



Throckley Surgery

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PATIENT SURVEY REPORT

2009

Patient Survey 2009

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INTRODUCTION

Practice Objectives

To set out and achieve high standards of care in line with Primary Care Trust objectives and the government's National Service Framework.

The Team

Throckley Surgery has 4 GP Partners, 1 salaried GP, 1 GP Retainer, 2 GP Registrars and 3 Practice Nurses and 1 Health Care Assistant.

Methodology

The practice uses the General Practice Assessment Questionnaire (GPAQ)¹, to explore patient satisfaction. GPAQ is a patient questionnaire which has been developed at the National Primary Care Research and Development Centre (NPCRDC) at The University of Manchester. The survey was carried out in the surgery after consultations in the surgery. All GPs are included in the survey.

For the purposes of GP appraisal, we have continued to survey patients until we reach the target of 50 responses for each GP as recommended by the NPCRDC.

The surveys were distributed by the receptionists to consecutive patients attending the surgery for a GP appointment in January 2009. The completed surveys were collected until each GP had 50 surveys returned.

1 - <http://www.gpaq.info/>

The QOF Requirements²

PE 2 Patient Surveys (1)

The practice will have undertaken an approved patient survey each year.

PE 6 Patient Surveys (2)

The practice will have undertaken a patient survey each year and, having reflected on the results, will produce an action plan that:

- 1 sets priorities for the next 2 years;
- 2 describes how the practice will report the findings to patients (for example, posters in the practice, a meeting with a patient practice group or a PCO approved patient representative);
- 3 describes the plans for achieving the priorities, including indicating the lead person in the practice; and
- 4 considers the case for collecting additional information on patient experience; for example, through surveys of patients with specific illnesses, or consultation with a patient group.

SUMMARY OF FINDINGS OF SURVEY

Survey 2009

(QOF Reference PE 2)

Demographic summary

The demographic summary showed that 66.1% of the respondents were female with an average age of 51 years. 60.3% of the respondents were aged 45 years or over. 45.6 % of respondents had a long-standing illness, disability or infirmity. Only 43.4% of the respondents were employed and 29.4% were retired – reflecting the relatively old and low socio-economic status of our population. 98.8% of the respondents were White, reflecting the very low Ethnic population in our practice.

Survey Questions

Number of consultations in past 12 months (Q1)

The survey showed that 71.5% of respondents had visited the doctor more than twice in the last 12 months. The survey demonstrated how our patients are 'high users' of the surgery, with 43% of respondents seeing the doctor at least 5 times in the preceding 12 months.

Receptionists rating (Q2)

Patients expressed high satisfaction with the receptionists, with 82.4% of respondents rating their satisfaction as very good or excellent (scoring 8 points above the GPAQ benchmark).

Opening hours (Q3a and Q3b)

Patient satisfaction indicated 97.6% rated opening hours fair or better (scoring 6 points above the GPAQ benchmark). However, 53% requested additional surgery hours, covering early morning (5.5%), lunchtimes (1.6%), evening (18.9%) or weekend (28.3%) appointments.

Access to usual doctor (Q4a and Q4b)

Patients were generally satisfied with the availability of their preferred doctor (scoring 14 points above the GPAQ benchmark) – with 47.8% of respondents being able to see their preferred doctor on the same day and 78.5% within two working days.

Access to any doctor (Q5a and Q5b)

Again there was high satisfaction with access to any doctor. 73.6% of respondents were able to see any doctor on the same day, with 92.7% being able to see any doctor within two working days (scoring 12 points above the GPAQ benchmark).

Seeing a GP urgently (Q6)

Patients also reported that 94.8% of urgent cases were seen on the same day, after eliminating those for whom this situation had never arisen. The survey does not include a corresponding rating for patient satisfaction or GPAQ benchmark, so no evidence is provided to show what might be acceptable in this context, although the absence of complaints on this score suggests that this is not a problem.

Waiting times in practice (Q7)

Waiting times at the practice scored 8 points above the GPAQ benchmark, with 93.4% of patients having been seen within 20 minutes.

Ability to get through to practice on phone (Q8a and Q8b)

90.7% of respondents felt that their ability to get through to the practice on the phone was fair or better (scoring 3 points above the GPAQ benchmark).

Satisfaction with speaking to a doctor for advice showed 96.6% rated this as fair or better (scoring 7 points above the GPAQ benchmark).

