



Department  
of Health

# THE GP PATIENT SURVEY



## Key results 2008/09 for THROCKLEY PRIMARY CARE CENTRE (A86026)

# Technical Details of the GP Patient Survey 2008/09

- Ipsos MORI administered the GPPS on behalf of the Department of Health (DH).
- Questionnaires were sent to 5,660,217 adult patients registered with GP practices in England w/c 5 January 2009. Reminders were sent to non-responding patients in February and March.
- Questionnaires received by 9 April 2009 are included in the survey results, with duplicates excluded. The overall response rate to the survey is 38%, based on 2,163,456 completed responses.
- Patients were able to complete the survey on paper, online and over the phone, including in 13 other languages.
- 512 questionnaires were sent to adult patients registered with this practice code A86026, and 270 were returned completed. The unadjusted response rate is therefore 53%. The number of patients in a practice who were sent questionnaires was determined individually for each practice.
- Computer rounding means that combined percentage scores are not always the sum of the individual percentage scores. For example, the total percentage 'satisfied' will be calculated from the actual number of patients answering 'very satisfied' and 'fairly satisfied', and not the sum of the two percentage results.
- Where results do not sum to 100, this is due to multiple responses or computer rounding.
- An asterisk (\*) indicates a percentage of less than 0.5% but greater than zero.
- This document outlines answers to a number of key questions from the survey. Full practice results can be found at [www.gp-patient.co.uk/results](http://www.gp-patient.co.uk/results).

# 48 hour booking and booking ahead

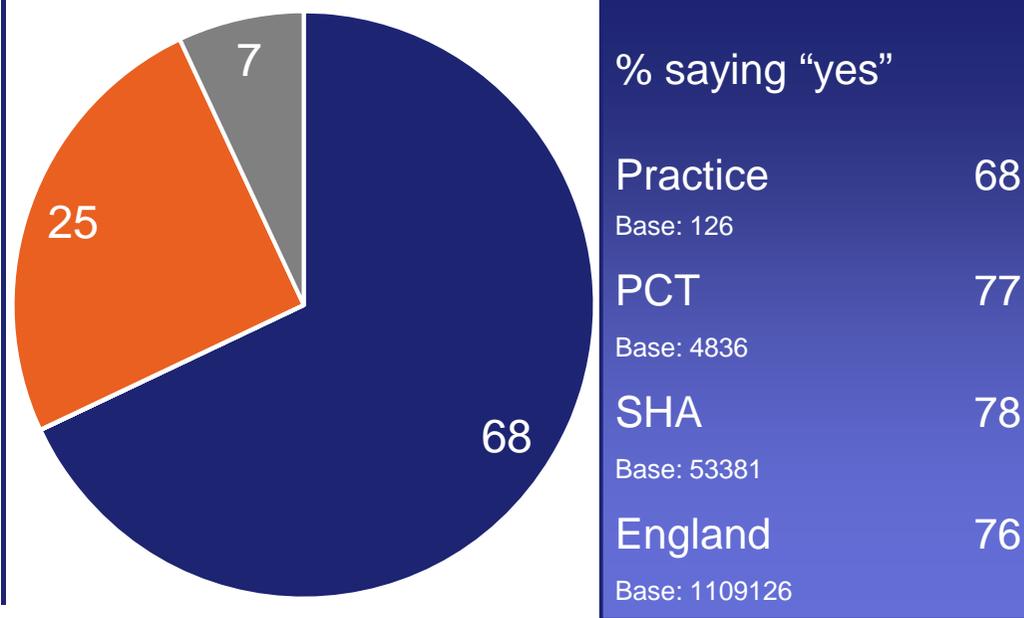
## Able to see doctor on the same day or next 2 days the surgery was open

