

**LLYS MEDDYG SURGERY GPAQ
(General Practice Assessment Questionnaire)
2011/2012**

LLYS MEDDYG SURGERY PATIENT QUESTIONNAIRE 2011/2012

HOW THE SURVEY WAS CARRIED OUT

This year's patient survey was carried out in November 2011 between the dates of the 14th November to the 28th November. Fifty patient questionnaires were copied for each GP partner. Random patients over the age of 16 years who visited the surgery between the specific dates were asked if they would be willing to take part in our survey. Those patients who agreed to take part were handed a questionnaire form and a pen and were asked to complete it after the consultation.

A sealed box was placed by the exit on the table in the hall and this box was emptied on the 2nd December. Any other replies received by post after those dates were also included in the survey results.

This patient Satisfaction Survey that we carry out was introduced into general practice in 2004. Each year in November/December we ask a random number of patients (50 per doctor) attending an appointment/open surgery to complete a questionnaire based on their experiences of the services we provide. The questionnaire gives patients the opportunity to tell us how we are doing and make suggestions on improving the delivery of our services. As a practice which values communicating with our patients, we feel that it is important to tell you the results of the survey and our plans for implementing any suggestions.

When assessing our performance, we compare our standard with the benchmark set by the national questionnaire for GP practices in England and Wales. This is called General Practice Assessment Questionnaire (GPAQ). We are happy to report our results.

SUMMARY OF RESULTS

GPAC EVALUATION QUESTIONS

The following table summarises the individual scores for the evaluation questions in GPAQ, i.e. the ones where patients made a judgment about how good that aspect of care was. Each score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. You will be able to see the areas where our practice scores well and where improvement may be needed.

The figures in the right hand column contain current national GPAQ benchmarks for that question. Once again, these figures are expressed as percentages of the maximum possible score in this table. These are regularly

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updated on the GPAQ website. Details of how many patients completed each of the individual responses for each of these questions for our practice are given in full in Appendix 3.

	GP Practice Mean Score	GPAQ BENCHMARK
Q2. Satisfaction with receptionists	86	77

	GP Practice Mean Score	GPAQ BENCHMARK
Q3a. Satisfaction with opening hours	72	67

	GP Practice Mean Score	GPAQ BENCHMARK
Q4b. Satisfaction with availability of particular doctor	64	60

	GP Practice Mean Score	GPAQ BENCHMARK
Q5b. Satisfaction with availability of any doctor	77	69

	GP Practice Mean Score	GPAQ BENCHMARK
Q7b. Satisfaction with waiting times at practice	56	57

	GP Practice Mean Score	GPAQ BENCHMARK
Q8a. Satisfaction with phoning through to practice	75	59

	GP Practice Mean Score	GPAQ BENCHMARK
Q8b. Satisfaction with phoning through to doctor for advice	67	61

	GP Practice Mean Score	GPAQ BENCHMARK
Q9b. Satisfaction with continuity of care	77	69

	GP Practice Mean Score	GPAQ BENCHMARK
Q10a. Satisfaction with doctor's questioning	88	81

	GP Practice Mean Score	GPAQ BENCHMARK
Q10b. Satisfaction with how well the doctor listens	90	84

	GP Practice Mean Score	GPAQ BENCHMARK
Q10c. Satisfaction with how well	92	84

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doctor puts patients at ease		
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	GP Practice Mean Score	GPAQ BENCHMARK
Q10d. Satisfaction with how much doctor involves patient	90	81

	GP Practice Mean Score	GPAQ BENCHMARK
Q10e. Satisfaction with doctor's explanations	91	83

	GP Practice Mean Score	GPAQ BENCHMARK
Q10f. Satisfaction with time doctor spends	86	80

	GP Practice Mean Score	GPAQ BENCHMARK
Q10g. Satisfaction with doctor's patience	91	84

	GP Practice Mean Score	GPAQ BENCHMARK
Q10h. Satisfaction with doctor's caring and concern	92	84

	GP Practice Mean Score	GPAQ BENCHMARK
Q11a. Ability to understand problem after visiting doctor	78	69

	GP Practice Mean Score	GPAQ BENCHMARK
Q11b. Ability to cope with problem after visiting doctor	74	66

	GP Practice Mean Score	GPAQ BENCHMARK
Q11c. Ability to keep healthy after visiting doctor	66	62

Table 1. Mean scores of evaluation questions (as percentages) compared to the GPAQ benchmarks*

These benchmark figures are based on data from 232,908 respondents to both the postal and post-consultation versions of GPAQ (combine) collected during the 2004/2005 contract year.