Continuity of care (Q9a and Q9b)

Satisfaction with continuity of care was good with 87.9% of respondents reported that satisfaction with continuity of care was good or better (scoring 3 points above the GPAQ benchmark).

Doctors' consulting skills (Q10a – h)

Satisfaction with doctors' consulting skills was highly rated (scoring between 1 and 3 points above the GPAQ benchmarks).

Ability to understand and cope with problem and keep healthy after seeing doctor (Q11a, Q11b and Q11c)

Some minor inconsistencies were noted, particularly between the score for Q10e (scoring 2 points above the GPAQ benchmark) showing high levels of satisfaction with explanations provided during consultations, and that for Q11b (scoring 5 points below the GPAQ benchmark) showing a relative inability to cope with the problem after visiting the GP.

Patient Comments

Patient comments were generally positive, but analysis has identified one or two areas of concern, some of which reinforce the findings from the structured questions, whilst others may suggest other points for further consideration. Comments included:

Good	Improve	Other comments
<p>Excellent attention & care from all involved with practice.</p> <p>Fantastic advice and care.</p> <p>Very satisfied.</p> <p>Everything 1st class.</p> <p>Close to home.</p> <p>9 times out of 10 you can be seen on the day!</p> <p>In my opinion the care I get from Doctors & Nurses at Throckley Clinic is simply the best.</p> <p>My GP always has time for me even if the appointment runs over.</p> <p>The receptionists are always kind and help. In fact couldn't fault the practice.</p> <p>The staff are friendly, professional and caring. There is a lovely atmosphere within the surgery. The doctors are brilliant, Dr. Bookless particularly. You always feel that he has listened and understood what you've said.</p> <p>I get good care.</p> <p>A doctor who is patient, caring and understands my problems.</p> <p>Good.</p> <p>Generally very good. Home visits excellent although don't always see usual doctor.</p> <p>Service is excellent.</p> <p>Good all round.</p>	<p>Just getting through by phone.</p> <p>Getting through to the surgery on the phone in the morning to make a same day appointment.</p> <p>Weekend opening, even if for ½ day.</p> <p>Only one negative experience, but reluctant to complain at the time - worried it might affect me in future consultations.</p> <p>Perhaps a little bit more literature about the services within the surgery, e.g. counselling.</p> <p>Only waiting time & time waiting for the doctor you like to see.</p> <p>Medication on a Saturday if needed.</p> <p>Evening consultations would really help when trying to see a doctor without impinging on my job.</p> <p>Heating.</p> <p>Everything is fair at the Doctors and everyone must be patient while waiting to see someone.</p> <p>More advice on lowering cholesterol levels other than national publications.</p> <p>Time with doctor. Whilst, appreciate time, I sometimes feel like I am in and out in 2 minutes and I don't think that helps. Certain doctors do not take time to listen and give the impression you are wasting their time by being there.</p>	<p>All doctors are very caring and efficient.</p> <p>Top marks.</p> <p>Excellent service overall.</p> <p>Generally a very fair and hard working practice.</p> <p>He is a brilliant doctor!!! He always gives me excellent support and advice.</p> <p>As a Transatlantic visitor you have provided a service beyond my expectations – whilst dispelling myths about the health service banded about from working away. Thanks!</p> <p>GP and hospital care excellent.</p> <p>The automatic system to be working so the receptionists could help other patients.</p> <p>Keep up the good work! Thanks.</p> <p>I have always found a satisfactory arrangement.</p> <p>All round care is very good & staff very pleasant and helpful.</p> <p>Have great faith in the doctor.</p> <p>I didn't know the surgery has extended hours till I was reading the electronic message board.</p>

