

Patient Survey Results

Analysis Detail

Silverdale & Ryecroft Practice - PR

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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)	179	84.8%
Good (75)	29	13.7%
Satisfactory (50)	2	0.9%
Poor (25)	0	0.0%
Very poor (0)	1	0.5%
Does not apply	1	
Did not answer	2	
Total	214	

Good	Not Good
98.6%	1.4%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	190	90.9%
Good (75)	18	8.6%
Satisfactory (50)	1	0.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	4	
Total	214	

Good	Not Good
99.5%	0.5%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	183	87.1%
Good (75)	24	11.4%
Satisfactory (50)	2	1.0%
Poor (25)	1	0.5%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	2	
Total	214	

Mean scores for Q3	
Your patients	96.3
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	98.6%	1.4%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	173	82.4%
Good (75)	33	15.7%
Satisfactory (50)	4	1.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	2	
Total	214	

Mean scores for Q4	
Your patients	95.1
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	98.1%	1.9%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	171	83.8%
Good (75)	29	14.2%
Satisfactory (50)	3	1.5%
Poor (25)	0	0.0%
Very poor (0)	1	0.5%
Does not apply	7	
Did not answer	3	
Total	214	

Good	Not Good
98.0%	2.0%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	173	84.0%
Good (75)	30	14.6%
Satisfactory (50)	3	1.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	3	
Total	214	

Good	Not Good
98.5%	1.5%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	161	80.1%
Good (75)	37	18.4%
Satisfactory (50)	3	1.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	10	
Did not answer	3	
Total	214	

Mean scores for Q7	
Your patients	94.7
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	98.5%	1.5%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	167	85.2%
Good (75)	25	12.8%
Satisfactory (50)	4	2.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	6	
Total	214	

Good	Not Good
98.0%	2.0%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	206	98.6%
Yes, to some extent (50)	2	1.0%
No, not at all (0)	1	0.5%
Don't know / can't say	1	
Did not answer	4	
Total	214	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	99.5%	0.5%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	201	97.1%
Yes, to some extent (50)	6	2.9%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	5	
Total	214	

Yes	No
100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	204	99.5%
No (0)	1	0.5%
Did not answer	9	
Total	214	

Yes	No
99.5%	0.5%

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)	166	80.2%
Fairly helpful (66)	40	19.3%
Not very helpful (33)	1	0.5%
Not at all helpful (0)	0	0.0%
Don't know	0	
Did not answer	7	
Total	214	

Mean scores for Q12	
Your patients	93.1
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	99.5%	0.5%

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)	70	35.2%
Fairly easy (66)	93	46.7%
Not very easy (33)	30	15.1%
Not at all easy (0)	6	3.0%
Don't know	4	
Haven't tried	7	
Did not answer	4	
Total	214	

Mean scores for Q13	
Your patients	71.0
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	81.9%	18.1%

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)	38	32.5%
Fairly easy (66)	48	41.0%
Not very easy (33)	23	19.7%
Not at all easy (0)	8	6.8%
Don't know	16	
Haven't tried	76	
Did not answer	5	
Total	214	

Mean scores for Q14	
Your patients	66.0
GPAQ Mean	69.9

Easy	Not Easy
73.5%	26.5%

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

Answer	Count	Percentage
Yes	118	73.8%
No	42	26.3%
Don't know / never needed to	49	
Did not answer	5	
Total	214	

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

Answer	Count	Percentage
Important	181	87.4%
Not important	26	12.6%
Did not answer	7	
Total	214	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	76	39.8%
Fairly easy (66)	86	45.0%
Not very easy (33)	22	11.5%
Not at all easy (0)	7	3.7%
Don't know	6	
Haven't tried	12	
Did not answer	5	
Total	214	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	84.8%	15.2%

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

Answer	Count	Percentage
In person	72	27.8%
By phone	161	62.2%
Online	26	10.0%
Doesn't apply	0	0.0%
Did not answer	4	
Total	263	

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

Answer	Count	Percentage
In person	83	29.5%
By phone	149	53.0%
Online	48	17.1%
Doesn't apply	1	0.4%
Did not answer	5	
Total	286	

