

**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: 9 February 2006**

## **How the survey was carried out**

*A patient survey was carried out over a 3 week period at the beginning of January 2006. 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 310 out of 324 questionnaires being returned (95.6%). While this survey relates to the Practice as a whole, each GP has also expressed a wish to have individual feedback, therefore the Office Manager has been nominated to collate these results.*

*The same questionnaire was carried out by the Practice in 2005 and the data from this has also been included in the results listed below to allow comparisons to be made.*

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 (2006)	Number of responses (2005)
None	9 <b>3%</b>	<b>4%</b>
Once or twice	62 <b>20%</b>	<b>24%</b>
Three or four times	84 <b>27%</b>	<b>26%</b>
Five or six times	74 <b>24%</b>	<b>24%</b>
Seven times or more	79 <b>26%</b>	<b>22%</b>

308 responses

**Average Practice GP 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 (2006)	Number of responses (2005)
Very poor	2 <b>0.6%</b>	<b>0%</b>
Poor	0 <b>0%</b>	<b>0%</b>
Fair	1 <b>0.3%</b>	<b>1%</b>
Good	29 <b>9.2%</b>	<b>10%</b>
Very good	112 <b>35.5%</b>	<b>36%</b>
Excellent	172 <b>54.4%</b>	<b>53%</b>

316 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, which is the same as last year.***

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

Q3a. Satisfaction with opening hours	Number of responses (2006)	Number of responses (2005)
Very poor	1 <b>0.3%</b>	<b>0%</b>
Poor	1 <b>0.3%</b>	<b>1%</b>
Fair	15 <b>4.9%</b>	<b>5%</b>
Good	85 <b>27.6%</b>	<b>29%</b>
Very good	151 <b>49%</b>	<b>50%</b>
Excellent	55 <b>17.9%</b>	<b>15%</b>

*308 responses*

***Despite asking for alternative surgery hours eg weekends and evenings (Q3b) 94.5% of patients stated they were satisfied with our current opening hours which is similar to last year (95%)***

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

Q3b. Additional hours requested	Number of responses (2006)	Number of responses (2005)
Mornings	5 <b>1.6%</b>	<b>3%</b>
Lunchtime	12 <b>3.8%</b>	<b>4%</b>
Evenings	60 <b>18.9%</b>	<b>19%</b>
Weekends	58 <b>18.3%</b>	<b>19%</b>
None	182 <b>57.4%</b>	<b>55%</b>

*317 responses*

**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

Q4a. Usually get to see the Doctor...	Number of responses (2006)	Number of responses (2005)
Same day	113 <b>35.9%</b>	<b>32%</b>
Next working day	67 <b>21.2%</b>	<b>18%</b>
Within 2 working days	51 <b>16.2%</b>	<b>20%</b>
Within 3 working days	11 <b>3.5%</b>	<b>9%</b>
Within 4 working days	11 <b>3.5%</b>	<b>4%</b>
5 or more working days	18 <b>5.7%</b>	<b>7%</b>
Does not apply	44 <b>14%</b>	<b>10%</b>

*315 responses*

***It is difficult to interpret these results. We strive hard to have numerous free appointments available each day. There are several reasons why these results could occur eg a part time GP, a GP on annual leave or the time of day that a patient has phoned in for an appointment. On the day appointment availability is fewer by mid afternoon when demand has lessened. It is acknowledged that patients do wait longer for an appointment with a female GP. 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 (2006)	Number of responses (2005)
Very poor	1 <b>0.3%</b>	<b>0%</b>
Poor	2 <b>0.7%</b>	<b>2%</b>
Fair	19 <b>6.1%</b>	<b>10%</b>
Good	48 <b>15.5%</b>	<b>26%</b>
Very good	88 <b>28.4%</b>	<b>31%</b>
Excellent	111 <b>35.8%</b>	<b>23%</b>
Does not apply	41 <b>13.2%</b>	<b>8%</b>