<p>Yes the care & compassion shown by almost all at the practice & the help I am given.</p> <p>Dr. Bookless in particular has been excellent in dealing with some complications that have arisen in respect to my thyroid function. Also I <u>really</u> like <u>not</u> having to get through receptionists to get to the doctors, as has happened in previous practises I've been with.</p> <p>All good.</p> <p>Access to doctor is excellent - almost always same day. Can't fault the practice (and the receptionists are lovely and helpful!)</p> <p>I always feel that the doctors care about any complaints with health problems.</p> <p>I feel as if I am fit & healthy.</p> <p>Reliable and friendly.</p> <p>I'm looked after.</p> <p>The health care I have received over the years has always been very good.</p> <p>Very near and handy. Staff usually very helpful.</p> <p>Dr Jones, Joughin and Bookless all take time to listen to you. Also, they will explain things if you feel unsure/upset etc. and take time to do this. I have always felt better once I have seen them due to excellent "bedside" manner and the above.</p> <p>You can get late appointments on same day. Excellent for busy working people. ☺</p> <p>Everyone is very friendly and helpful.</p> <p>Always been happy with service.</p>	<p>If you phone at opening time it is always busy and you can never get early appointments for that day.</p> <p>Could work on weekends.</p> <p>Time allowed for consultation.</p> <p>Possibly lunchtime opening? Staggered breaks but otherwise no probs!</p> <p>I have care of my children on weekends and would like to be able to see a doctor at weekends if they have any problems.</p> <p>Yes the distance I have to travel to the hospital & lack of transport from my area. Especially as I am unwell.</p> <p>Telephone answering to arrange appointments.</p> <p>Earlier access in morning for appointment.</p> <p>Hours for working people who do shift work.</p> <p>To work more than once a week.</p> <p>Longer hours for the people at work!!!</p> <p>Being told about the news of opening times as it's not properly advertised.</p> <p>As I work full time evening or weekend appointments would be helpful.</p>	<p>Nothing but good to say about the practice as a whole.</p> <p>I am satisfied with treatment.</p> <p>Have always been well looked after</p> <p>I appreciate you wanting feedback, but putting patient numbers on negates anonymity and made me feel that I can't be wholly honest in case you offend.</p> <p>It would be useful to know if there is any delay on your appointment and the doctor you are visiting.</p> <p>There should be a water fountain for people that need a drink, because Newburn Doctors have one, every Doctors should have one.</p> <p>Excellent surgery.</p> <p>It's the best surgery I've ever attended. Would improve nothing. Doctors and Receptionists are always 100% professional at all times.</p> <p>Very happy with the practice.</p> <p>I've spent the last 2 years in/out hospital & seeing my GPs. The standard of care is always excellent, never made to feel a waste of time.</p> <p>Excellent surgery, always very pleasant.</p> <p>I am very happy being a patient with Throckley Surgery. The staff is excellent and it is very organized. It is a well made surgery.</p>
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Generally nice and do take care of patients.

I have no problems at all with the practice or my Doctor who I find excellent.

Fine, no problems.

The doctors take their time to explain everything.

The service I receive is always 1st class and Dr. Jones is very understanding and helpful.

Dr. Jones is extremely nice, thorough & interested in my health 10/10.

All is very good.

Friendly and considerate.

Very professional and courteous staff, excellent waiting room and all services provided are excellent!

Excellent all round service.

This is a particularly good medical practice in my limited experience. Always friendly, cheerful, helpful and encouraging - from reception staff to nurses and doctors.

Yes my own specialist nurse and encouragement, support & help I receive around my health issues and treatment.

All very good.

The doctors are always willing to help.

Yes - always feel doctor interested in patient.

Always had very good care.

Everyone is very helpful and friendly.

Very friendly surgery, family orientated.

<p>In general, the practice works very well and I'm very pleased with the service and help I receive from my usual doctor.</p> <p>It's the best health care practice I have ever used.</p> <p>The way in which my diabetes has been supported by the nurse and doctor.</p> <p>I'm happy.</p> <p>The Reception staff, nurses and doctors are all friendly and helpful.</p> <p>Reception staff and doctors are all very pleasant and helpful.</p>		
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Improvements since previous year

Marked improvements were noted in the following questions:

- Satisfaction phoning through to practice – by 7 points (from 55 to 62).
- Satisfaction with availability of particular doctor – by 4 points (from 70 to 74).
- Satisfaction with availability of any doctor – by 4 points (from 77 to 81).
- Satisfaction with waiting times at practice – by 4 points (from 61 to 65).

All of these scores improved significantly:

Q4b – by 4 points (from 70 to 74).

Q5b – by 4 points (from 77 to 81).

Q7b – by 4 points (from 61 to 65).

Q8a – by 7 points (from 55 to 62).

Q8b – by 1 points (from 67 to 68).

Q9b – by 2 points (from 70 to 72).

Q11a – by 3 points (from 66 to 69).