GPAQ REPORT QUESTIONS

/Volumes/voxur_user/iain/Downloads/GPAQ_questionnaire_report_2011_2012_final (1).doc

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Some GPAQ questions ask about specific experiences, or ask the patient for specific information. The responses to these questions are summarised here.

Q3b. Additional hours requested	Mornings	Lunchtime	Evenings	Weekends	None
No. of responses	4	5	35	29	63

Q4a. Availability of particular doctor	Same Day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not Apply
No. of responses	27	11	14	18	7	42	17

Q5a. Availability of any doctor	Same Day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not Apply
No. of responses	72	12	15	15	1	7	11

Q6. Same day urgent availability of doctor	YES	NO	Don't know/ never needed to
No. of responses	89	5	38

Q7a. Waiting time at practice	5 mins or less	6-10 mins	11-20 mins	21-30 mins	More than 30 mins
No. of responses	4	30	41	25	29

Q9a. Continuity for seeing same doctor	Always	Almost Always	A lot of the time	Some of the time	Almost never	Never
No. of responses	26	51	22	20	6	0

Demographics

Q12 Sex	Male	Female
Number of responses	55	75

Q13. Age	Up to 44 years	45 years old +	Mean
Number of response	35	93	55

Q14. Long standing illness, disability or infirmity	YES	NO
No. of responses	68	58

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Q15. Ethnic Group	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group
No. of responses	129	0	1	1	0	0

Q16. Accommodation status	Owner-Occupied/ mortgaged	Rented or other arrangements
No. of responses	96	34

Q17. Employment Status	Employed	Unemployed	School or full-time education	Long term sickness	Looking after home/ family	Retired	Other
No. of responses	60	2	2	9	3	52	2

For all other frequency distribution tables that have not been included in the report so far, please refer to Appendix 3.

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Below is a list of response to those questions with an 'open text box' inviting a patient's own response. (The following has been copied exactly as the patient entered the text)

Question: **Is there anything particularly good about your healthcare?**

Responses:

Very understanding doctors
Good links between hospital consultants and the doctors
I find my care much better than my last doctors in Stoke on Trent. They really do care.
I am always happy with the level of care I receive from this practice and find the receptionists extremely helpful and understanding.
I think Dr Osborne is very good and I particularly like to see her if I require a doctor.
Nice doctors but would love Dr Griffiths back who could never be replaced.
Doctors are always attentive and helpful
Dr Hindle is very patient and I never feel rushed, always at ease
Quick to get referrals
Very prompt service
Staff are always helpful and the doctors are thorough - very happy with the whole set up
They are doing their best
Overall, quite satisfied
This is a very good practice, always helpful, considerate and caring
Very good surgery
Drs are always sympathetic, informative, sincere and helpful
I find the doctors will explain things to you and are very empathetic
NHS is great
All the doctors are nice to deal with
Thorough testing for diagnosis when I have had medical complaints
Very caring and always obliging
I am still here because of the skill of the GP's and helpfulness of the reception staff and experience of the sisters
I am fortunate in not having to attend the practice often but on the few occasions that I have I found the doctors, nurses and staff to be very professional in their duties. I am happy with the service I receive
Everyone is very helpful
All staff are excellent and very understanding in my situation
All doctors and nurses know me well and I am well looked after
Quality provided is very good
Good friendly practice. They try their best to help.

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Question: **Is there anything that could be improved?**

Responses:

Only my health
No, it is all good
The waiting time in open surgery but I suppose that cannot be helped
The availability of appointments as often I have to wait 1 week to get an appointment
The waiting time once here. If an appointment is at a set time 10-15 minutes late is fine but up to an hours wait is dreadful!!
Diabetes care and the communication between GP Practice and hospital.
Hand sanitizer in waiting rooms
Water station (drinking water)
Maybe an evening or Sat am surgery
Evening open surgery
General accessibility by increased hours of availability
Only perhaps evening/weekend surgery
Not really
Being able to get prescriptions on the same day
Opening times
No, it is all very good
A stair lift
More time for open surgery
Very little
Certain receptionists or phone answerers can be less than understanding
Evening appointments after working hours

Question: **Any other comments?**

Responses:

I have always been pleased with the service
A hand rail put on the stairs to help going upstairs
I always get to speak to my doctor on the phone the same day/evening; I feel that everyone at the surgery goes that extra mile.
It would be useful to have an evening open surgery.
If I need to see a doctor quickly, very accommodating for open surgery, I really appreciate that.
I appreciate very much the open surgery - knowing that you can be seen by a doctor when needed is very reassuring. It is only a minor setback that my preferred doctor is the most popular one!!
Cant wait to get out of the awful music in the waiting room
Always superb treatment and care
Dr Evans never rushes you and is always pleasant
Parking on the high street only limited to 40 minutes
Thank you for a great service
Everyone is very caring

