

Otterfield Medical Centre

Yiewsley, West Drayton UB7 8PE



General Practice Assessment Questionnaire

Patient Survey – January 2015

Patient Survey using General Practice Assessment Questionnaire

Introduction

The Survey

The General Practice Assessment Questionnaire (GPAQ) surveys how patients perceive their doctor's practice. The survey covers aspects of quality best assessed by asking patients, and most highly valued by patients.

Survey Development

GPAQ was introduced in 2004. GPAQ has been revised to encompass the Directed Enhanced Service (DES) for Patient Participation and incorporates Friends and Family Test which includes collecting patients' views through a local survey

This Survey and the Report

This survey was conducted in January 2015, 337 completed questionnaire were received. For each question, a summary of how many patients responded to each answer within each question is given.

Benchmarks

As yet, there are no benchmarks for GPAQ, but for the questions identical to the national survey, practice results are benchmarked against those of the national survey.

For questions identical, or nearly identical to questions in the GPPS (General Practice Patient's Survey – MORI) survey, July 2014-October 2014 GPPS national benchmarks published on 8 January 2015 are given - as best possible - in a column to the right of our practice results.

Taking Action on Results

GPAQ has been designed for scores to be used to improve care in our practice. The questions are not vague or general. They relate to specific aspects of care where there is clearly something to be done, if the practice judges that improvement is needed.

Summary

Accessing GP services

- Almost nine out of ten patients (96%) find the receptionists at the GP surgery helpful. Few patients (just 4%) do not find receptionists helpful.
- For most patients (68%) it is easy to get through to someone at the GP surgery on the phone, but almost one in five (21%) patients say it is not easy. Few patients (just 3%) haven't tried to get through to their GP surgery on the phone.
- One in five (40%) were able to speak to the GP or nurse on the phone, but 24% say it is not easy, but 29% haven't tried. (requires action)
- Three in five (57%) were able to see GP urgently, 29% say no and 14% say 'never' needed. (requires action)
- Over half of patients (60%) have a preferred GP – one-thirds (39%) say do not have a preference. Of those who have a preferred GP, three fifths (56%) 'Always or almost always' get to see them. Around a quarter of patients (29%) see their preferred GP 'a lot of the time', with a slightly greater proportion (32%) saying 'some of the time'. Few patients (just 7%) 'Never or almost never' get to see their preferred GP.

Making an appointment

- The majority of patients (80%) usually book their appointments by phone, while one in five (15%) book their appointments in person. Few patients (4%) book their appointments online.
- Preferred methods of booking appointments generally reflect those currently used by patients. Over three in five patients (65%) prefer to book by phone, with one in five (14%) preferring to book appointments in person. Around three in ten (20%) prefer to book their appointments online.
- One-two of patients (45%) were able to see the preferred GP on the same day as when they initially contacted the surgery, while one in three (24%) saw someone within 2-4 days. A further (13%) saw in the next few days, while 7% 'never' needed to see the GP urgently.
- Three-four of patients (66%) were able to see any GP on the same day as when they initially contacted the surgery, while one in five (22%) saw someone within 2-4 days. A further (4%) saw someone in the next few days, while 2% 'never' needed to see a GP urgently.
- Majority of patients rated that they were able to get an appointment to see a GP quickly (73%). But 22% felt that the appointment they got was very poor. (requires action)

Waiting times

- The majority of patients (55%) usually wait between five and ten minutes after their appointment time to be seen and a third (40%) waits over ten minutes. One in five (20%) have to wait less than five minutes.
- Majority of patients (63%) are happy with the amount of time they have to wait for their appointment. Around one in twelve (35%) patients felt they have to wait 'far too long' for their appointment time.

Opening hours

- Most patients are satisfied with the opening hours of their GP surgery (82%). Few are dissatisfied with opening hours or are unsure when their surgery is open (13% and 5% respectively).

- Patients were asked which additional opening time/s would make it easier for them to see or speak to someone. Patients say that Saturday opening or after 6.30pm would make it easier for them (28% and 22% respectively). A fifth (18%) would like to have opening times extended to before 8am or on a Sunday (13%).

Last GP appointment

- Patients were asked a range of questions about the last time they saw or spoke to a GP from their surgery. The majority of patients are very positive about their experiences with their doctor.
- Most patients feel their GP was good at the following:
 - Listening (98%)
 - Giving enough time (98%)
 - Treating with care and concern (98%)
 - Explaining tests and treatments (98%)
 - Involving them in decisions regarding their care (94%)
- The vast majority of patients (97%) have trust and confidence in the GP they saw.

Last Nurse appointment

- The majority of patients are very positive about their experiences of a nurse at their surgery.
- Most say their nurse was good at the following:
 - Giving enough time (99%)
 - Listening (100%)
 - Treating with care and concern (89%)
 - Explaining tests and treatments (97%),
 - Involving them in decisions regarding their care (94%)
- Similarly the majority of patients (98%) have trust and confidence in the nurse they saw.

Friends and Family Test

- In terms of advocacy, four in five patients (82%) would recommend their surgery to someone who has just moved to the local area
- Around half (44%) who say they would 'definitely' recommend it.
- 5% definitely not recommend their GP practice to others.

Overall experience

- The majority of patients (98%) have had a good overall experience of their GP surgery, with (68%) describing their experience as 'very' good and 0% felt very poor.

Long-standing health condition

- Half of our patients have a long-standing health condition (50%).

Employment

- Over half of our patients (59%) are employed and 14% are retired.

Patient Survey – January 2015

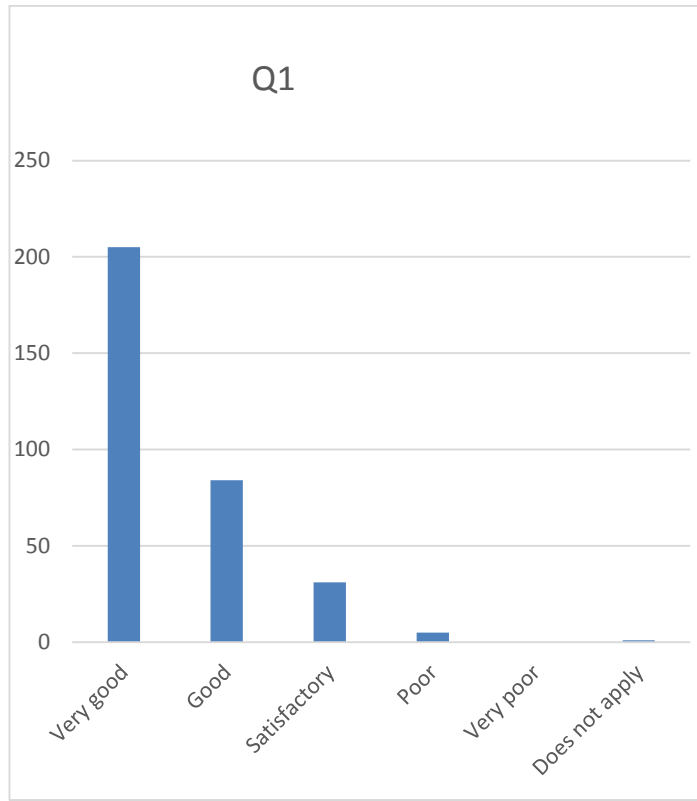
Patient Survey – January 2015	Otterfield Score 2014/15 (GPAQ)	Hillingdon CCG (MORI)	GPPS Benchmarks 2014/15 (MORI)
About Your Visit to the GP Today			
How good was the GP at:			
Q1 Putting you at ease?	98%	--	--
Q2 Being polite and considerate?	100%	--	--
Q3 Listening to you?	98%	83%	87%
Q4 Giving you enough time?	98%	80%	85%
Q5 Assessing your medical condition?	98%	--	--
Q6 Explaining your condition and treatment?	98%	77%	82%
Q7 Involving you in decisions about your care?	94%	68%	75%
Q8 Providing or arranging treatment for you?	94%	76%	83%
Q9 Did you have confidence that the GP is honest and trustworthy?	97%	89%	92%
Q10 Did you have confidence that the doctor will keep your information confidential?	96%	--	--
Q11 Would you be completely happy to see this GP again?	97%	--	--
About Receptionists and Appointments			
How good was the receptionist at:			
Q12 How helpful do you find the receptionists at your GP practice?	96%	84%	87%
Q13 How easy is it to get through to someone at your GP practice on the phone?	68%	71%	72%
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?	40%	--	--
Q15 If you need to see a GP urgently, can you normally get seen on the same day?	57%	28%	37%

Q16 How important is it to you to be able to book appointments ahead of time in your practice?	88%	--	--
Q17 How easy is it to book ahead in your practice?	68%	--	--
Q18 How do you normally book your appointments at your practice? (by phone)	80%	88%	88%
Q19 Which of the following methods would you prefer to use to book appointments at your practice? (by phone)	62%	80%	80%
Thinking of times when you want to see a particular doctor:			
Q20 How quickly do you usually get seen? (Within 5 days)	70%	69%	70%
Q21 How do you rate how quickly you were seen?	76%	--	--
Thinking of times when you are willing to see any doctor:			
Q22 How quickly do you usually get seen? (Same day)	66%	28%	37%
Q23 How do you rate how quickly you were seen?	73%	--	--
Thinking of your most recent consultation with a doctor or nurse			
Q24 How long did you wait for your consultation to start? (5 to 15 minutes)	55%	56%	56%
Q25 How do you rate how long you waited?	63%	--	--
About opening times			
Q26 Is your GP practice currently open at times that are convenient to you?	82%	67%	76%
Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (After 6.30pm & Saturdays)	22% & 28%	70% & 76%	71% & 74%
About seeing the doctor of your choice			
Q28 Is there a particular GP you usually prefer to see or speak to?	60%	54%	54%

