

Patient Survey Results

Analysis Detail

Deerbrook Surgery

DWA
EDINBURGH
EH10 5DD
Tel: 0131 202 6496
denis@dewelch.co.uk

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)	71	73.2%
Good (75)	16	16.5%
Satisfactory (50)	5	5.2%
Poor (25)	3	3.1%
Very poor (0)	2	2.1%
Does not apply	1	
Did not answer	2	
Total	100	

Good	Not Good
89.7%	10.3%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	74	77.1%
Good (75)	13	13.5%
Satisfactory (50)	6	6.3%
Poor (25)	1	1.0%
Very poor (0)	2	2.1%
Does not apply	1	
Did not answer	3	
Total	100	

Good	Not Good
90.6%	9.4%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	74	76.3%
Good (75)	15	15.5%
Satisfactory (50)	4	4.1%
Poor (25)	2	2.1%
Very poor (0)	2	2.1%
Does not apply	1	
Did not answer	2	
Total	100	

Mean scores for Q3	
Your patients	90.5
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	91.8%	8.2%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	71	73.2%
Good (75)	17	17.5%
Satisfactory (50)	4	4.1%
Poor (25)	3	3.1%
Very poor (0)	2	2.1%
Does not apply	1	
Did not answer	2	
Total	100	

Mean scores for Q4	
Your patients	89.2
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	90.7%	9.3%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	65	68.4%
Good (75)	18	18.9%
Satisfactory (50)	6	6.3%
Poor (25)	4	4.2%
Very poor (0)	2	2.1%
Does not apply	1	
Did not answer	4	
Total	100	

Good	Not Good
87.4%	12.6%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	70	75.3%
Good (75)	13	14.0%
Satisfactory (50)	5	5.4%
Poor (25)	4	4.3%
Very poor (0)	1	1.1%
Does not apply	3	
Did not answer	4	
Total	100	

Good	Not Good
89.2%	10.8%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	65	71.4%
Good (75)	15	16.5%
Satisfactory (50)	7	7.7%
Poor (25)	2	2.2%
Very poor (0)	2	2.2%
Does not apply	4	
Did not answer	5	
Total	100	

Mean scores for Q7	
Your patients	88.2
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	87.9%	12.1%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	65	69.9%
Good (75)	19	20.4%
Satisfactory (50)	6	6.5%
Poor (25)	2	2.2%
Very poor (0)	1	1.1%
Does not apply	2	
Did not answer	5	
Total	100	

Good	Not Good
90.3%	9.7%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	83	90.2%
Yes, to some extent (50)	6	6.5%
No, not at all (0)	3	3.3%
Don't know / can't say	4	
Did not answer	4	
Total	100	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	96.7%	3.3%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	85	91.4%
Yes, to some extent (50)	6	6.5%
No, not at all (0)	2	2.2%
Don't know / can't say	3	
Did not answer	4	
Total	100	

Yes	No
97.8%	2.2%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	88	93.6%
No (0)	6	6.4%
Did not answer	6	
Total	100	

Yes	No
93.6%	6.4%

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)	90	91.8%
Fairly helpful (66)	6	6.1%
Not very helpful (33)	1	1.0%
Not at all helpful (0)	1	1.0%
Don't know	0	
Did not answer	2	
Total	100	

Mean scores for Q12	
Your patients	96.2
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	98.0%	2.0%

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)	67	72.8%
Fairly easy (66)	19	20.7%
Not very easy (33)	5	5.4%
Not at all easy (0)	1	1.1%
Don't know	2	
Haven't tried	3	
Did not answer	3	
Total	100	

Mean scores for Q13	
Your patients	88.3
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	93.5%	6.5%

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)	65	75.6%
Fairly easy (66)	14	16.3%
Not very easy (33)	6	7.0%
Not at all easy (0)	1	1.2%
Don't know	2	
Haven't tried	9	
Did not answer	3	
Total	100	

Mean scores for Q14	
Your patients	88.6
GPAQ Mean	69.9

	Easy	Not Easy
	91.9%	8.1%

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

Answer	Count	Percentage
Yes	82	93.2%
No	6	6.8%
Don't know / never needed to	8	
Did not answer	4	
Total	100	