310 responses

**See Q4a - Although patients have to wait to see a particular GP, 91.8% of patients stated their satisfaction with this, an increase from 87% from last year.**

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

#### 5a How quickly do you usually get seen ?

Q5a. Usually seen...	Number of responses (2006)	Number of responses (2005)
Same day	225 <b>71.9%</b>	<b>65%</b>
Next working day	54 <b>17.3%</b>	<b>22%</b>
Within 2 working days	15 <b>4.8%</b>	<b>8%</b>
Within 3 working days	2 <b>0.6%</b>	<b>1%</b>
Within 4 working days	0 <b>0%</b>	<b>1%</b>
5 or more working days	4 <b>1.3%</b>	<b>0%</b>
Does not apply	13 <b>4.1%</b>	<b>3%</b>

313 responses

**98% of patients felt they were seen by any doctor within 48 hrs an increase from 87% from last year.**

**5b How do you rate this ?**

Q5b. Satisfaction with availability of any doctor	Number of responses (2006)	Number of responses (2005)
Very poor	2 <b>0.7%</b>	<b>1%</b>
Poor	1 <b>0.4%</b>	<b>0.5%</b>
Fair	3 <b>1.0%</b>	<b>3%</b>
Good	33 <b>10.8%</b>	<b>19%</b>
Very good	93 <b>30.5%</b>	<b>38%</b>
Excellent	162 <b>53.1%</b>	<b>36%</b>
Does not apply	11 <b>3.5%</b>	<b>2.5%</b>

*305 Responses*

**It was good to note that 98% were satisfied with the availability the Practice offered to see any GP which is the same as last year.**

**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 (2006)	Number of responses (2005)
Yes	219 <b>70.2%</b>	<b>67%</b>
No	5 <b>1.6%</b>	<b>2%</b>
Don't know/never needed to	88 <b>28.2%</b>	<b>31%</b>

*312 responses*

***Of the patients who had experience of this we were pleased to note that 97.7% of patients felt they could be seen on the same day if they needed to see a GP urgently. All patients will be seen by a GP on the same day if they state they have an urgent medical problem.***

**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 (2006)	Number of responses (2005)
5 minutes or less	21 <b>6.8%</b>	<b>4%</b>
6-10 minutes	97 <b>31.3%</b>	<b>30%</b>
11-20 minutes	148 <b>47.7%</b>	<b>49%</b>
21-30 minutes	33 <b>10.7%</b>	<b>14%</b>
More than 30 minutes	11 <b>3.5%</b>	<b>3%</b>

*310 responses*

***61.9% of patients wait more than 11 minutes to be seen. This is a slight drop on last year from 66% but we are still striving to improve this area..***

**7b How do you rate this ?**

Q7b. Satisfaction with waiting times at practice	Number of responses (2006)	Number of responses (2005)
Very poor	3 <b>1%</b>	<b>0.5%</b>
Poor	5 <b>1.6%</b>	<b>5%</b>
Fair	71 <b>23.2%</b>	<b>23%</b>
Good	126 <b>41.2%</b>	<b>43%</b>
Very good	74 <b>24.2%</b>	<b>21%</b>
Excellent	27 <b>8.8%</b>	<b>7.5%</b>

*306 responses*

***Although 61.9% of patients wait more than 11 minutes to see the Doctor it was reassuring that 74.2% of patients were satisfied with this.***

**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 (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0.3%</b>
Poor	0 <b>0%</b>	<b>0%</b>
Fair	5 <b>1.6%</b>	<b>2.2%</b>
Good	49 <b>15.6%</b>	<b>18.7%</b>
Very good	127 <b>40.3%</b>	<b>39.7%</b>
Excellent	129 <b>40.9%</b>	<b>37.5%</b>
Don't know/ never tried	5 <b>1.6%</b>	<b>1.6%</b>

