On time	2-5 mins late	6-10 mins late	11-15 mins late
SRB	8	4	3	1	0
PJF	7	5	1	1	0
DD	8	6	2	0	0
ML	9	7	2	0	0
ALN	4	1	1	0	2
MF	7	2	3	2	0

COMMENT

14% of surgeries started more than 6 mins late compared to previous years of:

- 2003 28%
- 2002 71%
- 2000 74%
- 1998 45%
- 1999 56%
- 2000 27%

This audit has shown that there continues to be an improvement in our surgery starting times -well done but we will be keeping an eye from time to time on the situation !

These starting times do not correspond to the waiting times problem but it is worthwhile reviewing question 7b and acknowledging the numerous comments received from patients who felt the Doctors were approachable and took time to listen to their problems.

Thinking of times you have phoned the Practice how do you rate the following?

8a Ability to get through to the Practice on the phone ?

Q8a. Satisfaction with phoning through to practice	Number of responses
Very poor	1
Poor	0
Fair	7
Good	59
Very good	126
Excellent	119
Don't know/ never tried	5

312 Responses

97% of patients were satisfied with the ability to phone though to the Practice.

8b Ability to speak to a Doctor on the phone when you have a question or need medical advice?

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses
Very poor	0
Poor	3
Fair	17
Good	38
Very good	61
Excellent	20
Don't know/ never tried	166

305 Responses

86% of those who had phoned the Practice for advice were satisfied with the outcome.

This question asks about your usual doctor. If you do not have a usual doctor answer about the doctor at your Practice who you know best. If you don't know any of the doctors go straight to question 10

9a In general how often do you see your usual doctor

Q9a. Continuity for seeing same doctor	Number of responses
Always	29
Almost always	127
A lot of the time	58
Some of the time	62
Almost never	7
Never	2

285 Responses

75% of patients stated they usually saw the same GP, something we would encourage where possible.

9b How do you rate this ?

Q9b. Satisfaction with continuity of care	Number of responses
Very poor	1
Poor	2
Fair	21
Good	96
Very good	109
Excellent	55

284 Responses

92% were satisfied with the continuity of care they receive.

Thinking about your consultation with the Doctor today, how do you rate the following?

10a How thoroughly the doctor asked about your symptoms and how you are feeling?

Q10a. Satisfaction with doctor's questioning	Number of responses
Very poor	1
Poor	0
Fair	1
Good	42
Very good	118
Excellent	142
Does not apply	8

304 Responses

99% of patients were satisfied with the GPs questioning

10b How well the Doctor listened to what you had to say

Q10b. Satisfaction with how well doctor listens	Number of responses
Very poor	0
Poor	0
Fair	2
Good	33
Very good	112
Excellent	162
Does not apply	3

312 Responses

99% of patient were satisfied with how well the GP listened to them.

10c How well the Doctor put you at ease during your physical examination

Q10c. Satisfaction with how well doctor puts patient at ease	Number of responses
Very poor	0
Poor	0
Fair	7
Good	28
Very good	95
Excellent	136
Does not apply	45

311 Responses

97% of patients were satisfied that the Doctor put them at ease during their consultation.

10d How much the Doctor involved you in decisions about your care?

Q10d. Satisfaction with how much doctor involves patient	Number of responses
Very poor	0
Poor	0
Fair	5
Good	41
Very good	107
Excellent	128
Does not apply	28

309 Responses

98% of patients were satisfied that the Doctor involved the patient during the consultation.

10e How well the Doctor explained your problems or any treatment that you need

Q10e. Satisfaction with doctor's explanations	Number of responses
Very poor	0
Poor	0
Fair	4
Good	31
Very good	101
Excellent	156
Does not apply	21

313 Responses

99% of patients were satisfied with the explanation they received from the Doctor during their consultation.

10f The amount of time you Doctor spent with you today ?

Q10f. Satisfaction with time doctor spends	Number of responses
Very poor	0
Poor	0
Fair	4
Good	58
Very good	99
Excellent	145
Does not apply	2

308 Responses

98% of patients were happy with the time the Doctor spent with them during their consultation.

10g The doctor's patience with you questions or worries ?

Q10g. Satisfaction with doctor's patience	Number of responses
Very poor	0
Poor	0
Fair	6
Good	35
Very good	103
Excellent	160
Does not apply	7

311 Responses

98% of patients were happy that the Doctor was patient with them during their consultation.

10h The doctors caring and concern for you ?

<i>Q10h. Satisfaction with doctor's caring and concern</i>	<i>Number of responses</i>
<i>Very poor</i>	<i>0</i>
<i>Poor</i>	<i>0</i>
<i>Fair</i>	<i>6</i>
<i>Good</i>	<i>34</i>
<i>Very good</i>	<i>104</i>
<i>Excellent</i>	<i>167</i>
<i>Does not apply</i>	<i>1</i>

312 Responses

98% of patients felt the Doctor had been caring and concerned for them during their consultation.

After seeing the doctor today do you feel

11a Able to understand you problem(s) or illness?

Q11a. Ability to understand problem after visiting doctor	Number of responses
Much more than before the visit	132 54%
A little more than before the visit	76 31%
The same or less than before the visit	38 15%
Does not apply	58

304 Responses

11b Able to cope with your problem(s) or illness ?