The only area identified in which the mean score significantly fell was Q11b – ability to cope with problem after visiting doctor – which fell from 65 to 61.

National GPAQ Benchmarks³

(based on data collected during the 2005 / 06 contract year - this is to be used during 2007 / 08 contract year analyses)

The following benchmarks figures are based on data from 190,038 respondents (aged 16 or over) from more than 1,000 UK general practices who completed the Consultation version of GPAQ after seeing a GP.

Each benchmark score is expressed as an average (mean) for all patients who completed the individual question. They are represented as a percentage of the maximum achievable score, so the best possible score in each case is 100.

NPCRDC recommend that a difference of 10 percentage points between a Practice score and the benchmark should be taken as significant and do not advise concentrating on any differences which are smaller than this.

Comparison to National GPAQ Benchmarks

No areas were identified in which the Practice scored 10 points (or more) less than the GPAQ benchmark.

3 - http://www.gpaq.info/benchmarks%20consultation%202005_6.htm

ABOVE BENCHMARK

16 questions, including every 'consultation' question, were rated above the relevant benchmark.

The margins ranged from 14% to 1% listed here in descending order of significance:

- Access to usual doctor (Q4a and Q4b) + 14 points
- Access to any doctor (Q5a and Q5b) + 12 points
- Receptionists rating (Q2) + 8 points
- Waiting times in practice (Q7) + 8 points
- Satisfaction with speaking to a doctor for advice (Q8b) + 7 points
- Opening hours (Q3a and Q3b) + 6 points
- Satisfaction with phoning through to practice (Q8a) + 3 points
- Continuity of care (Q9a and Q9b) + 3 points
- Satisfaction with doctor's questioning (Q10a) + 3 points
- Satisfaction with doctor's explanations (Q10e) + 2 points
- Satisfaction with how well doctor puts patient at ease (Q10c) + 2 points
- Satisfaction with how much doctor involves patient (Q10d) + 2 points
- Satisfaction with doctor's patience (Q10g) + 2 points
- Satisfaction with doctor's caring and concern (Q10h) + 2 points
- Satisfaction with time doctor spends (Q10f) + 2 point
- Satisfaction with how well doctor listens (Q10b) + 1 points

BELOW BENCHMARK

The practice scored below the relevant benchmark in only one question:

- Ability to cope with problem after visiting Doctor (Q11b) – 5 points

Comparison to National GPAQ Benchmarks & 2006/07 & 2007/08 surveys

GPAQ Post-Consultation Version: question	National Benchmark mean	Throckley Surgery 2006/07 mean	Throckley Surgery 2007/08 mean	Throckley Surgery 2009 mean
Q2. Satisfaction with receptionists	77	83	84	85
Q3a. Satisfaction with opening hours	67	72	72	73
Q4b. Satisfaction with availability of particular doctor	60	72	70	74
Q5b. Satisfaction with availability of any doctor	69	80	77	81
Q7b. Satisfaction with waiting times at practice	57	61	61	65
Q8a. Satisfaction with phoning through to practice	59	56	55	62
Q8b. Satisfaction with phoning through to doctor for advice	61	71	67	68
Q9b. Satisfaction with continuity of care	69	70	70	72
Q10a. Satisfaction with doctor's questioning	81	84	84	84
Q10b. Satisfaction with how well doctor listens	84	85	86	85
Q10c. Satisfaction with how well doctor puts patient at ease	84	86	86	85
Q10d. Satisfaction with how much doctor involves patient	81	83	83	83
Q10e. Satisfaction with doctor's explanations	83	84	86	85
Q10f. Satisfaction with time doctor spends	80	81	81	82
Q10g. Satisfaction with doctor's patience	84	85	86	86
Q10h. Satisfaction with doctor's caring and concern	84	86	86	86
Q11a. Ability to understand problem after visiting doctor	69	63	66	69
Q11b. Ability to cope with problem after visiting doctor	66	61	65	61
Q11c. Ability to keep healthy after visiting doctor	62	55	63	62

SUMMARY OF FINDINGS OF PREVIOUS SURVEY

Survey 2007 / 08

Demographic summary

The demographic summary showed that 66.9% of the respondents were female with an average age of 53 years. 27.5% of the respondents were aged 65 years or over – which corresponds with our age-sex register figures of 19.9% over 65s and 9.5% over 75s. 51.4 % of respondents had a long-standing illness, disability or infirmity. Only 41.4% of the respondents were employed and 32.7% were retired – reflecting the relatively old and low socio-economic status of our population. 96% of the respondents were White, reflecting the very low Ethnic population in our practice.