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

Answer	Count	Percentage
Important	92	93.9%
Not important	6	6.1%
Did not answer	2	
Total	100	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	71	77.2%
Fairly easy (66)	10	10.9%
Not very easy (33)	9	9.8%
Not at all easy (0)	2	2.2%
Don't know	3	
Haven't tried	2	
Did not answer	3	
Total	100	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	88.0%	12.0%

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

Answer	Count	Percentage
In person	54	50.0%
By phone	47	43.5%
Online	3	2.8%
Doesn't apply	4	3.7%
Did not answer	3	
Total	111	

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

Answer	Count	Percentage
In person	50	43.1%
By phone	54	46.6%
Online	12	10.3%
Doesn't apply	0	0.0%
Did not answer	3	
Total	119	

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	61	62.9%
2-4 days	24	24.7%
5 days or more	7	7.2%
I don't usually need to be seen quickly	3	3.1%
Don't know, never tried	2	2.1%
Did not answer	3	
Total	100	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	58	60.4%
Very good (80)	20	20.8%
Good (60)	10	10.4%
Satisfactory (40)	5	5.2%
Poor (20)	2	2.1%
Very poor (0)	1	1.0%
Does not apply	1	
Did not answer	3	
Total	100	

Mean scores for Q21	
Your patients	85.8
GPAQ Mean	70.7

Good	Not Good
91.7%	8.3%

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	76	80.0%
2-4 days	11	11.6%
5 days or more	4	4.2%
I don't usually need to be seen quickly	3	3.2%
Don't know, never tried	1	1.1%
Did not answer	5	
Total	100	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	62	65.3%
Very good (80)	18	18.9%
Good (60)	6	6.3%
Satisfactory (40)	4	4.2%
Poor (20)	5	5.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	4	
Total	100	

Good	Not Good
90.5%	9.5%

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	32	33.3%
5 - 10 minutes	44	45.8%
11 - 20 minutes	4	4.2%
21 - 30 minutes	4	4.2%
More than 30 minutes	6	6.3%
There was no set time for my consultation	6	6.3%
Did not answer	4	
Total	100	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	52	54.7%
Very good (80)	21	22.1%
Good (60)	9	9.5%
Satisfactory (40)	8	8.4%
Poor (20)	2	2.1%
Very poor (0)	3	3.2%
Does not apply	1	
Did not answer	4	
Total	100	

Mean scores for Q25	
Your patients	81.9
GPAQ Mean	67.8

Good	Not Good
86.3%	13.7%

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

Answer	Count	Percentage
Yes	89	97.8%
No	2	2.2%
Don't know	3	
Did not answer	6	
Total	100	

Yes	No
97.8%	2.2%

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	38	44.7%
At lunchtime	17	20.0%
After 6.30pm	18	21.2%
On a Saturday	11	12.9%
On a Sunday	0	0.0%
None of these	1	1.2%
Did not answer	23	
Total	108	

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

Answer	Count	Percentage
Yes	79	84.0%
No	15	16.0%
There is usually only one doctor in my surgery	1	
Did not answer	5	
Total	100	

Yes	No
84.0%	16.0%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	64	79.0%
A lot of the time (66)	11	13.6%
Some of the time (33)	5	6.2%
Never or almost never (0)	1	1.2%
Not tried at this GP practice	0	
Did not answer	19	
Total	100	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	92.6%	7.4%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	78	86.7%
Good (75)	8	8.9%
Satisfactory (50)	1	1.1%
Poor (25)	2	2.2%
Very poor (0)	1	1.1%
Does not apply	1	
Did not answer	9	
Total	100	

Good	Not Good
95.6%	4.4%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	75	83.3%
Good (75)	12	13.3%
Fair (50)	2	2.2%
Poor (25)	0	0.0%
Very poor (0)	1	1.1%
Does not apply	1	
Did not answer	9	
Total	100	

Mean scores for Q31	
Your patients	94.4
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	96.7%	3.3%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	73	81.1%
Good (75)	13	14.4%
Fair (50)	3	3.3%
Poor (25)	0	0.0%
Very poor (0)	1	1.1%
Does not apply	1	
Did not answer	9	
Total	100	