- % Yes
- % No
- % Can't remember



## Able to get an appointment with a doctor more than 2 days in advance

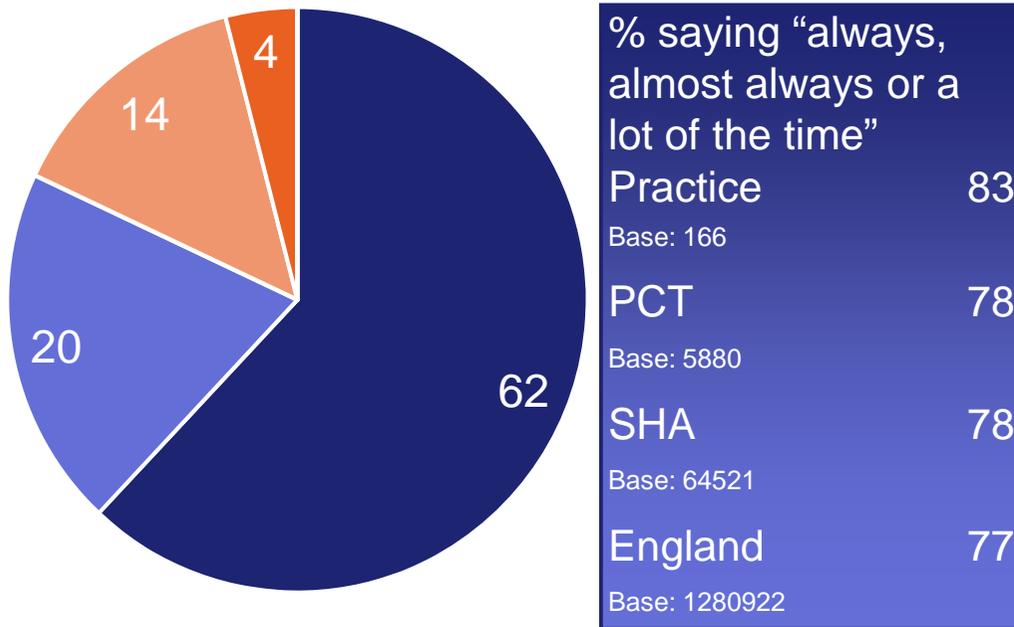
- % Yes
- % No
- % Can't remember



# Seeing a preferred doctor and ease of getting through on the phone

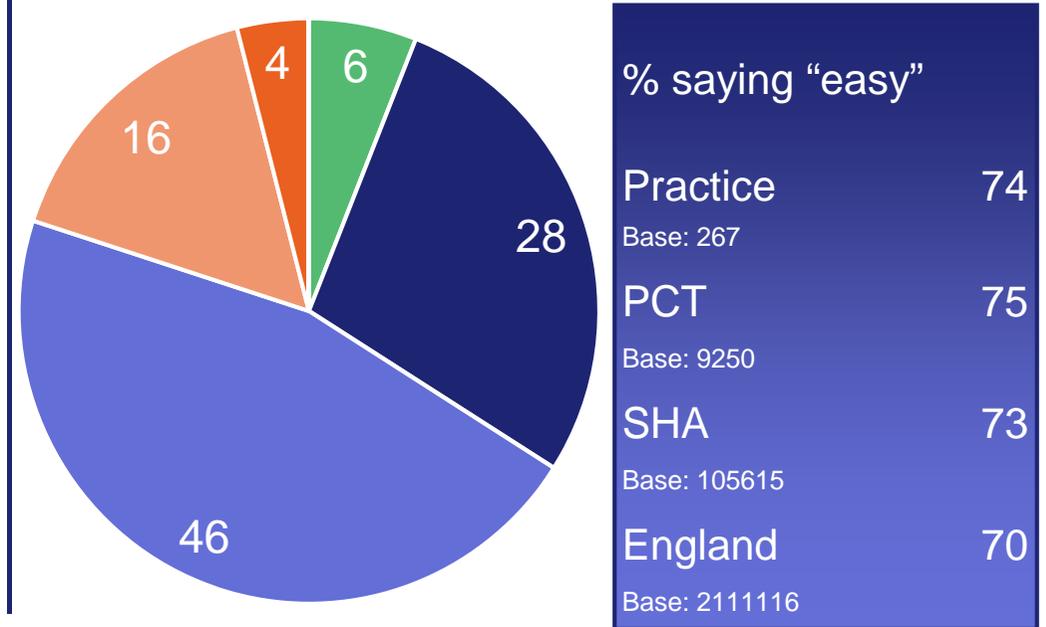
## Frequency of seeing preferred doctor

- % Always or almost always
- % A lot of the time
- % Some of the time
- % Never or almost never
- % Not tried



