

Patient Survey Results Analysis Detail



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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 you 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)	86	57.3%
Good (75)	48	32.0%
Satisfactory (50)	14	9.3%
Poor (25)	2	1.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	1	
Total	152	

Good	Not Good
89.3%	10.7%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	103	68.2%
Good (75)	37	24.5%
Satisfactory (50)	11	7.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	0	
Total	152	

Good	Not Good
92.7%	7.3%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	97	64.2%
Good (75)	40	26.5%
Satisfactory (50)	14	9.3%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	0	
Total	152	

Mean scores for Q3	
Your patients	88.7
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	90.7%	9.3%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	82	54.3%
Good (75)	41	27.2%
Satisfactory (50)	26	17.2%
Poor (25)	2	1.3%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	0	
Total	152	

Mean scores for Q4	
Your patients	83.6
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	81.5%	18.5%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	92	61.7%
Good (75)	46	30.9%
Satisfactory (50)	10	6.7%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	1	
Total	152	

Good	Not Good
92.6%	7.4%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	80	53.7%
Good (75)	55	36.9%
Satisfactory (50)	13	8.7%
Poor (25)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	0	
Total	152	

Good	Not Good
90.6%	9.4%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	72	49.3%
Good (75)	54	37.0%
Satisfactory (50)	18	12.3%
Poor (25)	2	1.4%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	2	
Total	152	

Mean scores for Q7	
Your patients	83.6
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	86.3%	13.7%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	85	57.4%
Good (75)	48	32.4%
Satisfactory (50)	13	8.8%
Poor (25)	1	0.7%
Very poor (0)	1	0.7%
Does not apply	3	
Did not answer	1	
Total	152	

Good	Not Good
89.9%	10.1%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	127	85.8%
Yes, to some extent (50)	21	14.2%
No, not at all (0)	0	0.0%
Don't know / can't say	3	
Did not answer	1	
Total	152	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

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

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	131	89.7%
Yes, to some extent (50)	15	10.3%
No, not at all (0)	0	0.0%
Don't know / can't say	5	
Did not answer	1	
Total	152	

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)	144	98.6%
No (0)	2	1.4%
Did not answer	6	
Total	152	

Yes	No
98.6%	1.4%

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)	69	45.4%
Fairly helpful (66)	67	44.1%
Not very helpful (33)	14	9.2%
Not at all helpful (0)	2	1.3%
Don't know	0	
Did not answer	0	
Total	152	

Mean scores for Q12	
Your patients	77.5
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	89.5%	10.5%

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)	22	14.8%
Fairly easy (66)	49	32.9%
Not very easy (33)	49	32.9%
Not at all easy (0)	29	19.5%
Don't know	1	
Haven't tried	1	
Did not answer	1	
Total	152	

Mean scores for Q13	
Your patients	47.3
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	47.7%	52.3%

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)	19	17.3%
Fairly easy (66)	51	46.4%
Not very easy (33)	28	25.5%
Not at all easy (0)	12	10.9%
Don't know	7	
Haven't tried	34	
Did not answer	1	
Total	152	

Mean scores for Q14	
Your patients	56.3
GPAQ Mean	69.9

Easy	Not Easy
63.6%	36.4%

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

Answer	Count	Percentage
Yes	101	73.2%
No	37	26.8%
Don't know / never needed to	10	
Did not answer	4	
Total	152	

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

Answer	Count	Percentage
Important	125	86.2%
Not important	20	13.8%
Did not answer	7	
Total	152	

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

Answer (score in brackets)	Count	Percentage
Very easy (100)	22	15.7%
Fairly easy (66)	54	38.6%
Not very easy (33)	48	34.3%
Not at all easy (0)	16	11.4%
Don't know	6	
Haven't tried	6	
Did not answer	0	
Total	152	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	54.3%	45.7%

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

Answer	Count	Percentage
In person	45	23.7%
By phone	126	66.3%
Online	18	9.5%
Doesn't apply	1	0.5%
Did not answer	0	
Total	190	

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

Answer	Count	Percentage
In person	57	25.7%
By phone	107	48.2%
Online	58	26.1%
Doesn't apply	0	0.0%
Did not answer	2	
Total	224	

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	91	60.3%
2-4 days	27	17.9%
5 days or more	20	13.2%
I don't usually need to be seen quickly	5	3.3%
Don't know, never tried	8	5.3%
Did not answer	1	
Total	152	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	27	18.4%
Very good (80)	38	25.9%
Good (60)	47	32.0%
Satisfactory (40)	29	19.7%
Poor (20)	5	3.4%
Very poor (0)	1	0.7%
Does not apply	2	
Did not answer	3	
Total	152	

