

Patient Survey Results Analysis Detail



Silverdale & Ryecroft Practice

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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)	177	74.7%
Good (75)	42	17.7%
Satisfactory (50)	15	6.3%
Poor (25)	1	0.4%
Very poor (0)	2	0.8%
Does not apply	1	
Did not answer	5	
Total	243	

Good	Not Good
92.4%	7.6%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	196	83.1%
Good (75)	32	13.6%
Satisfactory (50)	6	2.5%
Poor (25)	1	0.4%
Very poor (0)	1	0.4%
Does not apply	1	
Did not answer	6	
Total	243	

Good	Not Good
96.6%	3.4%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	183	79.2%
Good (75)	38	16.5%
Satisfactory (50)	7	3.0%
Poor (25)	2	0.9%
Very poor (0)	1	0.4%
Does not apply	3	
Did not answer	9	
Total	243	

Mean scores for Q3	
Your patients	93.3
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	95.7%	4.3%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	174	74.0%
Good (75)	43	18.3%
Satisfactory (50)	14	6.0%
Poor (25)	2	0.9%
Very poor (0)	2	0.9%
Does not apply	3	
Did not answer	5	
Total	243	

Mean scores for Q4	
Your patients	91.0
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	92.3%	7.7%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	170	73.6%
Good (75)	44	19.0%
Satisfactory (50)	14	6.1%
Poor (25)	3	1.3%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	8	
Total	243	

Good	Not Good
92.6%	7.4%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	164	71.6%
Good (75)	44	19.2%
Satisfactory (50)	19	8.3%
Poor (25)	2	0.9%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	10	
Total	243	

Good	Not Good
90.8%	9.2%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	149	68.0%
Good (75)	57	26.0%
Satisfactory (50)	11	5.0%
Poor (25)	2	0.9%
Very poor (0)	0	0.0%
Does not apply	11	
Did not answer	13	
Total	243	

Mean scores for Q7	
Your patients	90.3
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	94.1%	5.9%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	169	75.8%
Good (75)	42	18.8%
Satisfactory (50)	10	4.5%
Poor (25)	2	0.9%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	11	
Total	243	

Good	Not Good
94.6%	5.4%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	208	89.7%
Yes, to some extent (50)	22	9.5%
No, not at all (0)	2	0.9%
Don't know / can't say	0	
Did not answer	11	
Total	243	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.1%	0.9%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	208	90.8%
Yes, to some extent (50)	19	8.3%
No, not at all (0)	2	0.9%
Don't know / can't say	3	
Did not answer	11	
Total	243	

Yes	No
99.1%	0.9%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	224	97.8%
No (0)	5	2.2%
Did not answer	14	
Total	243	

Yes	No
97.8%	2.2%

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)	157	68.0%
Fairly helpful (66)	67	29.0%
Not very helpful (33)	6	2.6%
Not at all helpful (0)	1	0.4%
Don't know	4	
Did not answer	8	
Total	243	

Mean scores for Q12	
Your patients	88.0
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	97.0%	3.0%

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)	73	31.9%
Fairly easy (66)	130	56.8%
Not very easy (33)	21	9.2%
Not at all easy (0)	5	2.2%
Don't know	1	
Haven't tried	7	
Did not answer	6	
Total	243	

Mean scores for Q13	
Your patients	72.4
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	88.6%	11.4%

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)	27	20.0%
Fairly easy (66)	60	44.4%
Not very easy (33)	35	25.9%
Not at all easy (0)	13	9.6%
Don't know	18	
Haven't tried	82	
Did not answer	8	
Total	243	

Mean scores for Q14	
Your patients	57.9
GPAQ Mean	69.9

Easy	Not Easy
64.4%	35.6%

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

Answer	Count	Percentage
Yes	136	71.2%
No	55	28.8%
Don't know / never needed to	43	
Did not answer	9	
Total	243	

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

Answer	Count	Percentage
Important	207	88.8%
Not important	26	11.2%
Did not answer	10	
Total	243	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	84	37.3%
Fairly easy (66)	107	47.6%
Not very easy (33)	31	13.8%
Not at all easy (0)	3	1.3%
Don't know	1	
Haven't tried	10	
Did not answer	7	
Total	243	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	84.9%	15.1%

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

Answer	Count	Percentage
In person	72	25.9%
By phone	184	66.2%
Online	18	6.5%
Doesn't apply	4	1.4%
Did not answer	9	
Total	287	

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

Answer	Count	Percentage
In person	89	28.2%
By phone	178	56.3%
Online	47	14.9%
Doesn't apply	2	0.6%
Did not answer	10	
Total	326	