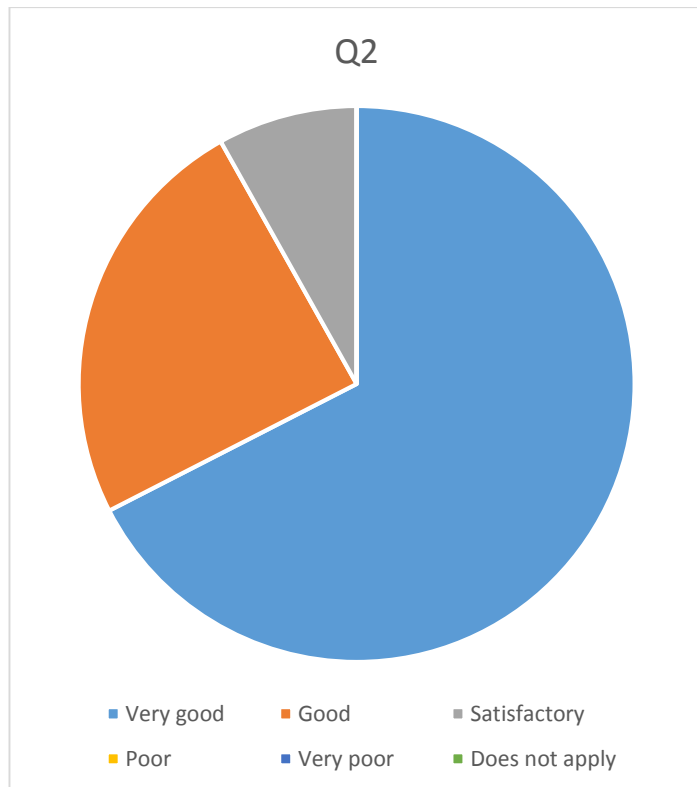
Q29 How often do you see or speak to the GP you prefer?	56%	57%	60%
How good was the Nurse you last saw at:			
Q30 Putting you at ease?	99%	--	--
Q31 Giving you enough time?	99%	70%	80%
Q32 Listening to you?	100%	70%	79%
Q33 Explaining your condition and treatment?	97%	67%	77%
Q34 Involving you in decisions about your care?	94%	69%	66%
Q35 Providing or arranging treatment for you?	89%	68%	78%
Q36 Would you be completely happy to see this nurse again?	98%	--	--
Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:			
Q37 How well you understand your health problems?	77%	--	--
Q38 Cope with your health problem	71%	92%	92%
Q39 Keep yourself healthy	67%	47%	76%
Q40 Overall, how would you describe your experience of your GP surgery?	98%	78%	85%
Q41 Would you recommend your GP surgery?	82%	70%	78%
Q42 Sex (Female)	64%	49%	51%
Q43 Age (16-44)	52%	50%	42%
Q44 Long standing illness (Yes)	46%	50%	54%
Q45 Ethnicity (White)	74%	55%	80%
Q46 Employment (Employed)	55%	62%	68%
Postal survey		Total sent - 10	Response - 2

How good was the GP?

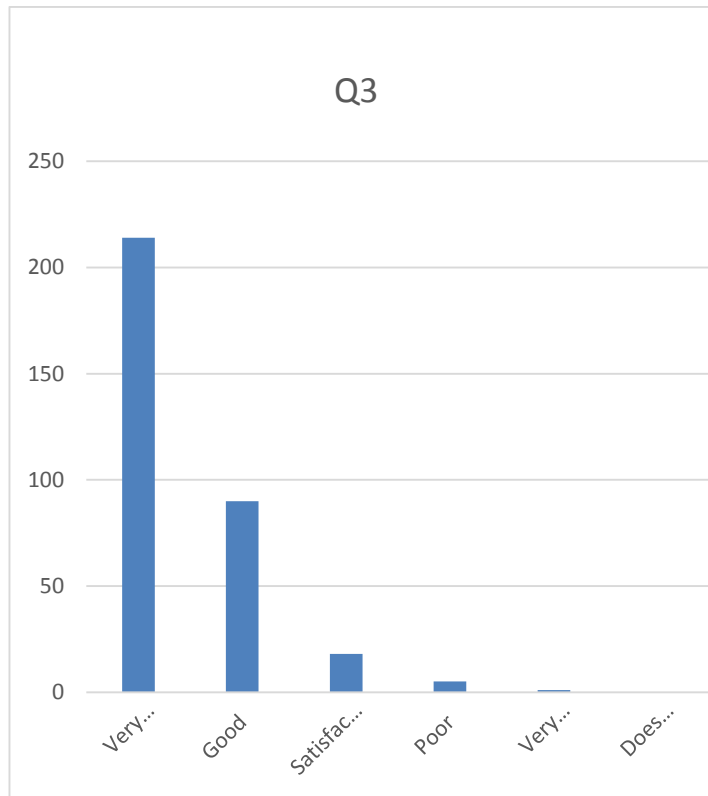
Q1 GP Putting you at ease	Number of responses	Percentage
Very good	205	63%
Good	84	26%
Satisfactory	31	10%
Poor	5	2%
Very poor	0	0%
Does not apply	1	0%
Total	326	100%
Practice marks		98%



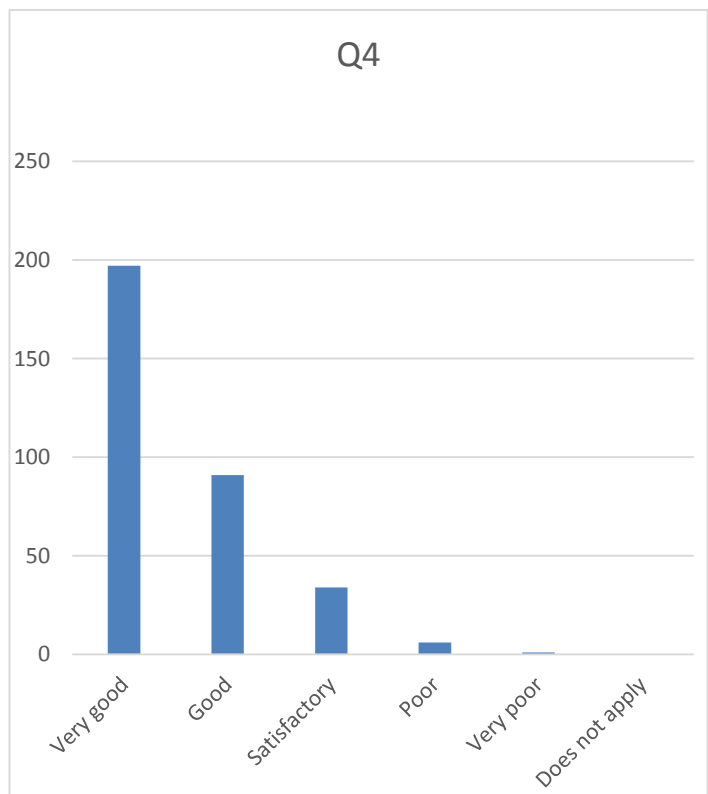
Q2 GP Being polite and considerate	Number of responses	Percentage
Very good	224	67%
Good	81	24%
Satisfactory	27	8%
Poor	0	0%
Very poor	0	0%
Does not apply	0	0%
Total	332	100%
Practice marks		100%



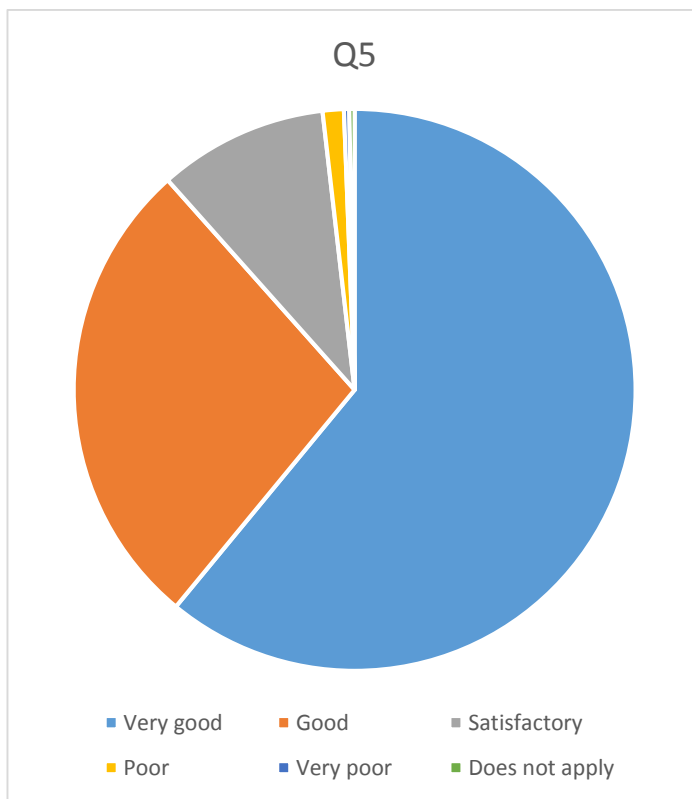
Q3 GP Listening to you	Number of responses	Percentage
Very good	214	65%
Good	90	27%
Satisfactory	18	5%
Poor	5	2%
Very poor	1	0%
Does not apply	0	0%
Total	328	100%
Practice marks		98%



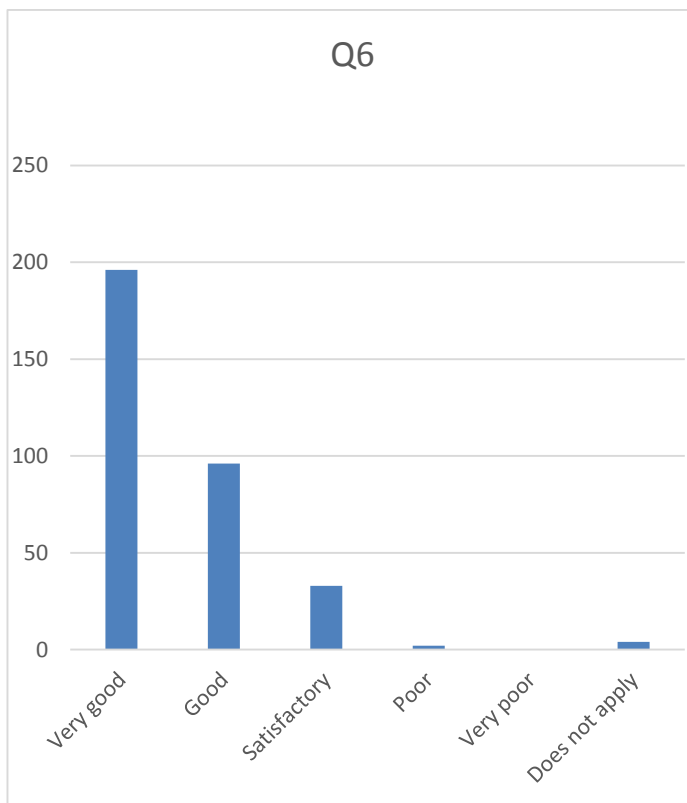
Q4 GP Giving you enough time	Number of responses	Percentage
Very good	197	60%
Good	91	28%
Satisfactory	34	10%
Poor	6	2%
Very poor	1	0%
Does not apply	0	0%
Total	329	100%
Practice marks		98%