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	27	12.9%
2-4 days	40	19.1%
5 days or more	96	45.9%
I don't usually need to be seen quickly	22	10.5%
Don't know, never tried	24	11.5%
Did not answer	5	
Total	214	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	43	22.1%
Very good (80)	58	29.7%
Good (60)	40	20.5%
Satisfactory (40)	32	16.4%
Poor (20)	19	9.7%
Very poor (0)	3	1.5%
Does not apply	12	
Did not answer	7	
Total	214	

Mean scores for Q21	
Your patients	66.7
GPAQ Mean	70.7

Good	Not Good
72.3%	27.7%

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	67	32.5%
2-4 days	62	30.1%
5 days or more	50	24.3%
I don't usually need to be seen quickly	16	7.8%
Don't know, never tried	11	5.3%
Did not answer	8	
Total	214	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	56	27.9%
Very good (80)	59	29.4%
Good (60)	35	17.4%
Satisfactory (40)	36	17.9%
Poor (20)	12	6.0%
Very poor (0)	3	1.5%
Does not apply	7	
Did not answer	6	
Total	214	

Good	Not Good
74.6%	25.4%

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	58	29.4%
5 - 10 minutes	73	37.1%
11 - 20 minutes	42	21.3%
21 - 30 minutes	18	9.1%
More than 30 minutes	6	3.0%
There was no set time for my consultation	0	0.0%
Did not answer	17	
Total	214	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	47	24.0%
Very good (80)	57	29.1%
Good (60)	38	19.4%
Satisfactory (40)	43	21.9%
Poor (20)	10	5.1%
Very poor (0)	1	0.5%
Does not apply	0	
Did not answer	18	
Total	214	

Mean scores for Q25	
Your patients	68.7
GPAQ Mean	67.8

Good	Not Good
72.4%	27.6%

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

Answer	Count	Percentage
Yes	182	95.3%
No	9	4.7%
Don't know	13	
Did not answer	10	
Total	214	

Yes	No
95.3%	4.7%

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	22	15.7%
At lunchtime	15	10.7%
After 6.30pm	35	25.0%
On a Saturday	35	25.0%
On a Sunday	17	12.1%
None of these	16	11.4%
Did not answer	117	
Total	257	

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

Answer	Count	Percentage
Yes	95	48.2%
No	102	51.8%
There is usually only one doctor in my surgery	1	
Did not answer	16	
Total	214	

Yes	No
48.2%	51.8%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	38	32.8%
A lot of the time (66)	27	23.3%
Some of the time (33)	47	40.5%
Never or almost never (0)	4	3.4%
Not tried at this GP practice	14	
Did not answer	84	
Total	214	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	56.0%	44.0%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	97	68.8%
Good (75)	37	26.2%
Satisfactory (50)	6	4.3%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	7	
Did not answer	66	
Total	214	

Good	Not Good
95.0%	5.0%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	92	66.2%
Good (75)	37	26.6%
Fair (50)	9	6.5%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	69	
Total	214	

Mean scores for Q31	
Your patients	89.6
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	92.8%	7.2%

Q32. Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	95	68.8%
Good (75)	37	26.8%
Fair (50)	5	3.6%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	70	
Total	214	

Mean scores for Q32	
Your patients	90.9
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	95.7%	4.3%

Q33. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	92	68.7%
Good (75)	34	25.4%
Fair (50)	8	6.0%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	9	
Did not answer	71	
Total	214	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	94.0%	6.0%

Q34. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	84	66.1%
Good (75)	36	28.3%
Fair (50)	6	4.7%
Poor (25)	1	0.8%
Very poor (0)	0	0.0%
Does not apply	16	
Did not answer	71	
Total	214	

Mean scores for Q34	
Your patients	90.0
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	94.5%	5.5%

Q35. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	90	70.9%
Good (75)	31	24.4%
Fair (50)	5	3.9%
Poor (25)	0	0.0%
Very poor (0)	1	0.8%
Does not apply	16	
Did not answer	71	
Total	214	

Good	Not Good
95.3%	4.7%

Q36. Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	133	97.1%
No (0)	4	2.9%
Did not answer	77	
Total	214	