Mean scores for Q21	
Your patients	66.8
GPAQ Mean	70.7

Good	Not Good
76.2%	23.8%

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	112	74.7%
2-4 days	23	15.3%
5 days or more	8	5.3%
I don't usually need to be seen quickly	4	2.7%
Don't know, never tried	3	2.0%
Did not answer	2	
Total	152	

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

Answer (score in brackets)	Count	Percentage
Excellent (100)	33	22.3%
Very good (80)	36	24.3%
Good (60)	44	29.7%
Satisfactory (40)	29	19.6%
Poor (20)	5	3.4%
Very poor (0)	1	0.7%
Does not apply	2	
Did not answer	2	
Total	152	

Good	Not Good
76.4%	23.6%

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	25	17.0%
5 - 10 minutes	40	27.2%
11 - 20 minutes	42	28.6%
21 - 30 minutes	25	17.0%
More than 30 minutes	12	8.2%
There was no set time for my consultation	3	2.0%
Did not answer	5	
Total	152	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	26	17.6%
Very good (80)	28	18.9%
Good (60)	33	22.3%
Satisfactory (40)	40	27.0%
Poor (20)	19	12.8%
Very poor (0)	2	1.4%
Does not apply	1	
Did not answer	3	
Total	152	

Mean scores for Q25	
Your patients	59.5
GPAQ Mean	67.8

Good	Not Good
58.8%	41.2%

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

Answer	Count	Percentage
Yes	116	84.7%
No	21	15.3%
Don't know	8	
Did not answer	7	
Total	152	

Yes	No
84.7%	15.3%

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	23	17.7%
At lunchtime	19	14.6%
After 6.30pm	32	24.6%
On a Saturday	32	24.6%
On a Sunday	17	13.1%
None of these	7	5.4%
Did not answer	80	
Total	210	

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

Answer	Count	Percentage
Yes	95	67.9%
No	45	32.1%
There is usually only one doctor in my surgery	0	
Did not answer	12	
Total	152	

Yes	No
67.9%	32.1%

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

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	27	26.2%
A lot of the time (66)	15	14.6%
Some of the time (33)	52	50.5%
Never or almost never (0)	9	8.7%
Not tried at this GP practice	3	
Did not answer	46	
Total	152	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	40.8%	59.2%

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

Answer (score in brackets)	Count	Percentage
Very good (100)	57	50.4%
Good (75)	38	33.6%
Satisfactory (50)	14	12.4%
Poor (25)	4	3.5%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	36	
Total	152	

Good	Not Good
84.1%	15.9%

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	48	42.1%
Good (75)	44	38.6%
Fair (50)	19	16.7%
Poor (25)	3	2.6%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	37	
Total	152	

Mean scores for Q31	
Your patients	80.0
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	80.7%	19.3%

Q32. Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	55	48.2%
Good (75)	41	36.0%
Fair (50)	15	13.2%
Poor (25)	3	2.6%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	37	
Total	152	

Mean scores for Q32	
Your patients	82.5
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	84.2%	15.8%

Q33. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	44	38.9%
Good (75)	47	41.6%
Fair (50)	17	15.0%
Poor (25)	5	4.4%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	37	
Total	152	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	80.5%	19.5%

Q34. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	39	34.8%
Good (75)	52	46.4%
Fair (50)	17	15.2%
Poor (25)	4	3.6%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	37	
Total	152	

Mean scores for Q34	
Your patients	78.1
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	81.3%	18.8%

Q35. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	39	35.8%
Good (75)	53	48.6%
Fair (50)	16	14.7%
Poor (25)	1	0.9%
Very poor (0)	0	0.0%
Does not apply	6	
Did not answer	37	
Total	152	

Good	Not Good
84.4%	15.6%

Q36. Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	101	92.7%
No (0)	8	7.3%
Did not answer	43	
Total	152	

Yes	No
92.7%	7.3%

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)	116	77.9%
Unsure (50)	27	18.1%
Not very well (0)	6	4.0%
Does not apply	1	
Did not answer	2	
Total	152	

Mean scores for Q37	
Your patients	86.9
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	112	76.7%
Unsure (50)	28	19.2%
Not very well (0)	6	4.1%
Does not apply	3	
Did not answer	3	
Total	152	

Mean scores for Q38	
Your patients	86.3
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	102	71.8%
Unsure (50)	34	23.9%
Not very well (0)	6	4.2%
Does not apply	7	
Did not answer	3	
Total	152	

Mean scores for Q39	
Your patients	83.8
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)	38	25.2%
Very good (80)	55	36.4%
Good (60)	38	25.2%
Fair (40)	17	11.3%
Poor (20)	2	1.3%
Very poor (0)	1	0.7%
Did not answer	1	
Total	152	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	86.8%	13.2%