Survey Questions

Number of consultations in past 12 months (Q1)

The survey showed that 77% of respondents had visited the doctor more than twice in the last 12 months. The survey demonstrated how our patients are 'high users' of the surgery, with 47% of respondents seeing the doctor or nurse at least 5 times in the preceding 12 months.

Receptionists rating (Q2)

Patients expressed high satisfaction with the receptionists, with 84.8% of respondents rating their satisfaction as very good or excellent (scoring 7 points above the GPAQ benchmark).

Opening hours (Q3a and Q3b)

Patient satisfaction indicated 97.2% rated opening hours fair or better (scoring 5 points above the GPAQ benchmark). However, 49.6% requested additional surgery hours, covering early morning (3.2%), lunchtimes (4.3%), evening (14.4%) or weekend (27.7%) appointments.

Access to usual doctor (Q4a and Q4b)

Patients were generally satisfied with the availability of their preferred doctor (scoring 10 points above the GPAQ benchmark) – with 48.6% of respondents being able to see their preferred doctor on the same day and 76.9% within two working days.

Access to any doctor (Q5a and Q5b)

Again there was high satisfaction with access to any doctor. 69.7% of respondents were able to see any doctor on the same day, with 88% being able to see any doctor within two working days (scoring 8 points above the GPAQ benchmark).

Seeing a GP urgently (Q6)

Patients also reported that 91.3% of urgent cases were seen on the same day, after eliminating those for whom this situation had never arisen. The survey does not include a corresponding rating for patient satisfaction or GPAQ benchmark, so no evidence is provided to show what might be acceptable in this context, although the absence of complaints on this score suggests that this is not a problem.

Waiting times in practice (Q7)

Waiting times at the practice scored 4 points above the GPAQ benchmark, with 94.8% of patients having been seen within 20 minutes.

Ability to get through to practice on phone (Q8a and Q8b)

82.9% of respondents felt that their ability to get through to the practice on the phone was fair or better (scoring 4 points below the GPAQ benchmark).

Satisfaction with speaking to a doctor for advice showed 61.3% rated this as fair or better (scoring 6 points above the GPAQ benchmark).

Continuity of care (Q9a and Q9b)

Continuity of care was good with 69% of respondents reported that they were able to see their usual doctor 'a lot of the time' or better (scoring 1 point above the GPAQ benchmark).

Doctors' consulting skills (Q10a – h)

Satisfaction with doctors' consulting skills was highly rated (scoring between 1 and 3 points above the GPAQ benchmarks).

Ability to understand and cope with problem and keep healthy after seeing doctor (Q11a, Q11b and Q11c)

Some minor inconsistencies were noted, particularly between the score for Q10e (scoring 3 points above the GPAQ benchmark) showing high levels of satisfaction with explanations provided during consultations, and that for Q11a (scoring 3 points below the GPAQ benchmark) showing a relative inability to understand the problems afterwards. Ability to keep healthy after visiting the doctor rated well (scoring 1 point above the GPAQ benchmark).

ACTIVITIES UNDERTAKEN

Review Against Action Plan for 2007 / 08

Telephone Access

- The practice has installed a third telephone line and changed staffing hours to man an additional line at some busy times. The 2009 survey reports a 7% improvement in the satisfaction rating for phoning the practice.
- The practice has explored the possibility of on-line appointment booking (with In Practice Systems) – unfortunately this is not yet available, although we are informed by In Practice Systems that it may be available later in the year.
- The practice has continued to promote the practice website in order to increase repeat prescription requests by this method rather than by phone.

Extended Opening Hours

- The practice has extended our opening hours in order to improve access. We now offer early morning (0700 – 0800 hrs., Wednesdays), late evening (1830 – 1930 hrs., Tuesdays) and Saturday morning (one Saturday morning per month 0800 – 1100 hrs.) appointments.

Branch surgeries

- The practice has continued to work with Newcastle PCT to explore the practicalities of holding regular surgeries at the Lemington Centre in order to improve access to the population living in this area. Hopefully this service will begin in the near future.