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	34	14.7%
2-4 days	55	23.7%
5 days or more	117	50.4%
I don't usually need to be seen quickly	11	4.7%
Don't know, never tried	15	6.5%
Did not answer	11	
Total	243	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	34	14.8%
Very good (80)	60	26.2%
Good (60)	62	27.1%
Satisfactory (40)	49	21.4%
Poor (20)	20	8.7%
Very poor (0)	4	1.7%
Does not apply	5	
Did not answer	9	
Total	243	

Mean scores for Q21	
Your patients	62.4
GPAQ Mean	70.7

Good	Not Good
68.1%	31.9%

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	90	38.8%
2-4 days	81	34.9%
5 days or more	41	17.7%
I don't usually need to be seen quickly	5	2.2%
Don't know, never tried	15	6.5%
Did not answer	11	
Total	243	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	47	21.0%
Very good (80)	70	31.3%
Good (60)	58	25.9%
Satisfactory (40)	31	13.8%
Poor (20)	17	7.6%
Very poor (0)	1	0.4%
Does not apply	10	
Did not answer	9	
Total	243	

Good	Not Good
78.1%	21.9%

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	18.9%
5 - 10 minutes	84	38.7%
11 - 20 minutes	52	24.0%
21 - 30 minutes	30	13.8%
More than 30 minutes	9	4.1%
There was no set time for my consultation	1	0.5%
Did not answer	26	
Total	243	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	36	16.3%
Very good (80)	45	20.4%
Good (60)	55	24.9%
Satisfactory (40)	54	24.4%
Poor (20)	22	10.0%
Very poor (0)	9	4.1%
Does not apply	0	
Did not answer	22	
Total	243	

Mean scores for Q25	
Your patients	59.3
GPAQ Mean	67.8

Good	Not Good
61.5%	38.5%

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

Answer	Count	Percentage
Yes	205	92.8%
No	16	7.2%
Don't know	8	
Did not answer	14	
Total	243	

Yes	No
92.8%	7.2%

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	15	10.3%
At lunchtime	25	17.1%
After 6.30pm	36	24.7%
On a Saturday	37	25.3%
On a Sunday	18	12.3%
None of these	15	10.3%
Did not answer	145	
Total	291	

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

Answer	Count	Percentage
Yes	143	63.0%
No	84	37.0%
There is usually only one doctor in my surgery	1	
Did not answer	15	
Total	243	

Yes	No
63.0%	37.0%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	55	33.3%
A lot of the time (66)	48	29.1%
Some of the time (33)	56	33.9%
Never or almost never (0)	6	3.6%
Not tried at this GP practice	13	
Did not answer	65	
Total	243	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	62.4%	37.6%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	110	68.3%
Good (75)	43	26.7%
Satisfactory (50)	7	4.3%
Poor (25)	1	0.6%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	73	
Total	243	

Good	Not Good
95.0%	5.0%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	107	67.3%
Good (75)	43	27.0%
Fair (50)	9	5.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	79	
Total	243	

Mean scores for Q31	
Your patients	90.4
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	94.3%	5.7%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	103	64.4%
Good (75)	45	28.1%
Fair (50)	12	7.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	79	
Total	243	

Mean scores for Q32	
Your patients	89.2
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	92.5%	7.5%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	102	66.2%
Good (75)	43	27.9%
Fair (50)	9	5.8%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	80	
Total	243	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	94.2%	5.8%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	93	62.8%
Good (75)	41	27.7%
Fair (50)	14	9.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	13	
Did not answer	82	
Total	243	

Mean scores for Q34	
Your patients	88.3
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	90.5%	9.5%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	89	64.0%
Good (75)	37	26.6%
Fair (50)	12	8.6%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	20	
Did not answer	84	
Total	243	

Good	Not Good
90.6%	9.4%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	152	98.1%
No (0)	3	1.9%
Did not answer	88	
Total	243	

Yes	No
98.1%	1.9%

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)	191	83.0%
Unsure (50)	31	13.5%
Not very well (0)	8	3.5%
Does not apply	9	
Did not answer	4	
Total	243	

Mean scores for Q37	
Your patients	89.8
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	188	81.7%
Unsure (50)	33	14.3%
Not very well (0)	9	3.9%
Does not apply	9	
Did not answer	4	
Total	243	

Mean scores for Q38	
Your patients	88.9
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	171	78.8%
Unsure (50)	38	17.5%
Not very well (0)	8	3.7%
Does not apply	16	
Did not answer	10	
Total	243	

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)	84	35.0%
Very good (80)	101	42.1%
Good (60)	41	17.1%
Fair (40)	11	4.6%
Poor (20)	1	0.4%
Very poor (0)	2	0.8%
Did not answer	3	
Total	243	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	94.2%	5.8%