## Ease of getting through to the surgery on the phone

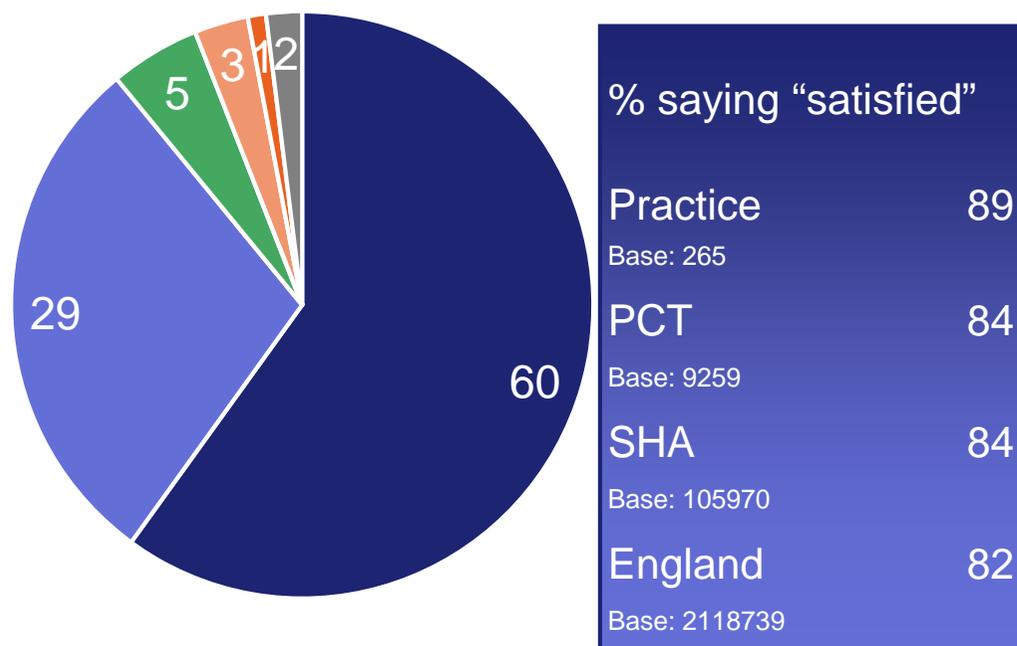
- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



# Satisfaction with opening hours and overall care

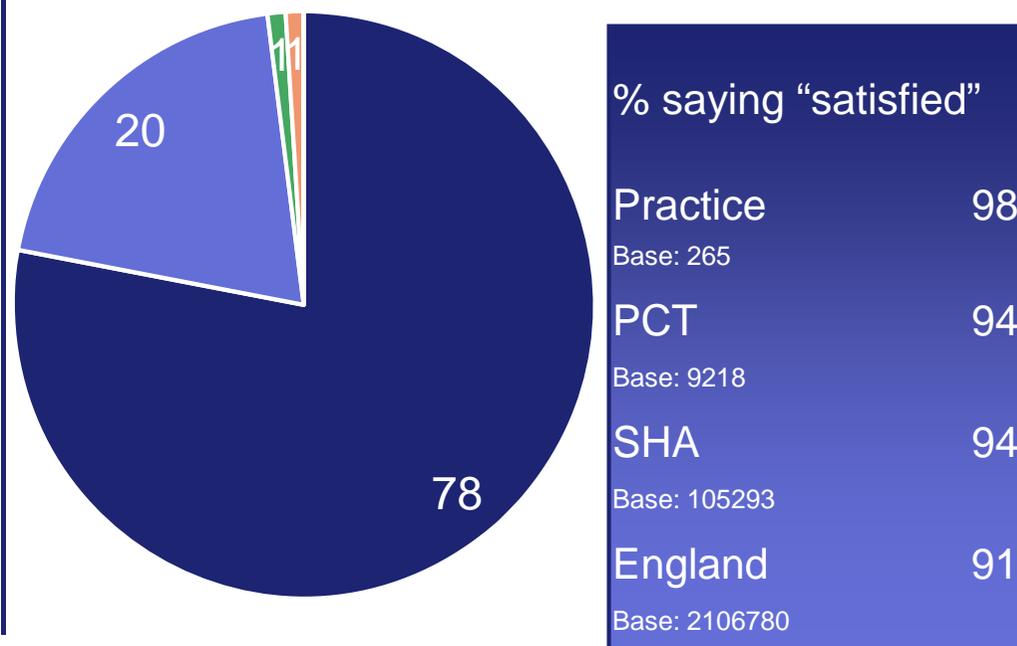
## Satisfaction with surgery opening hours

- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied
- % Not sure when surgery open



## Satisfaction with overall care received at the surgery

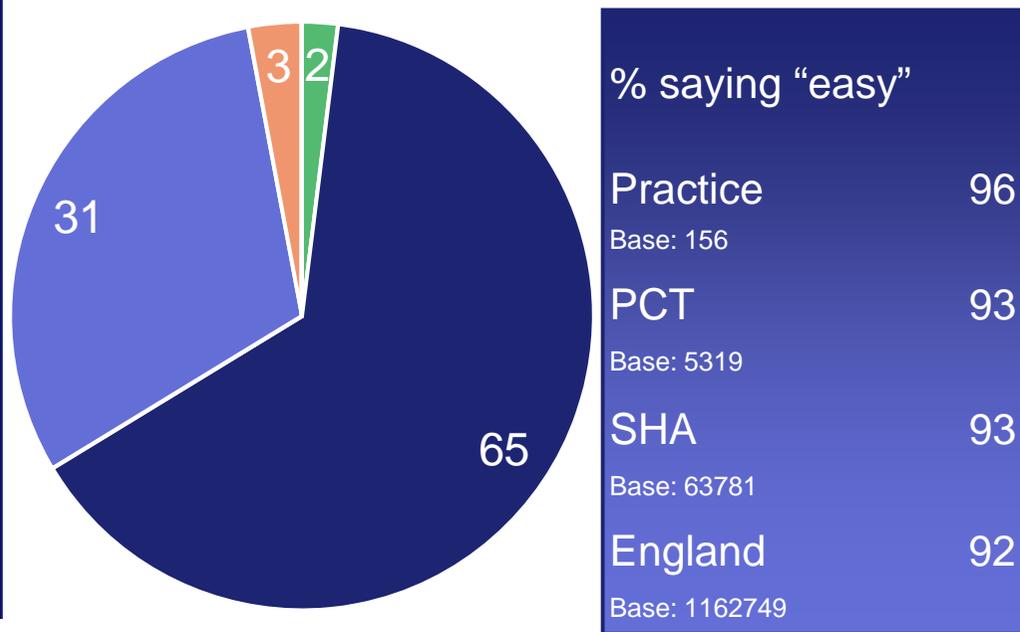
- % Very satisfied
- % Fairly satisfied
- % Neither / nor
- % Fairly dissatisfied
- % Very dissatisfied