Q11b. Ability to cope with problem after visiting doctor	Number of responses
Much more than before the visit	110 47%
A little more than before the visit	81 35%
The same or less than before the visit	44 18%
Does not apply	67

302 Responses

11c Able to keep yourself healthy ?

Q11c. Ability to keep healthy after visiting doctor	Number of responses
Much more than before the visit	87 40%
A little more than before the visit	71 33%
The same or less than before the visit	57 27%
Does not apply	81

296 Responses

12 All things considered how satisfied are you with your Practice ?

Q12. Overall satisfaction with practice	Number of responses
Completely satisfied	144
Very satisfied	127
Fairly satisfied	28
Neutral	4
Fairly dissatisfied	1
Very dissatisfied	2
Completely dissatisfied	5

311 Responses

It was pleasing to note that 96% of patients were happy with the service we provide. It is worth noting of the 7 replies that stated they were very or completely dissatisfied, that they answered all other questions as though they were happy with the service they received. It is hoped therefore that these patients have accidentally ticked the wrong box ! This is a common problem that has been discussed on a Practice Manager problem and one that has been reported to the implementers of the questionnaire.

13 Are you male/female

Q13. Sex	Number of responses
Male	135 23%
Female	177 57%

312 Responses

14 How old are you ?

Q14. Age	Number of responses
Up to 44 years old	133
45 years old and above	177
<i>Mean</i>	<i>49.5</i>

310 Responses

15. Do you have a long-standing illness, disability or infirmity ? By long standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

Q15. Long standing illness, disability or infirmity	Number of responses
Yes	161 53%
No	141 47%

302 Responses

16. Which ethnic group do you belong to ?

Q16. Ethnic group	Number of responses
White	304
Black or Black British	1
Asian or Asian British	1
Mixed	4
Chinese	0
Other ethnic group	0

310 Responses

17. Is your accommodation ?

Q17. Accommodation status	Number of responses
Owner-occupied/ mortgaged	207
Rented or other arrangements	97

304 Responses

18. Which of the following best describes you ?

Q18. Employment status	Number of responses
Employed (full/part time, self-employed)	151 48%
Unemployed	10 3%
School or full time education	11 4%
Long term sickness	25 8%
Looking after home/family	23 7%
Retired	77 25%
Other	14 5%

311 Responses

19. Are there any other comments you may have

Patient Comments

Patients were invited to leave comments at the end of the Questionnaire. The following were the main themes from these.

COMMENT	NUMBER
Stating overall satisfaction with Practice	34
Stating high praise of the Practice	31
GPs are approachable and take time to listen to problems	25
Praising our appointment availability	16
Praising members of Reception Staff	9
Praising Practice Nurses	5
Praising the fact the Practice provide own OOH – not NHS 24	3
Praising the GPs commitment to the Practice and to Orkney	2
Praising prescription for exercise referral	2
Congratulating Practice on introduction of Heart Clinic	1
Praising Obstetric care the Practice Offer	1
Praising Practice Newsletter	1
Improving the waiting room	7
Better opening times	7
Reduced waiting times	6
Improved parking facilities	4
Increased speed of referrals to specialists	3
More choice of alternative medicines	3
Inform patients on arrival if GP is running late in surgery	3
Would like the GPs to take more time to listen to problems	2
Introduction of Well Man Clinic	2
Introduction of Asthma Clinic	1
Better premises	1

This questionnaire was discussed by the Practice Team on Wednesday 16 March. As a result of this discussion the following changes were recommended.

1. We feel patients sometimes make unnecessary appointments to see the GPs for medication reviews etc. We intend to implement patient clinics where patients can be seen once a year and their condition and medication reviewed. We hope this may reduce the number of routine GP appointments that are presently required therefore increasing our appointment availability
2. Repeat Prescribing system – We have recently purchased a new patient database (Vision). We now intend to review our repeat prescribing protocol and plan a new strategy for this system. This will streamline the system which will make it easier to manage. The majority of patients will have their medicines reviewed at clinics whilst patients should have better knowledge when they need to attend for reviews.
3. We were disappointed with the number of patients who felt they did not experience a high level satisfaction after phoning the Practice to speak to a Doctor. It was decided that we should address our message book with a clearer system of informing the Doctor of the time when a patient expected a return call by.
4. Waiting room – As there is no prospect of new premises in the near future, it was decided that we should purchase new chairs for the consulting rooms and some for the end of the corridor outside our consulting rooms. This will be paid for out of our Patient Fund.
5. Waiting Times – It was decided to inform patients when they arrived if the Doctor was running late in their surgery. This would allow patients to contact someone if they were going to be late back and would help alleviate some of the stress of waiting in the waiting room.
6. Out of Hours – We remain committed to providing our own out of hours cover something our patients appear to appreciate. It was agreed that we would continue to be proactive in finding an acceptable solution for this.
7. Practice Newsletter – It was agreed that these prove to be a popular item and should be produced quarterly instead of six monthly.
8. Public Meeting – It was agreed that we should have a public meeting to feedback these results to our patients. This will take place once we have more up to date information regarding other relevant issues ie Out of hours, Hospital Cover etc.