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)	161	68.5%
Yes, probably (66)	69	29.4%
No, probably not (33)	4	1.7%
No, definitely not (0)	1	0.4%
Don't know	5	
Did not answer	3	
Total	243	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	97.9%	2.1%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	77	31.8%
Female	165	68.2%
Did not answer	1	
Total	243	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	8	3.3%
16 to 44	74	30.5%
45 to 64	65	26.7%
65 to 74	39	16.0%
75 and over	57	23.5%
Did not answer	0	
Total	243	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	162	71.4%
No	65	28.6%
Don't know / never needed to	12	
Did not answer	4	
Total	243	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	232	96.7%
Black or Black British	2	0.8%
Asian or Asian British	0	0.0%
Mixed	3	1.3%
Chinese	0	0.0%
Other ethnic group	3	1.3%
Did not answer	3	
Total	243	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	93	38.6%
Unemployed / looking for work	4	1.7%
At school or in full time education	12	5.0%
Unable to work due to long term sickness	16	6.6%
Looking after your home/family	11	4.6%
Retired from paid work	99	41.1%
Other	6	2.5%
Did not answer	2	
Total	243	

Comments

I am very happy with the care I receive

Excellent overall

Better time keeping for your appointments

Overall excellent practice service. Everyone friendly, only problem is sometimes having to wait for your own particular doctor

My comments also include the staff includes those in reception, have no complaints what so ever.

Always happy to see any doctor. They all are very good.

Excellent patient care

Both the Silverdale practice and the Ryecroft practice have always been very efficient and helpful whenever I have needed to see either a doctor or nurse

Considering everything the surgery deals with I think they do very good work.

Phone lines should open at 8am, but nearly always 5 minutes past. Then when you get through you are asked to wait while the computers open up. Surely staff should do this before 8am

My Doctor is excellent

Silverdale has got the best doctors we have had for years. Everyone is helpful, friendly and caring.

Just sometimes the type of music played, fairly loudly, is not really conducive to the, largely elderly, cohort of patients waiting. Who are probably in poor health

Overall it is an excellent practice and I feel lucky to be a patient of the practice.

Re. Q12. Sometimes receptionist is not the usual one and is not quite as good as the regular one. Apart from this visit, I only come here with my wife so I am not a regular user of these facilities. But what I see when my wife is here is all very good.

Other than having to wait to see your usual doctor the surgery is excellent

Re-arrange the children's play area to a different corner of the room. This would allow for easier flow/movement for patients when surgery is busy i.e. flu jabs etc...

Main concern- Lack of continuity- see different GP each time make appointment. Don't feel that there is an overview or follow up for any of my health issues / problems. Having said that everyone (all staff) extremely pleasant and helpful.

I go to work. It is very difficult sometimes to find time to see the GP/Nurse as early/late appointments are not always available. As a general matter I feel people in work and not as well served regarding suitable timed access to services as they could be. Also it is a nonsense to suggest that follow up appointments can't be booked beyond 2 weeks into the future.

I am overall very happy with my GP and the care I receive.

Having to wait up to 2 weeks to see my doctor

Overall very happy every time I've needed to visit the doctors

Waiting time to be seen very poor

Its also very easy to park, if not on the surgery car park I park on the one nearby

Dr Knowles is very understanding with any problems excellent doctor.

I visit both Ryecroft and Silverdale practice and I am totally satisfied with everything. Everyone is very friendly and helpful. Thanks for all you do.

Very clean and tidy practice, friendly staff and very satisfied

On a whole the practice is adequate. Although some of the GP's seem disinterested in their patients there are other GPs who are more compassionate to delicate situations and address patients with more interest and humanity.

Can be difficult to get appointments in less than a week.

Excellent doctors. Sometimes receptionist brusque. Sometimes have to wait to long to see GP of choice. Lovely nurses

Very good-Overall

Some of receptionists short with patients- attitude on the whole staff very good. Ryecroft seating not easy to get out of (better chairs with arms required). Compared with what we hear from friends, relatives other practices, this we're in very good. Lets hope it remains with high standards

Overall-Very good

Good service when needed. Good selection of doctors with varying specialties. Other services to hand i.e. physiotherapy, clinical nurse. Good spread of opening hours and situated in the centre of the village. Excellent PPG group.

Not seen Dr Knowles for a while but very pleased with service given- very pleased with the doctors I've seen. Very pleased with doctor I've seen concerning my Grand Daughter and am still seeing (Dr Scott). Excellent care and understanding. Very efficient receptionists too.

My experience of using the Silverdale surgery seems to be a lot better then Ryecroft

Find all personnel helpful and polite at all times.