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)	82	56.9%
Yes, probably (66)	54	37.5%
No, probably not (33)	5	3.5%
No, definitely not (0)	3	2.1%
Don't know	6	
Did not answer	2	
Total	152	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	94.4%	5.6%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	70	46.4%
Female	81	53.6%
Did not answer	1	
Total	152	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	4	2.6%
16 to 44	72	47.7%
45 to 64	48	31.8%
65 to 74	15	9.9%
75 and over	12	7.9%
Did not answer	1	
Total	152	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	77	55.8%
No	61	44.2%
Don't know / never needed to	10	
Did not answer	4	
Total	152	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	83	55.7%
Black or Black British	28	18.8%
Asian or Asian British	26	17.4%
Mixed	3	2.0%
Chinese	2	1.3%
Other ethnic group	7	4.7%
Did not answer	3	
Total	152	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	81	54.0%
Unemployed / looking for work	10	6.7%
At school or in full time education	8	5.3%
Unable to work due to long term sickness	11	7.3%
Looking after your home/family	13	8.7%
Retired from paid work	26	17.3%
Other	1	0.7%
Did not answer	2	
Total	152	

Comments

Had one bad experience with a nurse as she left a stitch in my back. I wasn't aware until I started to experience some discomfort, had to return about 8 days later by which time the skin had grown over and another nurse had the difficult task of removing the stitch, after cutting away the skin first.

Great.

Very hard to book appointment by phone, also waiting time on phone far too long.

In present day Britain - the doctors have far too many patients. - hence longer waiting time for appointments. - on the nursing side, a new nurse every year. - maybe the doctors/nurse, waiting area, could have tv's for children and adults. Remove poor carpet squares, with non-slip cleanable lino-type material. - cost you a fortune to ring practice as you very seldom get through. You usually wait and wait to be connected (freeline?). - not informed that you have a new doctor allotted.

I am satisfied with my GP and nurse. They are very competent and kind with me when I have appointment. Thank you!

Really poor phone booking system. It is often constantly engaged rather than being held in a queue which would be a fairer system.

Dr Freeha is very good indeed. I can't speak highly enough of her.

Dr Ahmed is great - I would really like to see her every time but I do find it hard to see her regularly because of the system of having to ring on the day. Also, I have an ongoing health condition and once I rang twice in one week because pain got worse and was told because I'd been in once already that week I wasn't allowed another appointment in the same week! I found that appalling - I was in pain!

I had a mole on my back that was cut out by Dr Akingbala and he stitched it up. I returned a week or so later to have the stitches removed and one was left in. Also my experience when I first found out I had testicular cancer by the doctor was appalling. If I didn't persist, I might not be here today.

Need to improve reception performance.

Overall my GP is good and excellent.

I would like to see the health centre have advance appointment booking system where you can book appointment over phone or in person or online.

The only comment is that if there is a delay in seeing the doctor I think we should be told when we first come in.

Dr Akingbala is a very good doctor - very understanding and always checks everything properly. It would be nice to see Dr Akingbala all the time as sometimes we are made to see other doctors.

Appointments by phone have to be made after 8.30am and 2.30pm but at the those times the surgery answering machine tells people ringing that the phone will not be answered until those times and then cuts the ringer off. The phone only gets answered at 8.38am onwards and 2.38pm onwards. So the phone needs adjusting!

The receptionists could learn to be more polite, accommodating and listening to the patients. They are so abrupt. However, the doctors plus their care are excellent.

If you're sent a letter then you should be seen straight away.

Very understanding doctor, always willing to help and give further treatments.

It would be nice if you opened at least Saturday 9-1pm.

It would be best that our GP will have more time to understand and love us. Need more care in general. We wait a long time to be seen in a rush.

I find Dr Akingbala's receptionist very helpful.

I have been registered with my GP practice for several years and generally speaking I have been satisfied with the service I received.

Tried online booking but (illegible) was not recognised. Have a mental health condition and difficult access is a large worry.

I have never seen anything in my GP practice that would help people to know about HIV or where to get an HIV test. I think it is an important issue and I wish some information could be provided or a poster put up to make people aware - it would help that little bit to take the fear and stigma out of the disease.

We would like if it is possible to see doctor same day in person or on phone. Thanks.

Thank you for the wonderful GPs, nurses and receptionists.

Poor information on the process of referrals - regarding: back pain, physio needs. I had to research 100% on my own, no recommendations or even any terminology to help me research and enquire elsewhere. Ended up going private, even though I cannot afford it. As with NHS experiences elsewhere, there is excellent care regarding acute conditions, but little for less 'serious' concerns.

I seldom get to see Dr John who I am registered with, however all of the registrars I have seen instead have been great.