*315 responses*

**98% of patients were satisfied with the ability to phone though to the Practice which is the same as last year.**

**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 (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	1 <b>0.3%</b>	<b>1%</b>
Fair	4 <b>1.3%</b>	<b>6%</b>
Good	41 <b>13.4%</b>	<b>12%</b>
Very good	62 <b>20.2%</b>	<b>20%</b>
Excellent	39 <b>12.7%</b>	<b>7%</b>
Don't know/ never tried	160 <b>52.1%</b>	<b>54%</b>

*307 responses*

**96.4% of those who had phoned the Practice for advice were satisfied with the outcome. This was an increase from 86% from last year. We are particularly pleased with this increase, as we implemented changes to our office procedures for dealing with patients who wanted to speak to a GP on the phone after last years questionnaire result.**

**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 (2006)	Number of responses (2005)
Always	39 <b>13.9%</b>	<b>10%</b>
Almost always	123 <b>43.9%</b>	<b>45%</b>
A lot of the time	68 <b>24.3%</b>	<b>20%</b>
Some of the time	40 <b>14.3%</b>	<b>22%</b>
Almost never	9 <b>3.2%</b>	<b>2%</b>
Never	1 <b>0.4%</b>	<b>1%</b>

*280 responses*

**82.1% of patients stated they usually saw the same GP. This is an increase from 75% last year and is something we have been actively encouraging where possible, especially for patients who have on going medical problems.**

**9b How do you rate this ?**

Q9b. Satisfaction with continuity of care	Number of responses (2006)	Number of responses (2005)
Very poor	1 <b>0.4%</b>	<b>1%</b>
Poor	3 <b>1%</b>	<b>1%</b>
Fair	12 <b>4.4%</b>	<b>7%</b>
Good	72 <b>25.9%</b>	<b>34%</b>
Very good	118 <b>42.4%</b>	<b>38%</b>
Excellent	72 <b>25.9%</b>	<b>19%</b>

*278 responses*

**94.2% were satisfied with the continuity of care they receive, a slight increase from 92% last year.**

**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 (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0.5%</b>
Poor	1 <b>0.3%</b>	<b>0%</b>
Fair	5 <b>1.6%</b>	<b>0.5%</b>
Good	33 <b>10.6%</b>	<b>13%</b>
Very good	106 <b>34%</b>	<b>38%</b>
Excellent	153 <b>49%</b>	<b>46%</b>
Does not apply	14 <b>4.5%</b>	<b>2%</b>

*312 responses*

**97.9% of patients who responded were satisfied with the GPs questioning a slight drop from 99% last year.**

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

Q10b. Satisfaction with how well doctor listens	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	2 <b>0.65%</b>	<b>0%</b>
Fair	2 <b>0.65%</b>	<b>1%</b>
Good	25 <b>8%</b>	<b>10%</b>
Very good	109 <b>34.9%</b>	<b>36%</b>
Excellent	169 <b>54.2%</b>	<b>52%</b>
Does not apply	5 <b>1.6%</b>	<b>1%</b>

*312 responses*

**99% of patient were satisfied with how well the GP listened to them, the same as last year.**

**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 (2006)	Number of responses (2005)
Very poor	1 <b>0.3%</b>	<b>0%</b>
Poor	0 <b>0%</b>	<b>0%</b>
Fair	3 <b>1%</b>	<b>2%</b>
Good	24 <b>7.7%</b>	<b>9%</b>
Very good	89 <b>28.4%</b>	<b>31%</b>
Excellent	145 <b>46.3%</b>	<b>44%</b>
Does not apply	51 <b>16.3%</b>	<b>14%</b>

*313 responses*

**98.4% of patients were satisfied that the Doctor put them at ease during their consultation, a slight increase from 97% last year.**

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

Q10d. Satisfaction with how much doctor involves patient	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	0 <b>0%</b>	<b>0%</b>
Fair	1 <b>0.3%</b>	<b>2%</b>
Good	39 <b>12.7%</b>	<b>13%</b>
Very good	93 <b>30.3%</b>	<b>35%</b>
Excellent	139 <b>45.3%</b>	<b>41%</b>
Does not apply	35 <b>11.4%</b>	<b>9%</b>