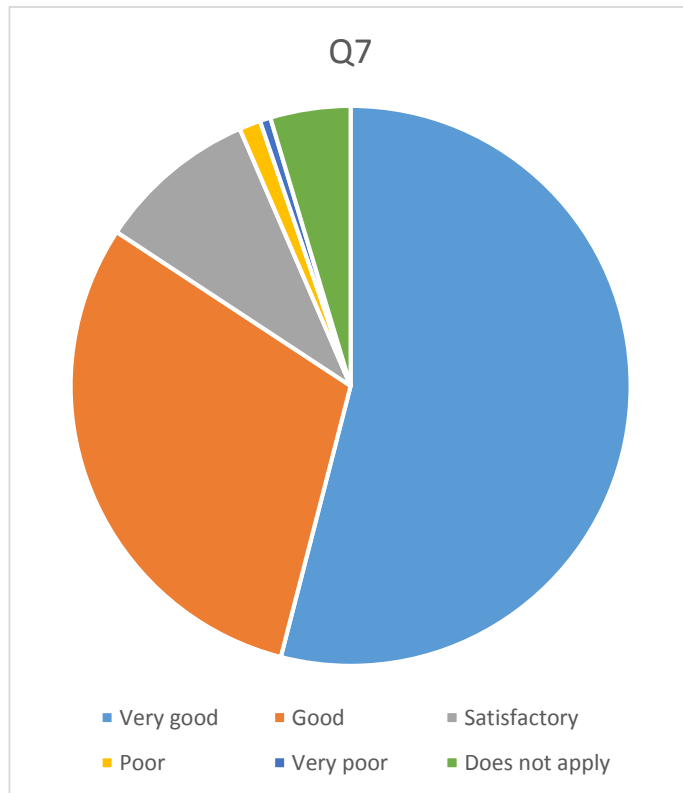
Q5 GP Assessing your medical condition	Number of responses	Percentage
Very good	200	61%
Good	90	27%
Satisfactory	32	10%
Poor	4	1%
Very poor	1	0%
Does not apply	1	0%
Total	328	100%
Practice marks		98%



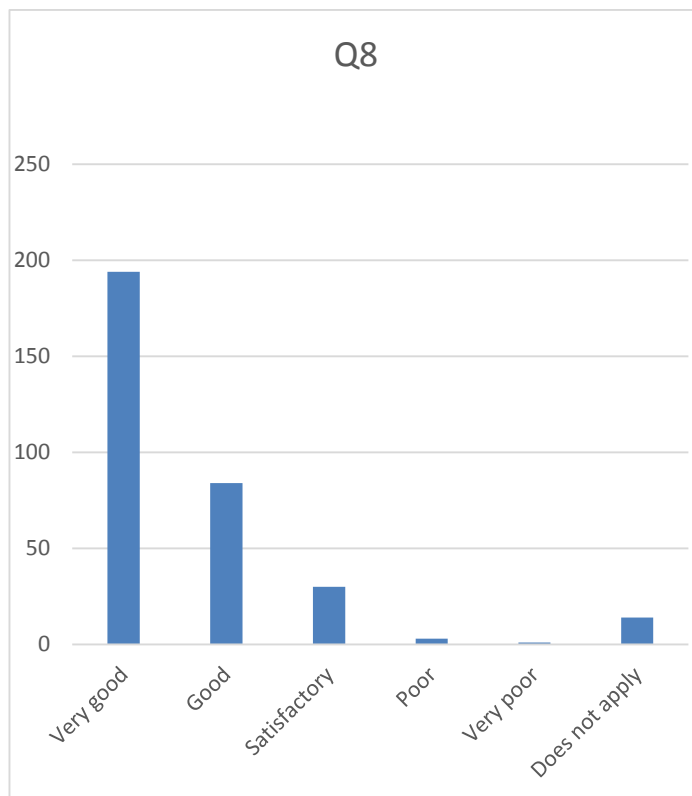
Q6 GP Explaining your condition and treatment	Number of responses	Percentage
Very good	196	59%
Good	96	29%
Satisfactory	33	10%
Poor	2	1%
Very poor	0	0%
Does not apply	4	1%
Total	331	100%
Practice marks		98%



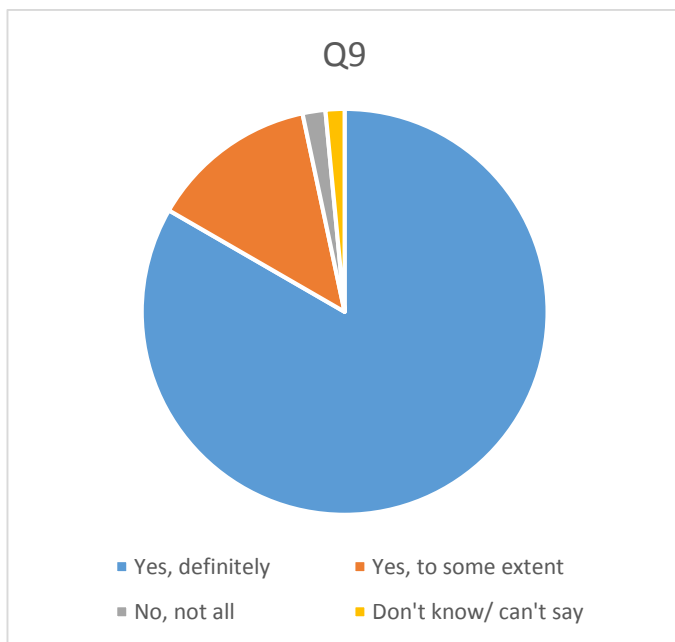
Q7 GP Involving you in decisions	Number of responses	Percentage
Very good	175	54%
Good	98	30%
Satisfactory	30	9%
Poor	4	1%
Very poor	2	1%
Does not apply	15	5%
Total	324	100%
Practice marks		94%



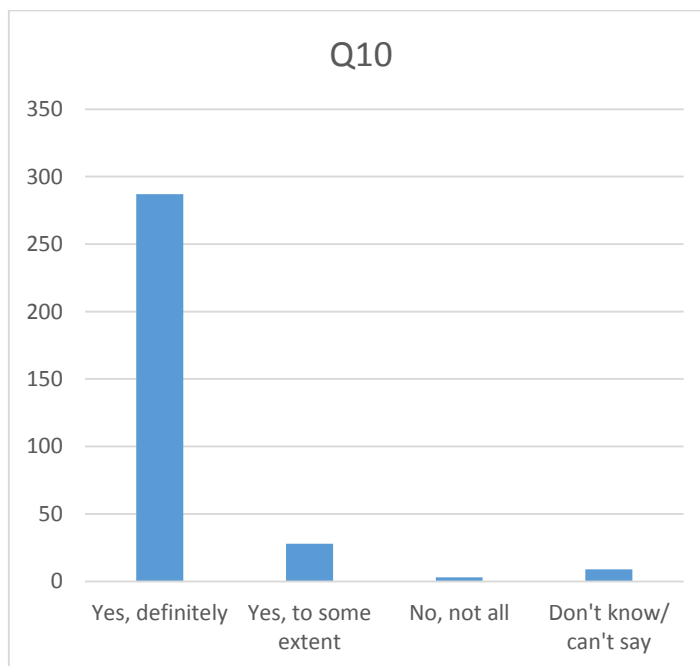
Q8 GP Providing or arranging treatment	Number of responses	Percentage
Very good	194	60%
Good	84	26%
Satisfactory	30	9%
Poor	3	1%
Very poor	1	0%
Does not apply	14	4%
Total	326	100%
Practice marks		94%



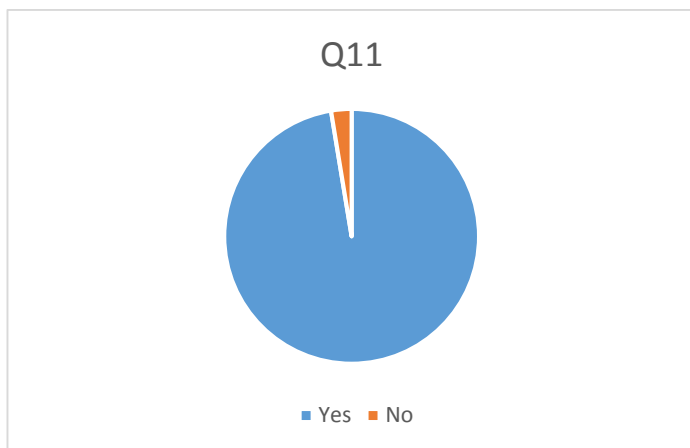
Q9 Do you have confidence the GP is honest	Number of responses	Percentage
Yes, definitely	275	83%
Yes, to some extent	44	13%
No, not all	6	2%
Don't know/ can't say	5	2%
Total	330	0%
Practice marks		97%



Q10 Do you have confidence that the GP will keep your information	Number of responses	Percentage
Yes, definitely	287	88%
Yes, to some extent	28	9%
No, not all	3	1%
Don't know/ can't say	9	3%
Total	327	0%
Practice marks		96%