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The telephone system is very unusual and could be improved
Getting an appointment, especially with a particular doctor can often mean rather a long wait - several days
All doctors and staff are very pleasant and helpful
It would be good if the practice could be open all day as the others do and to have urgent appointments in the afternoon as in the morning.
I watch people struggle up the stairs and they are too proud to say anything
Great team of people - keep it up
More than happy with my care
The system of having your 6 months of prescriptions given to the chemist who only gives out 4 weeks at a time means that I have to call into the chemist more often - am used to getting 6 weeks prescriptions
As I worked in a pharmacy before I can say this is the best surgery around
Not always easy to get an appointment and have to resort to open surgery. It would be useful to know in advance when a doctor is going on holiday so that future appointments can be planned. Very happy with the service provided for which I am grateful.
Repeat prescriptions can be difficult to get in a hurry
Better follow up of treatment
Always been satisfied with the Drs and surgery
Good on the whole
Just great - no complaints
The staff are all excellent and do their best to help, cant fault the service at all
It would be nice to have more appointments available out of normal working hours

CONCLUSIONS AND ACTION POINTS

Points to be commended

The following question areas deserve to be commended, scoring above the current National benchmark figures:

- Satisfaction with Receptionists (+2)
- Satisfaction with how well doctor puts patient at ease (+6)
- Satisfaction with how well doctor listens (+6)
- Satisfaction with continuity of care (+4)
- Satisfaction with availability of any doctor (+9)
- Satisfaction with phoning through to the doctor for advice (+6)
- Satisfaction with doctors questioning (+7)
- Satisfaction with how much doctor involves patient (+8)
- Satisfaction with doctors explanations (+8)
- Ability to understand problem after visiting doctor (+14)
- Ability to cope with problem after visiting doctor (+6)
- Satisfaction with doctors caring and concern (+8)
- Satisfaction with doctors patience (+6)

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- Satisfaction with time doctor spends (+6)
- Satisfaction with availability of particular doctor (+6)
- Satisfaction with opening hours (+5)

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APPENDIX 3

Frequency distribution tables not included in the main body of the report

Q1. No. of visits to doctor in last 12 months	None	Once or twice	Three or four times	Five or six times	Seven times or more
No. of responses	3	30	46	30	24

Q2. Satisfaction with receptionists	Very Poor	Poor	Fair	Good	Very Good	Excellent
No. of responses	0	0	6	23	32	75

Q3a. Satisfaction with opening hours.	Very Poor	Poor	Fair	Good	Very Good	Excellent
No. of responses	1	5	11	37	52	27

Q4b. Satisfaction with availability of particular doctor	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	1	12	23	31	26	23	16

Q5b. Satisfaction with availability of any doctor	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	2	7	10	21	25	51	10

Q7b. Satisfaction with waiting times at practice	Very Poor	Poor	Fair	Good	Very Good	Excellent
No. of responses	3	10	39	37	25	9

Q8a. Satisfaction with phoning through to practice	Very Poor	Poor	Fair	Good	Very Good	Excellent	Don't know./ never tried
No. of responses	1	2	13	31	43	38	5

Q8b. Satisfaction with phoning through to doctor for advice	Very Poor	Poor	Fair	Good	Very Good	Excellent	Don't know / never tried
No. of responses	4	3	6	17	18	14	65

Q9b. Satisfaction with continuity of care	Very Poor	Poor	Fair	Good	Very Good	Excellent
No. of responses	0	1	14	28	44	38

Q10a. Satisfaction with doctor's questioning	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	1	0	2	15	41	73	1

Q10b. Satisfaction with how well doctor listens	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	2	10	38	82	1

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Q10c. Satisfaction with how well doctor puts patient at ease	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	2	3	35	72	19

Q10d. Satisfaction of how much doctor involves patient	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	0	11	36	71	14

Q10e. satisfaction with doctor's explanations	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	3	9	33	82	6

Q10f. Satisfaction with time doctor spends	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	1	0	4	18	33	70	1

Q10g. Satisfaction with doctor's patience	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	0	12	32	83	4

Q10h. satisfaction with doctor's caring and concern	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
No. of responses	0	0	1	8	32	86	0

Q11a. Ability to understand problem after visiting doctor	Much more than before visit	A little more than before the visit	The same or less than before the visit	Does not apply
No. of responses	61	30	7	25

Q11b. Ability to cope with problem after visiting doctor	Much more than before visit	A little more than before the visit	The same or less than before the visit	Does not apply
No. of responses	58	29	11	23

Q11c. Ability to keep healthy after visiting doctor	Much more than before visit	A little more than before the visit	The same or less than before the visit	Does not apply
No. of responses	44	26	16	31

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