Liaison with Patients

- The practice has continued to work with the Patient Participation Group.
- The practice has publicised the results of the Patient Survey on the practice website and in the waiting room and invited further comments.

REPORTING THE FINDINGS TO PATIENTS

Meetings with Patient Participation Group

(QOF Reference PE 6.2)

9 November 2007

Evening and weekend doctor availability was suggested. There was a query as to how do we monitor patients who do not work and would want to take these evening appointments.

Saturday morning surgeries will not be for emergencies – they would still be seen in the out of hours service. Saturdays will be there for people who cannot come during the week.

GPs would not want to do an overnight service.

Patients should not have to ring back when trying to get an appointment. The PCT advise that a patient should not have to ring back and should be given an appointment on that phone call. If the patient wants to see a particular doctor then they will have to phone back for him/her. Otherwise they would have to see another doctor who has an available appointment.

Patient survey questionnaires are about to be sent out for this year.

It was suggested that it should be put on the automatic display that patients need to book a double appointment if they have a complex problem.

24 March 2009

The 2008 and 2009 surveys were presented to the Patient Participation Group. The findings were discussed and the Patient Participation Group was in full agreement with the priorities set for the next 2 years.

Future Meeting with Patient Participation Group

(QOF Reference PE 6.2)

A further meeting is arranged for 9 June 2009.

Website

(QOF Reference PE 6.2)

This report will be made available at the Practice website www.throckley.gpsurgery.net

Waiting Room

(QOF Reference PE 6.2)

This report will be made available in the waiting room.

PRIORITIES FOR THE NEXT TWO YEARS

Priorities from 2009 Survey

(QOF Reference PE 6.1)

The practice discussed the results of the survey at a 'Time Out' Primary Health Care Meeting (24 February 2009) and identified the following priorities:

- Telephone access
- Promoting extended hours appointments
- Branch surgery
- Waiting room information

ACTION PLAN FOR ACHIEVEMENT OF PRIORITIES 2009 / 10

Practice Lead

Dr David Grainger

(QOF Reference PE 6.3)

Telephone Access

- The practice will explore new telephone systems, which may have features which will improve telephone access.
- The practice will explore the possibility of automated appointment booking systems in order to reduce the demand on phone lines and improve access.
- The practice will continue to promote the practice website in order to increase repeat prescription requests by this method rather than by phone.

Extended Opening Hours

- The practice will publicise the additional opening hours at weekends, early mornings and evenings in order to improve access. An updated practice leaflet will be issued to each household registered with the practice.

Branch surgery

- The practice will continue to explore the practicalities of holding regular surgeries at the Lemington Centre in order to improve access to the population living in this area.

Waiting room information

- The practice will continue to have rotating information displays in the waiting room.
- The practice will explore the possibility of having a TV displaying practice information/health promotion in the waiting room.

Liaison with Patients

- The practice will continue to work with the Patient Participation Group.
- The practice will publicise the results of the Patient Survey on the practice website and in the waiting room and invite further comments.

FURTHER WORK

Additional Surveys

(QOF Reference PE 6.4)

At present – in view of the excellent results in this survey – we do not feel that additional surveys are required. However, additional surveys will be conducted as and when necessary.

APPENDIX 1 – 2009 Full Survey Results

Q1. Number of visits to doctor in last 12 months	Number of responses
None	12
Once or twice	59
Three or four times	71
Five or six times	55
Seven times or more	52

Q2. Satisfaction with receptionists	Number of responses
Very poor	1
Poor	0
Fair	8
Good	35
Very good	94
Excellent	112

Q3a. Satisfaction with opening hours	Number of responses
Very poor	1
Poor	5
Fair	17
Good	75
Very good	102
Excellent	47

Q3b. Additional hours requested	Number of responses
Mornings	14
Lunchtime	4
Evenings	48
Weekends	72
None	116

Q4a. Availability of particular doctor	Number of responses
Same day	118
Next working day	40
Within 2 working days	36
Within 3 working days	16
Within 4 working days	11
5 or more working days	11
Does not apply	15

Q4b. Satisfaction with availability of particular doctor	Number of responses
Very poor	3
Poor	12
Fair	25
Good	51
Very good	61
Excellent	78
Does not apply	10