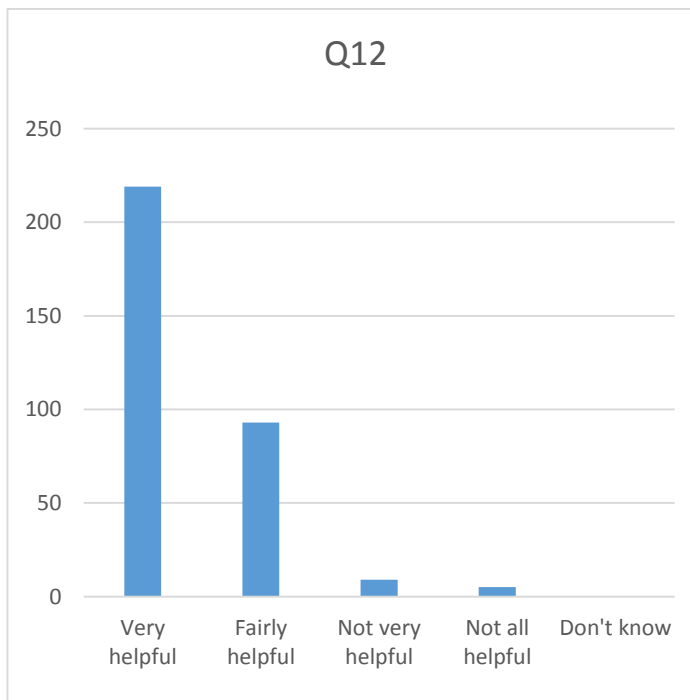


Q11 Would you happy to see this GP again	Number of responses	Percentage
Yes	300	97%
No	8	3%
Total	308	100%
Practice marks		97%



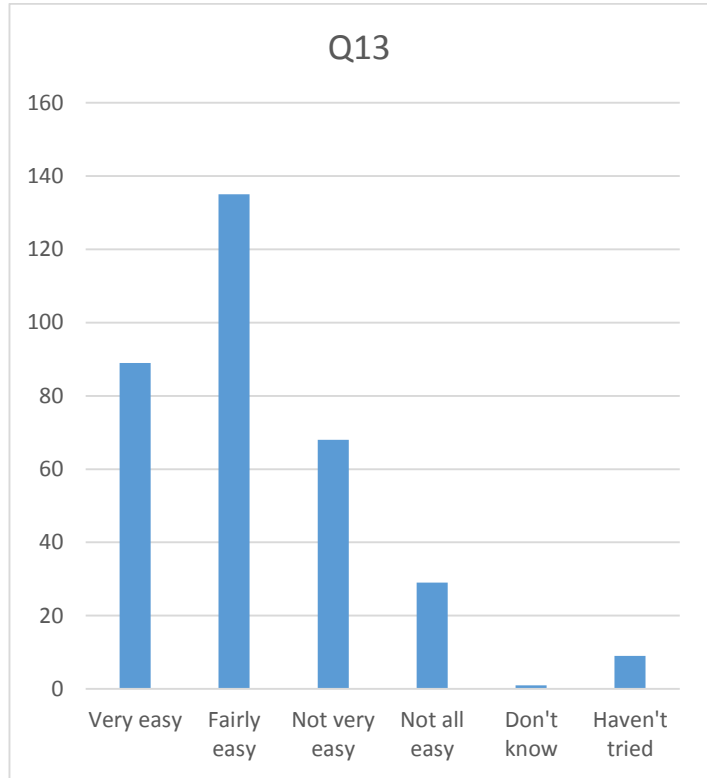
About Receptionists

Q12 How helpful the receptionist	Number of responses	Percentage
Very helpful	219	67%
Fairly helpful	93	29%
Not very helpful	9	3%
Not all helpful	5	2%
Don't know	0	0%
Total	326	100%
Practice marks		96%

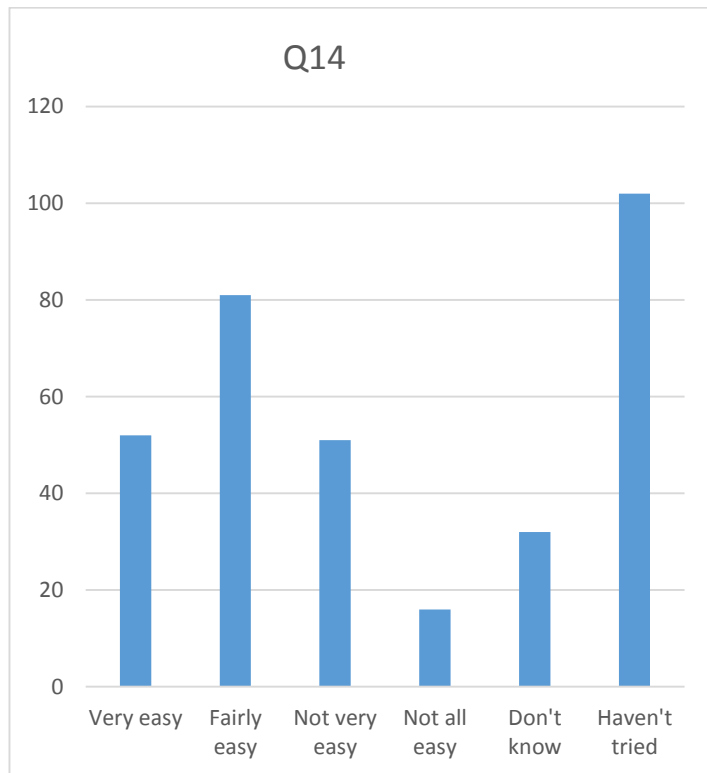


About Access

Q13 How easy to get through to practice on phone	Number of responses	Percentage
Very easy	89	27%
Fairly easy	135	41%
Not very easy	68	21%
Not all easy	29	9%
Don't know	1	0%
Haven't tried	9	3%
Total	331	100%
Practice marks		68%

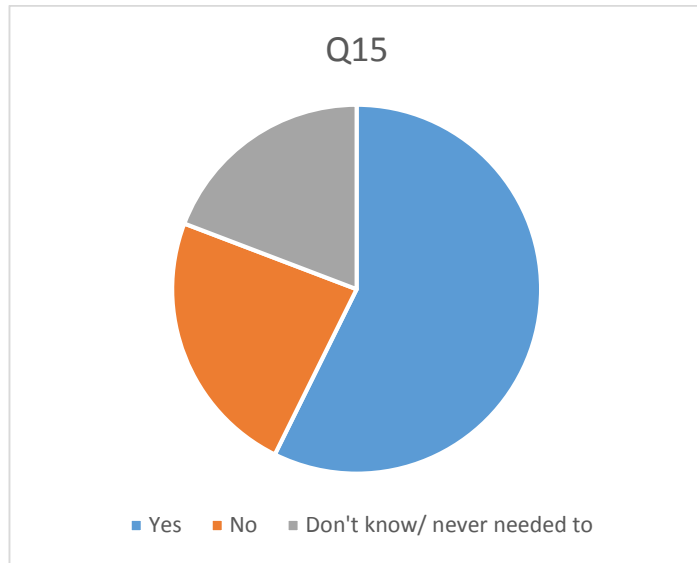


Q14 How easy to speak to dr/nurse on phone	Number of responses	Percentage
Very easy	52	16%
Fairly easy	81	24%
Not very easy	51	15%
Not all easy	16	5%
Don't know	32	10%
Haven't tried	102	31%
Total	334	100%
Practice marks		40%

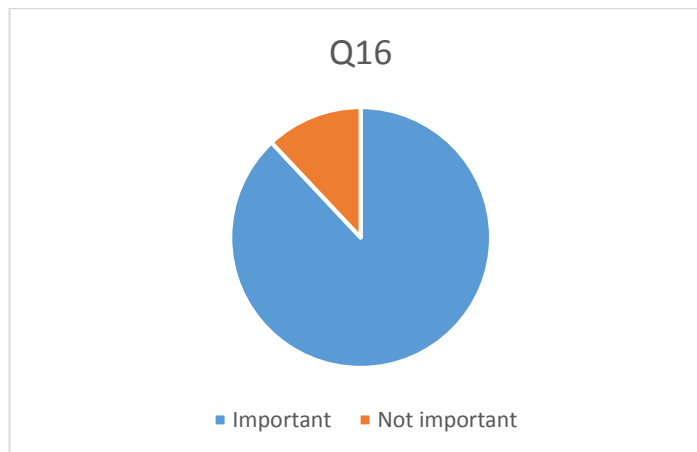


About Appointments

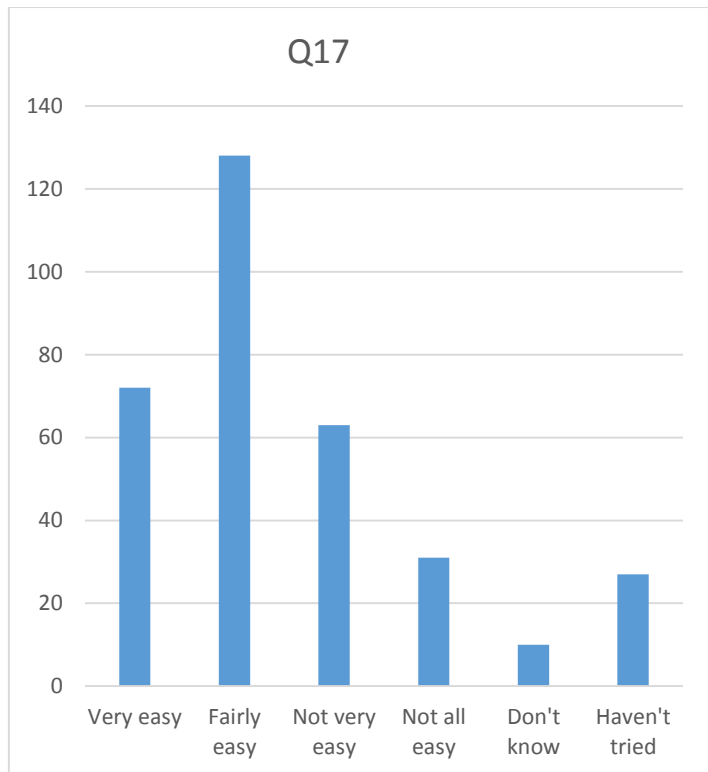
Q15 Can see a GP urgently on the same day	Number of responses	Percentage
Yes	188	57%
No	77	23%
Don't know/ never needed to	63	19%
Total	328	100%
Practice marks		57%