# Ease of getting an appointment with a practice nurse and whether discussed managing a long-standing health problem with a doctor or nurse

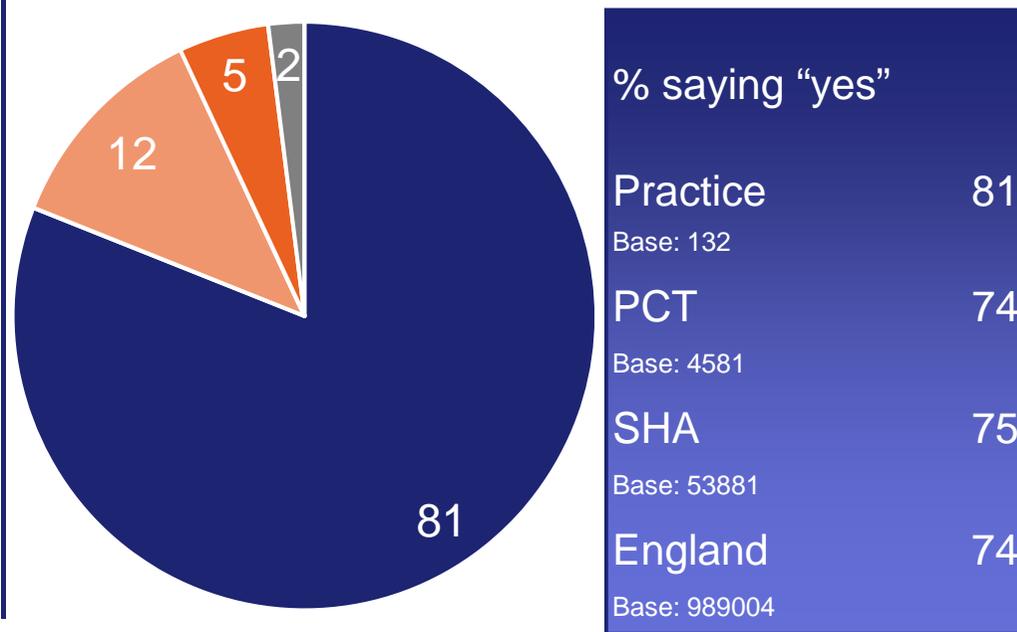
## Ease of getting an appointment with a practice nurse

- % Haven't tried
- % Very easy
- % Fairly easy
- % Not very easy
- % Not at all easy
- % Don't know



## Had a discussion with a doctor or nurse about managing a long-standing health problem

- % Yes
- % No, I didn't want a discussion
- % No, I would have liked a discussion
- % Can't remember



# Where your practice has performed well

% of patients saying this

I found it easy to speak to a doctor on the phone



Base: 260

I found it easy to speak to a nurse on the phone



Base: 263

I was able to see a doctor fairly quickly



Base: 178

PCT average (%)	Practice-PCT Difference (%)	National average (%)
24 Base: 8930	+29	25 Base: 2032740
26 Base: 8890	+15	25 Base: 2023010
83 Base: 5691	+14	84 Base: 1321643

# Areas for improvement

% of patients saying this

I was able to book ahead for an appointment with a doctor

68

Base: 126

I found it easy to get through on the phone

74

Base: 267

Having a discussion or plan has helped improve the care I receive

91

Base: 99

PCT average (%)	Practice-PCT Difference (%)	National average (%)
77 Base: 4836	-9	76 Base: 1109126
75 Base: 9250	-1	70 Base: 2111116
90 Base: 3288	+1	88 Base: 705263

If you have any questions about the survey or the results, please contact your PCT or visit [www.gp-patient.co.uk](http://www.gp-patient.co.uk)