*307 responses*

**99.6% of patients were satisfied that the Doctor involved the patient during the consultation, a slight increase from 98% last year.**

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

Q10e. Satisfaction with doctor's explanations	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	0 <b>0%</b>	<b>0%</b>
Fair	6 <b>1.9%</b>	<b>1%</b>
Good	31 <b>9.9%</b>	<b>10%</b>
Very good	87 <b>27.9%</b>	<b>32%</b>
Excellent	170 <b>54.5%</b>	<b>50%</b>
Does not apply	18 <b>5.8%</b>	<b>7%</b>

*312 responses*

**98% of patients were satisfied with the explanation they received from the Doctor during their consultation, a slight drop from 99% last year.**

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

Q10f. Satisfaction with time doctor spends	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	1 <b>0.3%</b>	<b>0%</b>
Fair	3 <b>1%</b>	<b>1%</b>
Good	46 <b>15.2%</b>	<b>19%</b>
Very good	111 <b>36.6%</b>	<b>32%</b>
Excellent	138 <b>45.6%</b>	<b>47%</b>
Does not apply	4 <b>1.3%</b>	<b>1%</b>

*303 responses*

**98.6% of patients were happy with the time the Doctor spent with them during their consultation, which was the same as last year.**

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

Q10g. Satisfaction with doctor's patience	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	1 <b>0.3%</b>	<b>0%</b>
Fair	3 <b>1%</b>	<b>2.5%</b>
Good	27 <b>8.7%</b>	<b>11%</b>
Very good	95 <b>30.5%</b>	<b>33%</b>
Excellent	172 <b>55.3%</b>	<b>51%</b>
Does not apply	13 <b>4.2%</b>	<b>2.5%</b>

*311 responses*

**98.6% of patients were happy that the Doctor was patient with them during their consultation, which was the same as last year.**

**10h The doctors caring and concern for you ?**

Q10h. Satisfaction with doctor's caring and concern	Number of responses (2006)	Number of responses (2005)
Very poor	0 <b>0%</b>	<b>0%</b>
Poor	1 <b>0.3%</b>	<b>0%</b>
Fair	3 <b>1%</b>	<b>2.5%</b>
Good	25 <b>8%</b>	<b>11%</b>
Very good	89 <b>28.6%</b>	<b>33%</b>
Excellent	186 <b>59.8%</b>	<b>53%</b>
Does not apply	7 <b>2.3%</b>	<b>0.5%</b>

*311 responses*

**98.6% of patients felt the Doctor had been caring and concerned for them during their consultation, again the same as last year.**

**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 (2006)	Number of responses (2005)
Much more than before the visit	116 <b>38.2%</b>	<b>43%</b>
A little more than before the visit	64 <b>21.1%</b>	<b>25%</b>
The same or less than before the visit	49 <b>16.1%</b>	<b>13%</b>
Does not apply	75 <b>24.6%</b>	<b>19%</b>

*304 responses*

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

Q11b. Ability to cope with problem after visiting doctor	Number of responses (2006)	Number of responses (2005)
Much more than before the visit	119 <b>39.4%</b>	<b>36%</b>
A little more than before the visit	58 <b>19.2%</b>	<b>27%</b>
The same or less than before the visit	57 <b>18.9%</b>	<b>15%</b>
Does not apply	68 <b>22.5%</b>	<b>22%</b>

*302 responses*

**11c Able to keep yourself healthy ?**

Q11c. Ability to keep healthy after visiting doctor	Number of responses (2006)	Number of responses (2005)
Much more than before the visit	94 <b>31.5%</b>	<b>29%</b>
A little more than before the visit	55 <b>18.5%</b>	<b>25%</b>
The same or less than before the visit	62 <b>20.8%</b>	<b>19%</b>
Does not apply	87 <b>29.2%</b>	<b>27%</b>