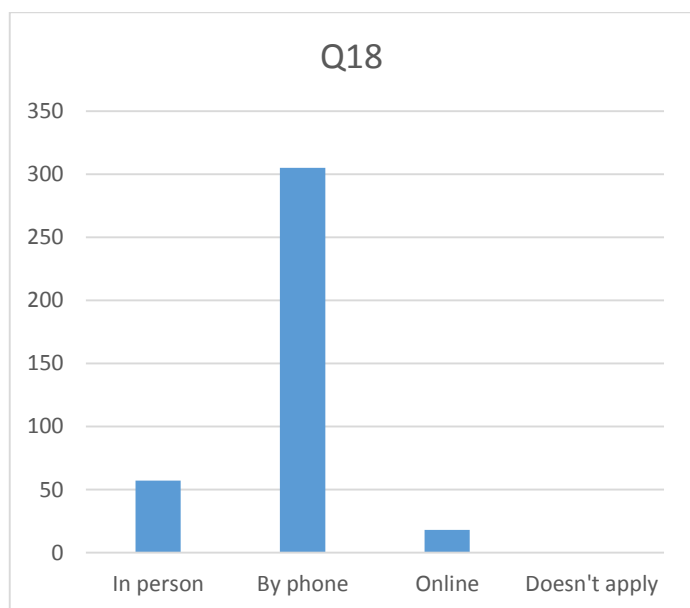
Q16 How important to book ahead?	Number of responses	Percentage
Important	286	88%
Not important	39	12%
Total	325	0%
Practice marks		88%



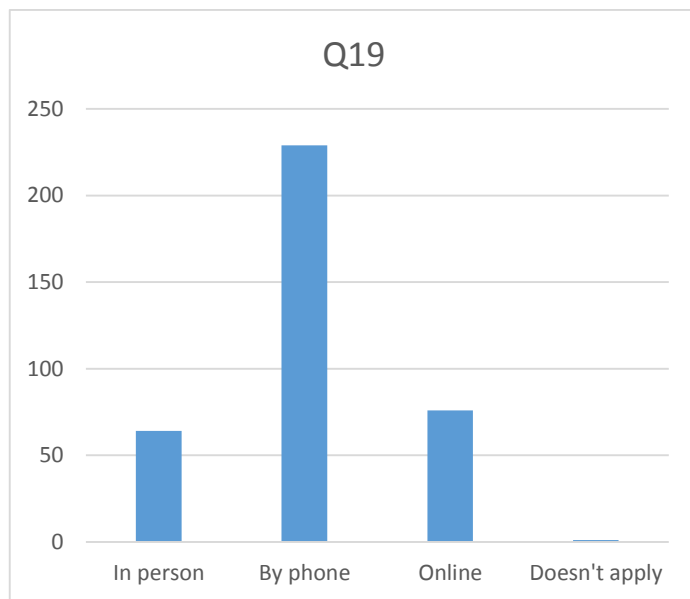
Q17 How easy to book ahead?	Number of responses	Percentage
Very easy	72	24%
Fairly easy	128	44%
Not very easy	63	21%
Not all easy	31	11%
Don't know	10	3%
Haven't tried	27	9%
Total	294	100%
Practice marks		68%



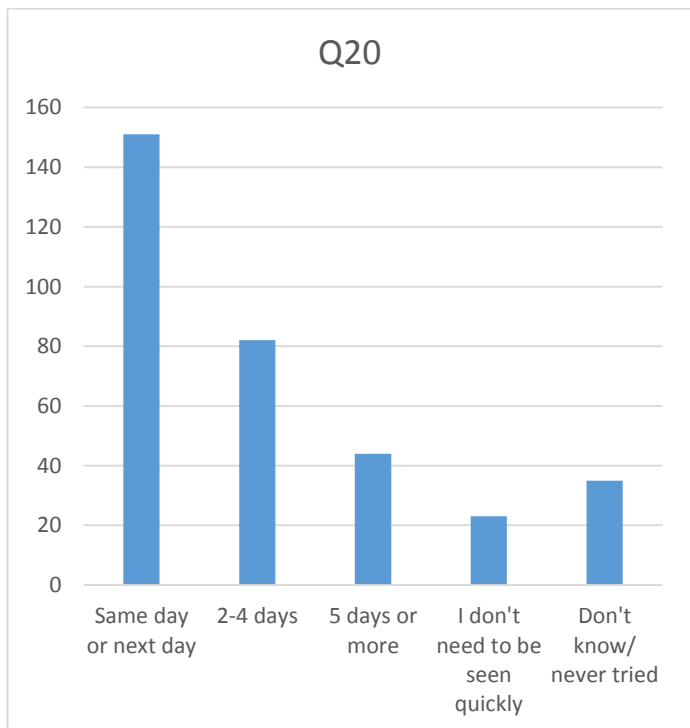
Q18 How book appointments	Number of responses	Percentage
In person	57	15%
By phone	305	80%
Online	18	5%
Doesn't apply	0	0%
Total	380	100%
Practice marks		



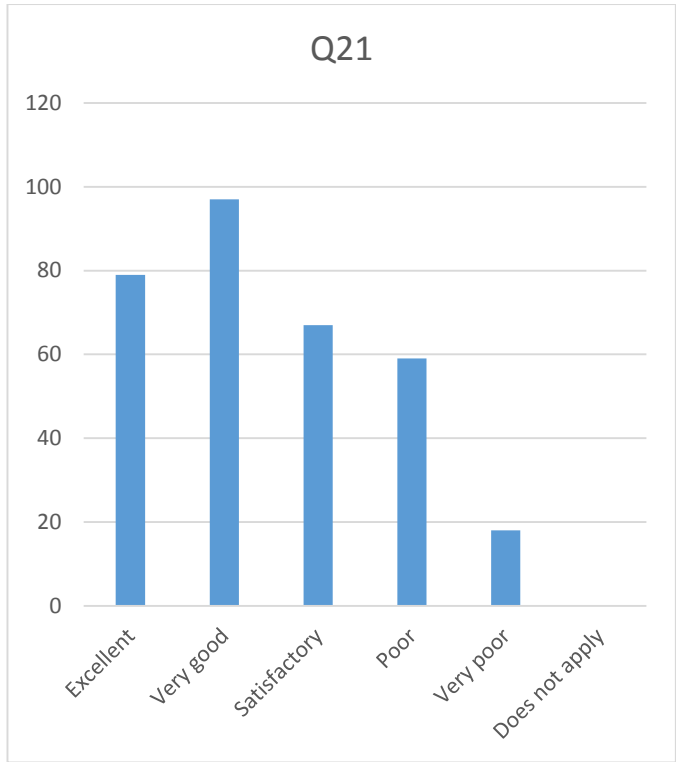
Q19 How prefer to book appointments	Number of responses	Percentage
In person	64	17%
By phone	229	62%
Online	76	21%
Doesn't apply	1	0%
Total	370	100%
Practice marks		100%



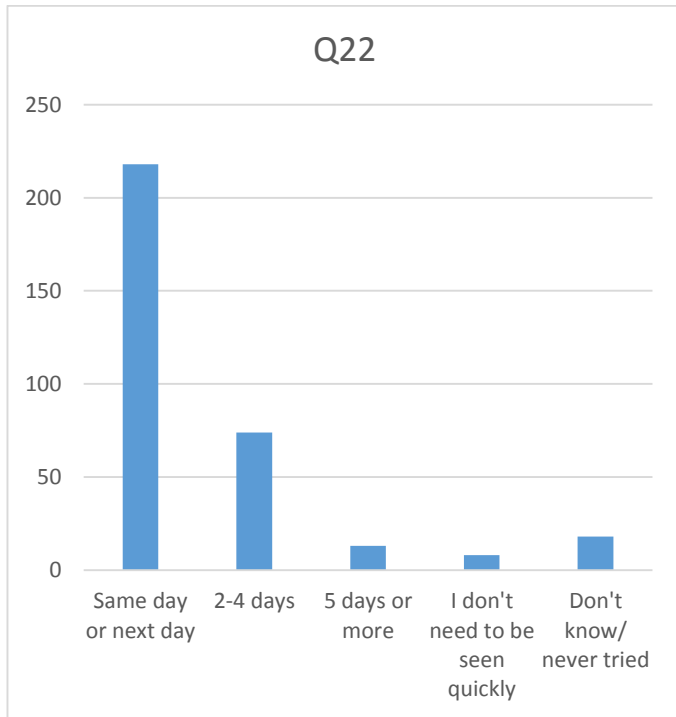
Q20 How quickly seen? (particular doctor)	Number of responses	Percentage
Same day or next day	151	45%
2-4 days	82	24%
5 days or more	44	13%
I don't need to be seen quickly	23	7%
Don't know/ never tried	35	10%
Total	335	100%
Practice marks		70%



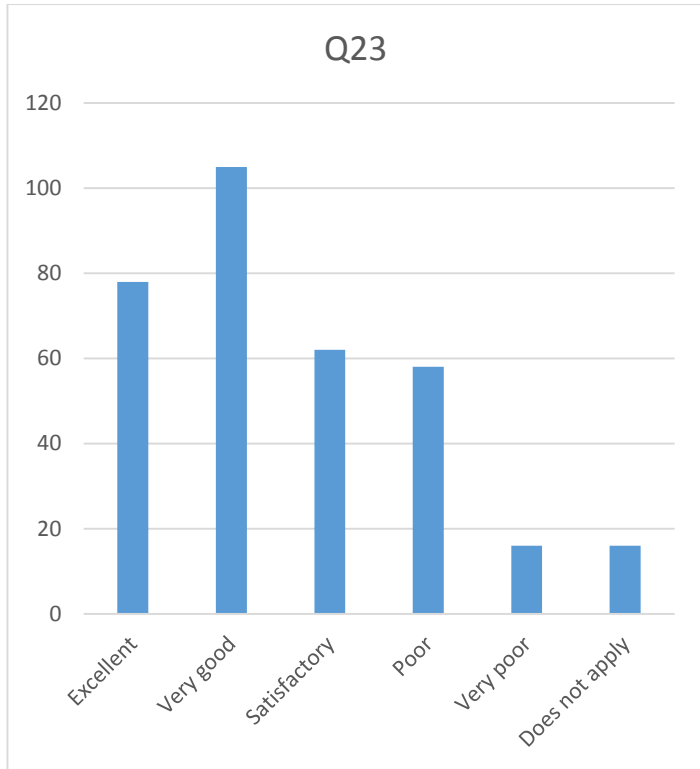
Q21 Rate how quickly you were seen	Number of responses	Percentage
Excellent	79	25%
Very good	97	30%
Satisfactory	67	21%
Poor	59	18%
Very poor	18	6%
Does not apply	0	0%
Total	320	100%
Practice marks		76%