Q5a. Availability of any doctor	Number of responses
Same day	181
Next working day	30
Within 2 working days	17
Within 3 working days	3
Within 4 working days	2
5 or more working days	1
Does not apply	12

Q5b. Satisfaction with availability of any doctor	Number of responses
Very poor	2
Poor	1
Fair	13
Good	48
Very good	61
Excellent	98
Does not apply	9

Q6. Same day urgent availability of doctor	Number of responses
Yes	201
No	11
Don't know/never needed to	36

Q7a. Waiting time at practice	Number of responses
5 minutes or less	30
6-10 minutes	129
11-20 minutes	69
21-30 minutes	15
More than 30 minutes	1

Q7b. Satisfaction with waiting times at practice	Number of responses
Very poor	2
Poor	4
Fair	47
Good	95
Very good	52
Excellent	33

Q8a. Satisfaction with phoning through to practice	Number of responses
Very poor	5
Poor	15
Fair	49
Good	93
Very good	51
Excellent	31
Don't know/ never tried	3

Q8b. Satisfaction with phoning through to doctor for advice	Number of responses
Very poor	3
Poor	5
Fair	25
Good	58
Very good	50
Excellent	31
Don't know/ never tried	65

Q9a. Continuity for seeing same doctor	Number of responses
Always	34
Almost always	84
A lot of the time	59
Some of the time	34
Almost never	13
Never	1

Q9b. Satisfaction with continuity of care	Number of responses
Very poor	2
Poor	4
Fair	21
Good	78
Very good	67
Excellent	52

Q10a. Satisfaction with doctor's questioning	Number of responses
Very poor	1
Poor	0
Fair	6
Good	46
Very good	71
Excellent	112
Does not apply	0

Q10b. Satisfaction with how well doctor listens	Number of responses
Very poor	1
Poor	1
Fair	3
Good	37
Very good	82
Excellent	110
Does not apply	2

Q10c. Satisfaction with how well doctor puts patient at ease	Number of responses
Very poor	1
Poor	1
Fair	7
Good	33
Very good	71
Excellent	108
Does not apply	11

Q10d. Satisfaction with how much doctor involves patient	Number of responses
Very poor	1
Poor	1
Fair	7
Good	42
Very good	72
Excellent	102
Does not apply	4

Q10e. Satisfaction with doctor's explanations	Number of responses
Very poor	1
Poor	1
Fair	8
Good	27
Very good	81
Excellent	109
Does not apply	7

Q10f. Satisfaction with time doctor spends	Number of responses
Very poor	1
Poor	0
Fair	16
Good	46
Very good	71
Excellent	100
Does not apply	0

Q10g. Satisfaction with doctor's patience	Number of responses
Very poor	1
Poor	0
Fair	5
Good	34
Very good	72
Excellent	122
Does not apply	0

Q10h. Satisfaction with doctor's caring and concern	Number of responses
Very poor	2
Poor	0
Fair	6
Good	35
Very good	66
Excellent	126
Does not apply	0

Q11a. Ability to understand problem after visiting doctor	Number of responses
Much more than before the visit	101
A little more than before the visit	71
The same or less than before the visit	27
Does not apply	28

Q11b. Ability to cope with problem after visiting doctor	Number of responses
Much more than before the visit	82
A little more than before the visit	70
The same or less than before the visit	40
Does not apply	34

Q11c. Ability to keep healthy after visiting doctor	Number of responses
Much more than before the visit	83
A little more than before the visit	63
The same or less than before the visit	39
Does not apply	42

Q12. Sex	Number of responses
Male	83
Female	162

Q13. Age	Number of responses
Up to 44 years old	92
45 years old and above	140
<i>Mean</i>	<i>51</i>

Q14. Long standing illness, disability or infirmity	Number of responses
Yes	108
No	129

Q15. Ethnic group	Number of responses
White	237
Black or Black British	0
Asian or Asian British	0
Mixed	3
Chinese	0
Other ethnic group	0

Q16. Accommodation status	Number of responses
Owner-occupied/ mortgaged	134
Rented or other arrangements	98

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	99
Unemployed	7
School or full time education	14
Long term sickness	22
Looking after home/family	18
Retired	67
Other	1

Retired	67
Other	1

Q17. Employment status	Number of responses
Employed (full/part time, self-employed)	99
Unemployed	7
School or full time education	14
Long term sickness	22
Looking after home/family	18