*298 responses*

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

Q12. Overall satisfaction with practice	Number of responses (2006)	Number of responses (2005)
Completely satisfied	168 <b>53.8%</b>	<b>46%</b>
Very satisfied	109 <b>35%</b>	<b>42%</b>
Fairly satisfied	19 <b>6%</b>	<b>9%</b>
Neutral	3 <b>1%</b>	<b>1%</b>
Fairly dissatisfied	0 <b>0%</b>	<b>0.25%</b>
Very dissatisfied	1 <b>0.3%</b>	<b>0.5%</b>
Completely dissatisfied	12 <b>3.9%</b>	<b>1.25%</b>

*312 responses*

***It was pleasing to note that 94.8% of patients were happy with the service we provide. This is a slight drop from last year of 97% but it is worth noting again that of the 13 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 problem that occurs on the questionnaire sheet as the tick boxes in this section are reversed. This questionnaire is a nationally recognised one which we have to use and this problem has been discussed on a Practice Manager website forum and is one that that many Practices have been experiencing and the problem continues to be reported to the implementers of the questionnaire.***

## 13 Are you male/female

Q13. Sex	Number of responses (2006)	Number of responses (2005)
Male	106 <b>34.6%</b>	<b>43%</b>
Female	200 <b>65.4%</b>	<b>57%</b>

*306 responses*

#### 14 How old are you ?

Q14. Age	Number of responses (2006)	Number of responses (2005)
Up to 44 years old	130 <b>42.9%</b>	<b>43%</b>
45 years old and above	173 <b>57.1%</b>	<b>57%</b>
<i>Mean</i>	<i>48.7</i>	<i>49.5</i>

*303 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 (2006)	Number of responses (2005)
Yes	166 <b>55%</b>	<b>53%</b>
No	134 <b>45%</b>	<b>47%</b>

*300 responses*

#### 16. Which ethnic group do you belong to ?

Q16. Ethnic group	Number of responses (2006)	Number of responses (2005)
White	306 <b>99.4%</b>	<b>98%</b>
Black or Black British	0 <b>0%</b>	<b>0.5%</b>
Asian or Asian British	1 <b>0.3%</b>	<b>0.5%</b>
Mixed	1 <b>0.3%</b>	<b>1%</b>
Chinese	0 <b>0%</b>	<b>0%</b>
Other ethnic group	0 <b>0%</b>	<b>0%</b>

*308 responses*

### 17. Is your accommodation ?

Q17. Accommodation status	Number of responses (2006)	Number of responses (2005)
Owner-occupied/ mortgaged	208 <b>68.4%</b>	<b>68%</b>
Rented or other arrangements	96 <b>31.6%</b>	<b>32%</b>

*304 responses*

### 18. Which of the following best describes you ?

Q18. Employment status	Number of responses (2006)	Number of responses (2005)
Employed (full/part time, self-employed)	166 <b>54.1%</b>	<b>48%</b>
Unemployed	4 <b>1.3%</b>	<b>3%</b>
School or full time education	9 <b>2.9%</b>	<b>4%</b>
Long term sickness	32 <b>10.4%</b>	<b>8%</b>
Looking after home/family	16 <b>5.2%</b>	<b>7%</b>
Retired	69 <b>22.5%</b>	<b>25%</b>
Other	11 <b>3.6%</b>	<b>5%</b>

*307 responses*

## 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.

<b>POSITIVE COMMENTS</b>	<b>NUMBER</b>
Stating overall satisfaction with Practice	32
Stating high praise of the Practice	17
Standard of care is superior compared to other Practices	6
GPs are approachable and take time to listen to problems	17
Practice is Friendly	14
Practice Strives to provide good services	1
Practice has a caring attitude	17
Praising Female GPs	3
Praising all GPs	10
Practice is well run & efficient	3
Practice cares for family as a whole	4
Praise continuity & ability to see the same doctors	4
Praising our appointment availability	11
Praising members of Reception Staff	9
Praising Practice Nurses	3
Praising the fact the Practice provide own OOH	1
Praising the GPs commitment to the Practice and to Orkney	2
Praising prescription for exercise referral	1
Praising Repeat Prescribing policy	1
Praising the referral system of other NHS services	1
Praising Obstetric care the Practice Offer	1
<b>SUGGESTED IMPROVEMENTS</b>	
Improving the waiting room	3
Improve Tannoy System	1
Improve music that is played in waiting area	2
Toys in waiting room could be washed more frequently	1