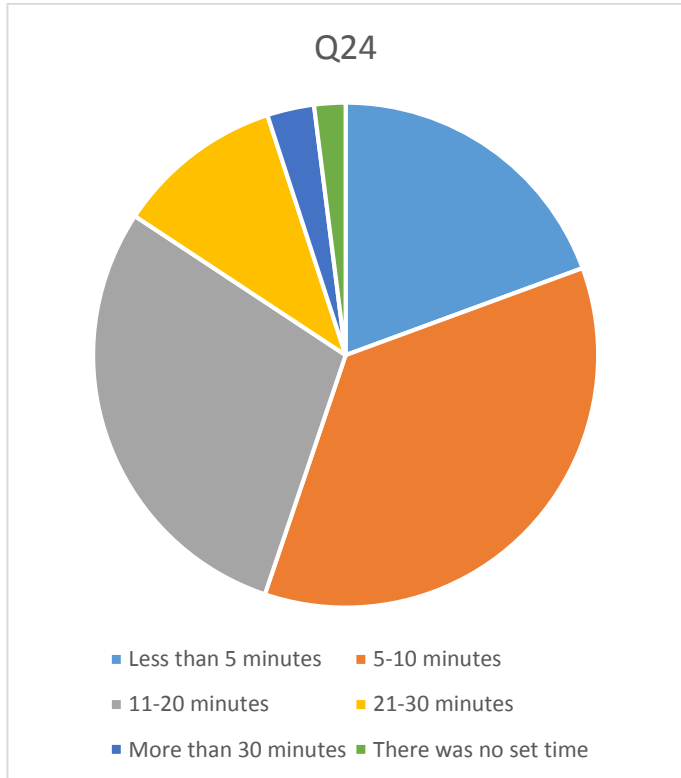
Q22 How quickly seen? (any doctor)	Number of responses	Percentage
Same day or next day	218	66%
2-4 days	74	22%
5 days or more	13	4%
I don't need to be seen quickly	8	2%
Don't know/ never tried	18	5%
Total	331	100%
Practice marks		88%



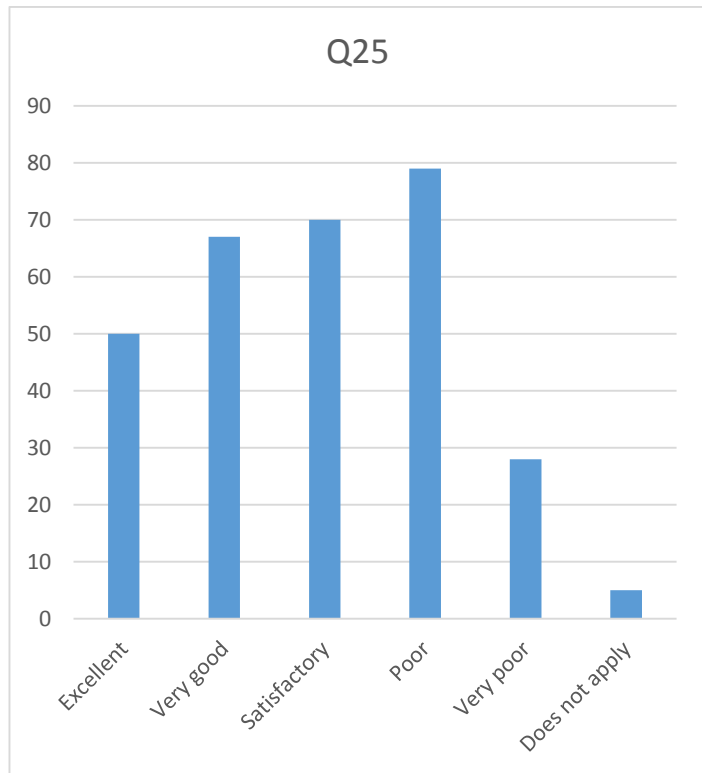
Q23 Rate how quickly you were seen	Number of responses	Percentage
Excellent	78	23%
Very good	105	31%
Satisfactory	62	19%
Poor	58	17%
Very poor	16	5%
Does not apply	16	5%
Total	335	100%
Practice marks		73%



Q24 How long did you wait?	Number of responses	Percentage
Less than 5 minutes	58	19%
5-10 minutes	107	36%
11-20 minutes	87	29%
21-30 minutes	32	11%
More than 30 minutes	9	3%
There was no set time	6	2%
Total	299	100%
Practice marks		55%

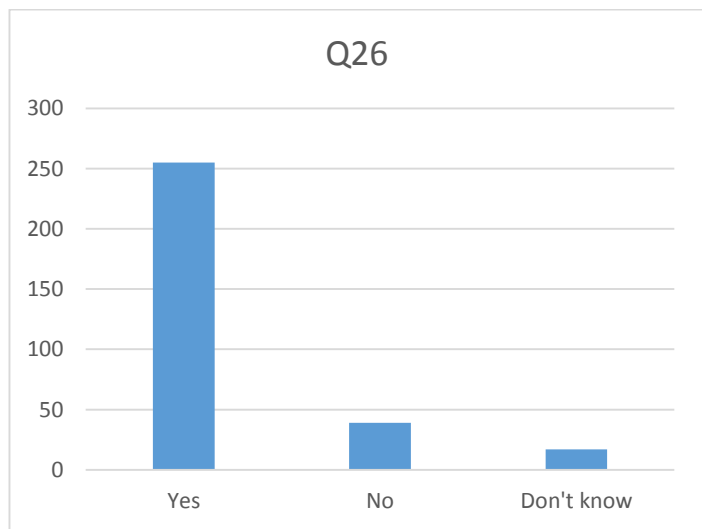


Q25 Rate how long you waited	Number of responses	Percentage
Excellent	50	17%
Very good	67	22%
Satisfactory	70	23%
Poor	79	26%
Very poor	28	9%
Does not apply	5	2%
Total	299	100%
Practice marks		63%

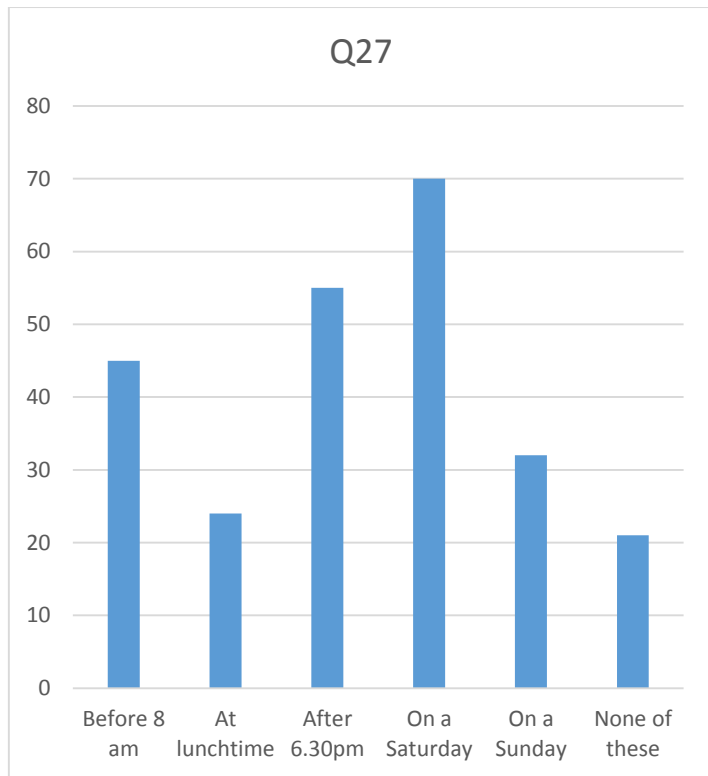


About opening times

Q26 Open at convenient times?	Number of responses	Percentage
Yes	255	82%
No	39	13%
Don't know	17	5%
Total	311	100%
Practice marks		82%

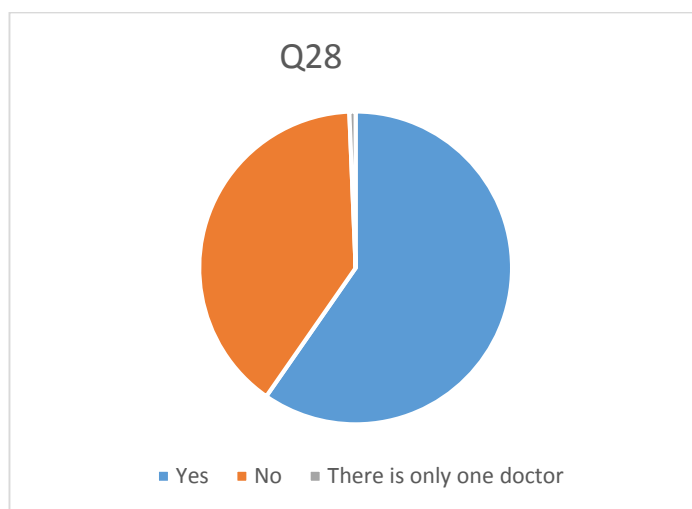


Q27 Additional hours requested	Number of responses	Percentage
Before 8 am	45	18%
At lunchtime	24	10%
After 6.30pm	55	22%
On a Saturday	70	28%
On a Sunday	32	13%
None of these	21	9%
Total	247	100%
Practice marks		

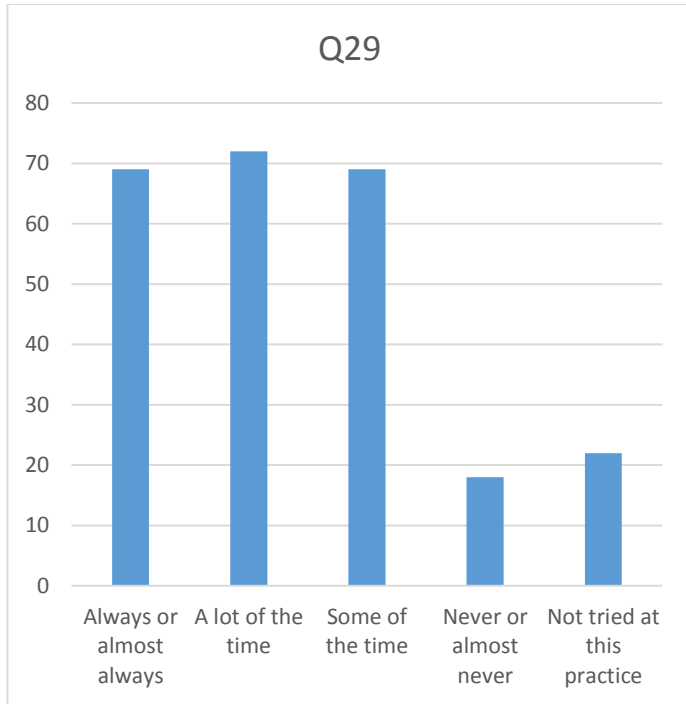


About seeing the doctor of your choice

Q28 Preferred GP	Number of responses	Percentage
Yes	185	60%
No	123	40%
There is only one doctor	2	1%
Total	310	100%
Practice marks		60%