Mean scores for Q32	
Your patients	93.6
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	95.6%	4.4%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	72	81.8%
Good (75)	10	11.4%
Fair (50)	3	3.4%
Poor (25)	2	2.3%
Very poor (0)	1	1.1%
Does not apply	2	
Did not answer	10	
Total	100	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	93.2%	6.8%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	72	81.8%
Good (75)	11	12.5%
Fair (50)	3	3.4%
Poor (25)	1	1.1%
Very poor (0)	1	1.1%
Does not apply	3	
Did not answer	9	
Total	100	

Mean scores for Q34	
Your patients	93.2
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	94.3%	5.7%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	69	79.3%
Good (75)	14	16.1%
Fair (50)	2	2.3%
Poor (25)	1	1.1%
Very poor (0)	1	1.1%
Does not apply	4	
Did not answer	9	
Total	100	

Good	Not Good
95.4%	4.6%

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

Answer (score in brackets)	Count	Percentage
Yes (100)	86	97.7%
No (0)	2	2.3%
Did not answer	12	
Total	100	

Yes	No
97.7%	2.3%

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)	79	84.0%
Unsure (50)	12	12.8%
Not very well (0)	3	3.2%
Does not apply	2	
Did not answer	4	
Total	100	

Mean scores for Q37	
Your patients	90.4
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	75	81.5%
Unsure (50)	15	16.3%
Not very well (0)	2	2.2%
Does not apply	3	
Did not answer	5	
Total	100	

Mean scores for Q38	
Your patients	89.7
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	80	86.0%
Unsure (50)	8	8.6%
Not very well (0)	5	5.4%
Does not apply	3	
Did not answer	4	
Total	100	

Mean scores for Q39	
Your patients	90.3
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)	65	66.3%
Very good (80)	18	18.4%
Good (60)	9	9.2%
Fair (40)	3	3.1%
Poor (20)	2	2.0%
Very poor (0)	1	1.0%
Did not answer	2	
Total	100	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	93.9%	6.1%

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)	78	82.1%
Yes, probably (66)	12	12.6%
No, probably not (33)	4	4.2%
No, definitely not (0)	1	1.1%
Don't know	2	
Did not answer	3	
Total	100	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	94.7%	5.3%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	52	53.1%
Female	46	46.9%
Did not answer	2	
Total	100	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	17	17.3%
16 to 44	29	29.6%
45 to 64	34	34.7%
65 to 74	17	17.3%
75 and over	1	1.0%
Did not answer	2	
Total	100	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	52	56.5%
No	40	43.5%
Don't know / never needed to	5	
Did not answer	3	
Total	100	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	45	46.4%
Black or Black British	29	29.9%
Asian or Asian British	14	14.4%
Mixed	4	4.1%
Chinese	2	2.1%
Other ethnic group	3	3.1%
Did not answer	3	
Total	100	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	47	47.5%
Unemployed / looking for work	9	9.1%
At school or in full time education	15	15.2%
Unable to work due to long term sickness	8	8.1%
Looking after your home/family	6	6.1%
Retired from paid work	11	11.1%
Other	3	3.0%
Did not answer	1	
Total	100	

Comments

Lovely nurses Yvonne (?) Connie really helps you treats you well always helpful

A good practice

Lovely Connie cares about all her pts nice Dr Wright

Lovely nurses HCA Connie really lovely

Lovely practice nice HCA lovely Dr Wright. Good

Online bookings would be great!

For the size of the surgery, it needs more doctors, whether for walk ins or appointments, need to sometimes wait 2 weeks for next appointment

I am very happy with my GP + Reception + have been attending the practice for more than twenty years

Walk-in waiting time becoming longer as some patients pre-book and they get seen by a doctor before the walk-in patient who might be very ill

Very courteous and Pleasant

I think it is a great place offering an excellent service

I find the drop in sessions hard as I have to take time off work. I am often not seen until past 9.00 which means I am very late. It would be helpful if it was easier to book appointments

He is a good man and he's very reasonable and kind