Yes	No
97.1%	2.9%

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)	179	93.2%
Unsure (50)	12	6.3%
Not very well (0)	1	0.5%
Does not apply	11	
Did not answer	11	
Total	214	

Mean scores for Q37	
Your patients	96.4
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	173	90.6%
Unsure (50)	17	8.9%
Not very well (0)	1	0.5%
Does not apply	12	
Did not answer	11	
Total	214	

Mean scores for Q38	
Your patients	95.0
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	148	83.1%
Unsure (50)	28	15.7%
Not very well (0)	2	1.1%
Does not apply	21	
Did not answer	15	
Total	214	

Mean scores for Q39	
Your patients	91.0
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)	92	45.8%
Very good (80)	81	40.3%
Good (60)	21	10.4%
Fair (40)	7	3.5%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	13	
Total	214	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	96.5%	3.5%

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)	145	71.8%
Yes, probably (66)	50	24.8%
No, probably not (33)	7	3.5%
No, definitely not (0)	0	0.0%
Don't know	1	
Did not answer	11	
Total	214	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	96.5%	3.5%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	71	34.6%
Female	134	65.4%
Did not answer	9	
Total	214	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	2	1.0%
16 to 44	67	32.8%
45 to 64	60	29.4%
65 to 74	38	18.6%
75 and over	37	18.1%
Did not answer	10	
Total	214	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	127	66.8%
No	63	33.2%
Don't know / never needed to	12	
Did not answer	12	
Total	214	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	196	95.6%
Black or Black British	2	1.0%
Asian or Asian British	6	2.9%
Mixed	1	0.5%
Chinese	0	0.0%
Other ethnic group	0	0.0%
Did not answer	9	
Total	214	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	79	38.5%
Unemployed / looking for work	5	2.4%
At school or in full time education	7	3.4%
Unable to work due to long term sickness	19	9.3%
Looking after your home/family	14	6.8%
Retired from paid work	77	37.6%
Other	4	2.0%
Did not answer	9	
Total	214	

Comments

It was the nurse

I was very pleased that I seen (sic) my preferred doctor this morning

Very helpful and considerate for my welfare

This is my third visit to see Dr Stephens and I have found her extremely cautious, helpful and very thorough, thanks

Wouldn't change Dr's for all the money in the world

Dr Scott has always been an outstanding and caring doctor to me and my family

Warm, friendly greeting is so nice. The professionalism was excellent. Will be pleased to see the GP in the future

Excellent listening

Very polite and efficient

Perfect!!!

Very patient

All GPs at the practice are excellent

I only have appointments with Dr Stephens as she is very thorough and knows my history

felt totally at ease with this GP, lovely lady

very good

Dr Scott has been my GP for over 10 years I trust him, his advice & guidance with my life. I do not see any other GP

This was the first time I had seen this GP and I do not usually visit this particular surgery, but found all the staff friendly and efficient

Will only see Dr Wright

Excellent very good

Excellent doctor always been very polite and understanding of my condition. Believed in my pain and helped manage the problem

Lovely doctor. No hurrying, listening and putting you at ease

Lovely attitude, had confidence that she is knowledgeable

Excellent, caring, genuine and much more. Has looked after me since he arrived to work at the surgery

Dr Lowndes is very patient and understanding

Always found Dr Scott very professional and very helpful and I always feel confident with his diagnosis and treatments

Dr Scott is an amazing GP he always has time for you & never feel rushed. He is very thorough too.

Myself and my family get excellent treatment from our GP (regular). Never been seen by the GP above (Dr Lowndes) but found her to be polite and competent

Very good and polite

I appreciated the time the young doctor spent listening, then examining me for possibly serious condition .

Dr Knowles is a kind efficient and friendly GP. She is easy to talk to and listens to what you say. She then does whatever needs doing - excellent care

I like very much seeing Dr Knowles she is an excellent doctor, and I feel very much at ease with her, she is very thorough

Dr Lowndes is a brilliant doctor

Very genuinely polite and caring

Takes time to explain things & is very thorough

Lovely. A great addition to the practice