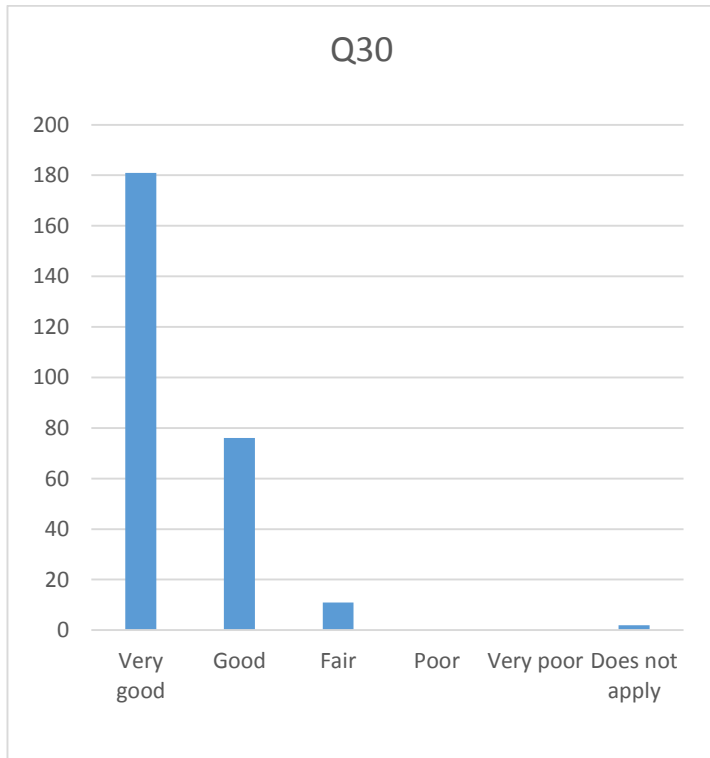


Q29 How often you see your preferred dr	Number of responses	Percentage
Always or almost always	69	28%
A lot of the time	72	29%
Some of the time	69	28%
Never or almost never	18	7%
Not tried at this practice	22	9%
Total	250	100%
Practice marks		56%



How good was the nurse?

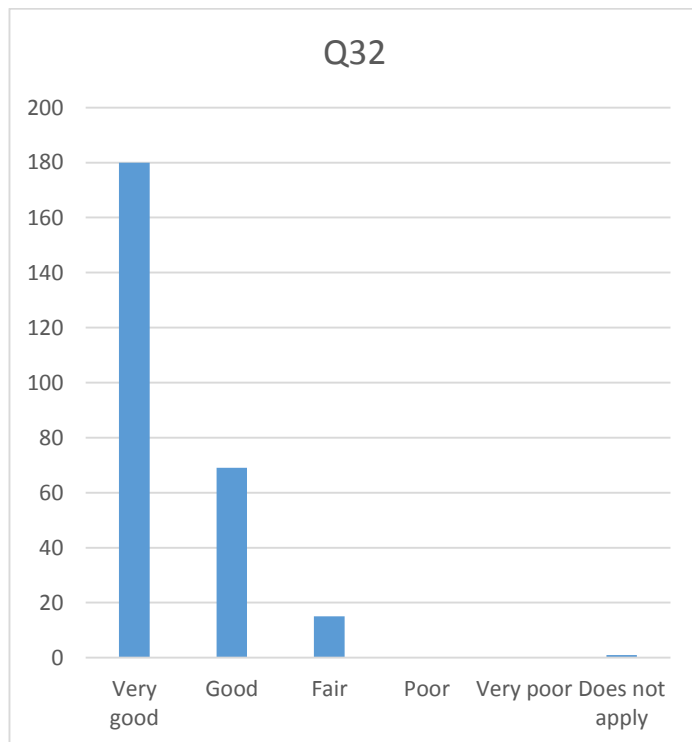
Q30 Nurse Putting you at ease?	Number of responses	Percentage
Very good	181	67%
Good	76	28%
Fair	11	4%
Poor	0	0%
Very poor	0	0%
Does not apply	2	1%
Total	270	100%
Practice marks		99%



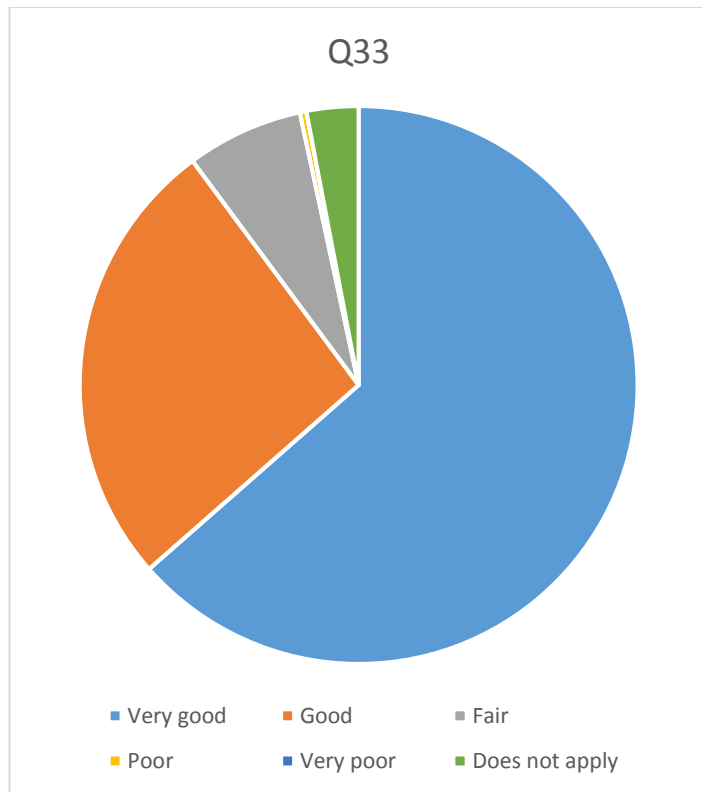
Q31 Nurse Giving enough time	Number of responses	Percentage
Very good	168	63%
Good	74	28%
Fair	21	8%
Poor	1	0%
Very poor	1	0%
Does not apply	1	0%
Total	266	100%
Practice marks		99%



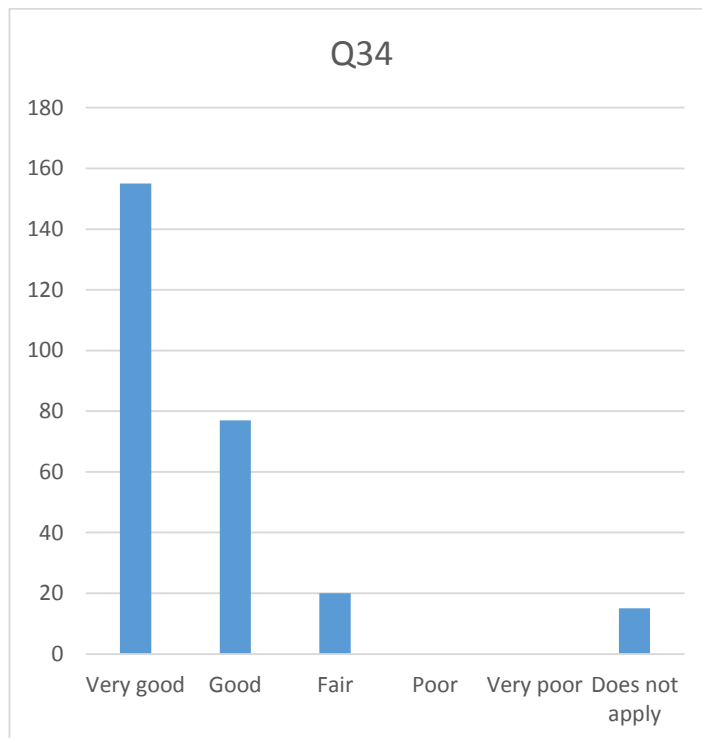
Q32 Listening to you?	Number of responses	Percentage
Very good	180	68%
Good	69	26%
Fair	15	6%
Poor	0	0%
Very poor	0	0%
Does not apply	1	0%
Total	265	100%
Practice marks		100%



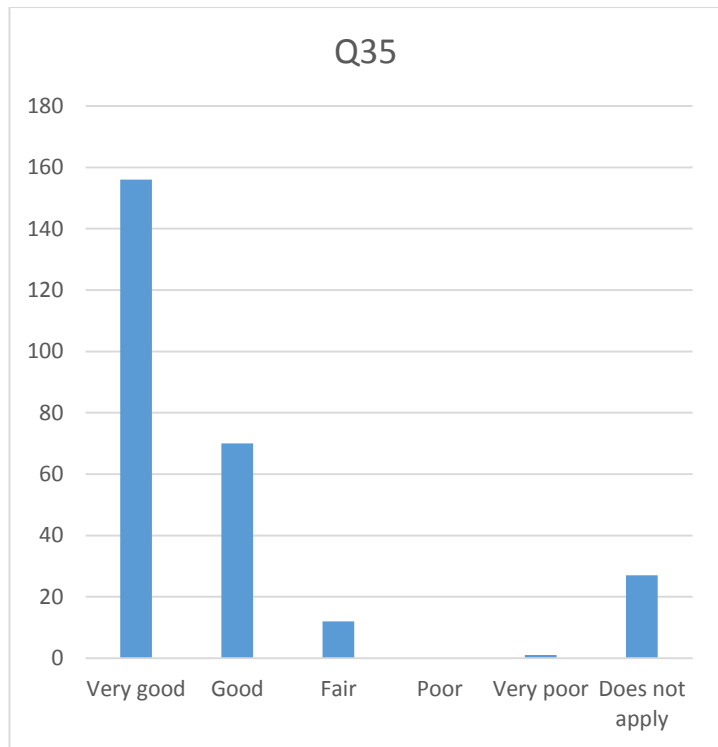
Q33 Explaining your condition and treatment?	Number of responses	Percentage
Very good	169	64%
Good	70	26%
Fair	18	7%
Poor	1	0%
Very poor	0	0%
Does not apply	8	3%
Total	266	100%
Practice marks		97%