Better opening times	6
Reduced waiting times	3
Improved parking facilities	9
Wish to see improved waiting time to see specialists	3
More choice of alternative medicines	2
Explain medical problems in less medical terms	1
Would like the GPs to take more time to listen to problems	3
Introduction of Well Man Clinic	1
Have photo of doctors at reception to help patients know who they see	1
Give NHS Staff pay better	1
Patient angry they had got letter re misuse of services - should not happen ?	1
Patients complained disabled relative was refused visit and asked to come in	1
Patients receive conflicting advice from different GPs	1
New Premises needed	4
Young GPs are too cheeky !	1

**This questionnaire was discussed by the Practice Team on Tuesday 21 February. As a result of this discussion the following changes were recommended.**

Our last practice report was compiled in 2003. At that time our average GP consultation rate per year per patient was 4.9. The Practice Manager plans to collate figures for a report for 2005. It is our intention to review the consultation rate per patient once figures are available. 4.9 is higher than the Scottish average, and we may need to review our working practices to ascertain if we can reduce this.

It was reassuring that 94.5% of patients were satisfied with our current opening hours. We are however aware that we could offer more surgery time for those people who work and have implemented a new timetable. This will allow for extra early morning and lunchtime consulting each week. As we are unique from the majority of other Practices in the UK by providing our own out of hours cover we hope our patients will understand our reluctance to work any later into the evening but this will be reviewed in six months time once we ascertain how our new timetable is working. We do offer an emergency surgery on a Saturday morning, and as we already are on call will not be offering any routine appointments over a weekend in the foreseeable future.

It is acknowledged that the GPs are often running more than 11 minutes late in their surgeries. Discussions have taken place regarding this. It has been widely acknowledged by patients that they find the GPs approachable and they feel the GPs take time to listen to their problems. This can result in a routine 10 minute appointment taking slightly longer depending on a patient's circumstances. We do have regular breaks in the surgeries to allow catch up to occur. It would be ideal if we could offer every patient a 15 minute appointment but this would result in less appointment availability, something which is highly valued. We have therefore adjusted our timetable slightly to try and improve the situation and the GPs are endeavouring to start their surgeries on time. This will be secretly audited soon and the results will be produced at a practice meeting.

We were delighted to note an increase in the satisfaction of patients who had phoned the GPs for advice. We plan to enhance this further by instigating an electronic message book, which the GPs can access from their consulting rooms.

We are actively encouraging patients to see the same GP if they have a recurring medical problem. The GPs encourage patients to come back and see them personally to allow continuity to occur. It has been agreed that when patients contact the Practice for an appointment, the receptionists will ask "which GP do you normally see" so that patients can be booked into the appropriate GP's surgery.

We continue to be unhappy with wording of questions 11a – 11c. We feel there is a vast difference between feeling you know the same after a consultation from feeling you know less. We will report this to the makers of the questionnaire.

As part of the comments from suggested improvements, it was agreed that it would be a good idea to have photo's of the GPs at the reception desk, and the Office Manager is going to organise this.

We are fully aware that our premises are now out of date and in severe need of refurbishment. We remain hopeful that now Heilendi Family Medical Practice has opened that extra space and reconstruction of areas within our current building can occur. We have approached the Health Board to request that an urgent meeting take place by the middle of March so that negotiations can begin. Areas for discussion will also include the waiting area, parking etc.

Feedback of this questionnaire was given to Karen Moir, Assistant Director of Primary Care Services on Tuesday 29 February 2006.