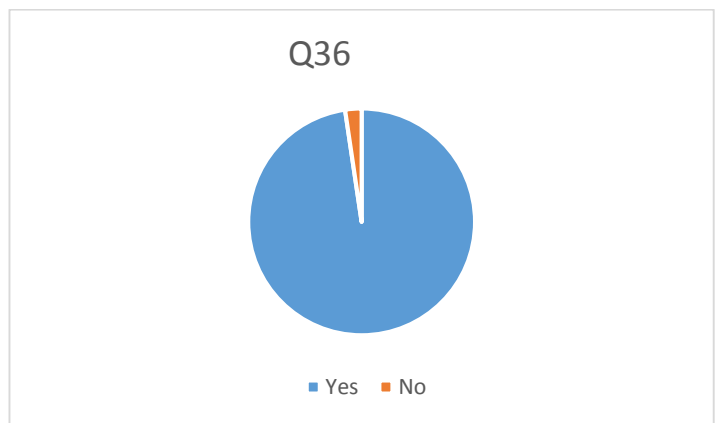
Q34 Nurse Involving in decisions	Number of responses	Percentage
Very good	155	58%
Good	77	29%
Fair	20	7%
Poor	0	0%
Very poor	0	0%
Does not apply	15	6%
Total	267	100%
Practice marks		94%



Q35 Nurse providing treatment	Number of responses	Percentage
Very good	156	59%
Good	70	26%
Fair	12	5%
Poor	0	0%
Very poor	1	0%
Does not apply	27	10%
Total	266	100%
Practice marks		89%

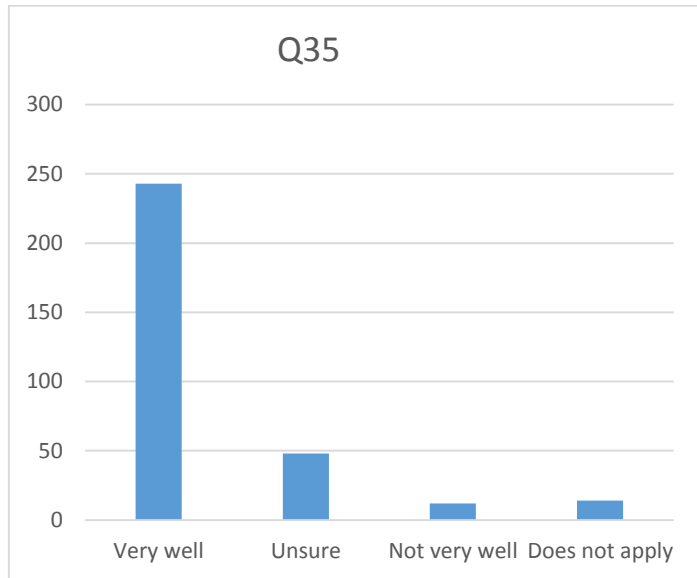


Q36 Happy to see this nurse	Number of responses	Percentage
Yes	250	98%
No	6	2%
Total	256	100%
Practice marks		98%

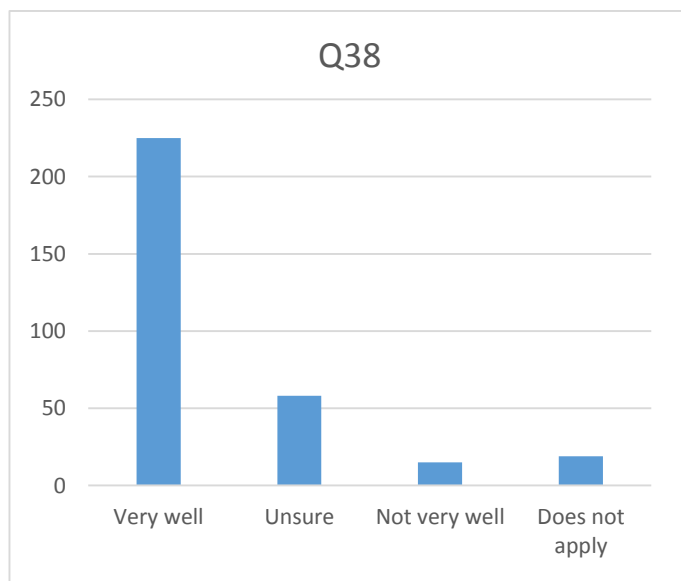


About care from your doctors and nurses

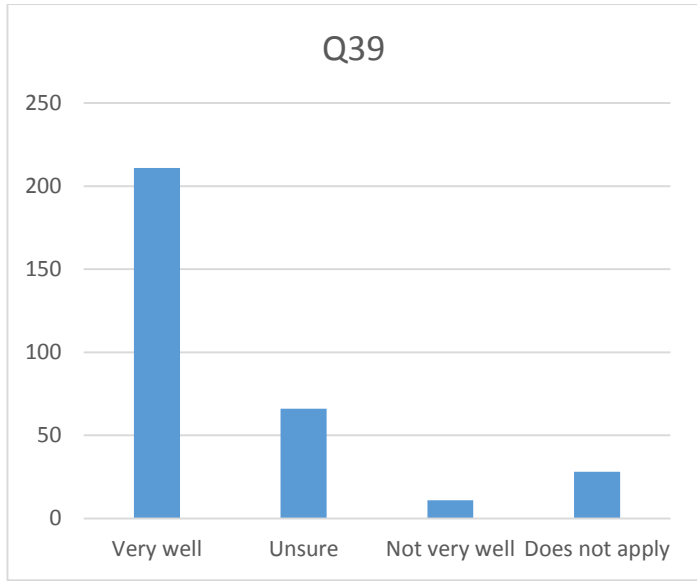
Q37 Understand problem	Number of responses	Percentage
Very well	243	77%
Unsure	48	15%
Not very well	12	4%
Does not apply	14	4%
Total	317	100%
Practice marks		77%



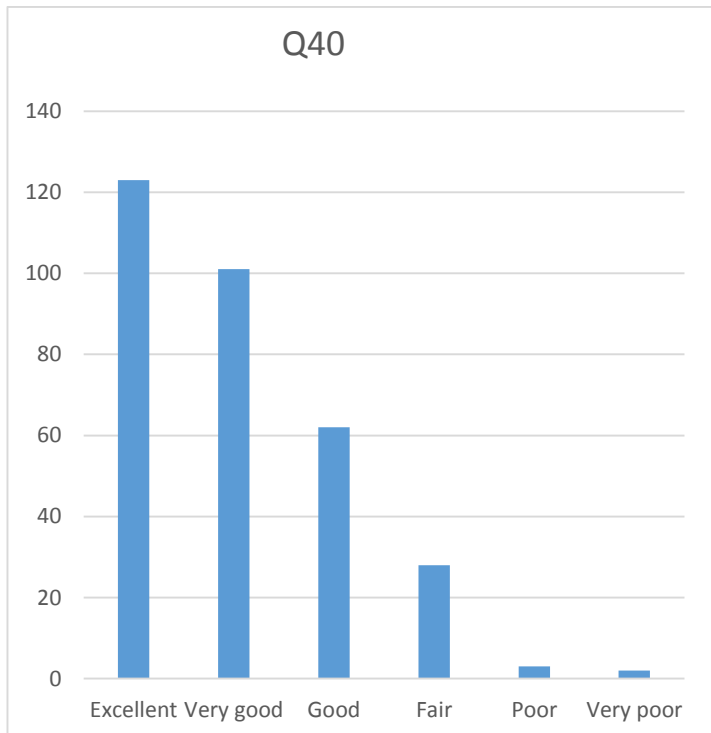
Q38 Cope with problems	Number of responses	Percentage
Very well	225	71%
Unsure	58	18%
Not very well	15	5%
Does not apply	19	6%
Total	317	100%
Practice marks		71%



Q39 Keep healthy	Number of responses	Percentage
Very well	211	67%
Unsure	66	21%
Not very well	11	3%
Does not apply	28	9%
Total	316	100%
Practice marks		67%

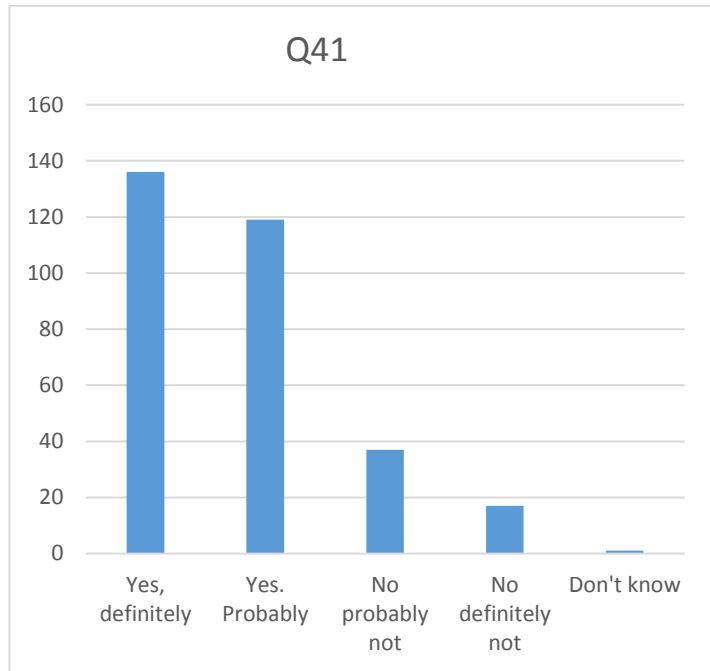


Q40 Overall satisfaction	Number of responses	Percentage
Excellent	123	39%
Very good	101	32%
Good	62	19%
Fair	28	9%
Poor	3	1%
Very poor	2	1%
Total	319	100%
Practice marks		98%

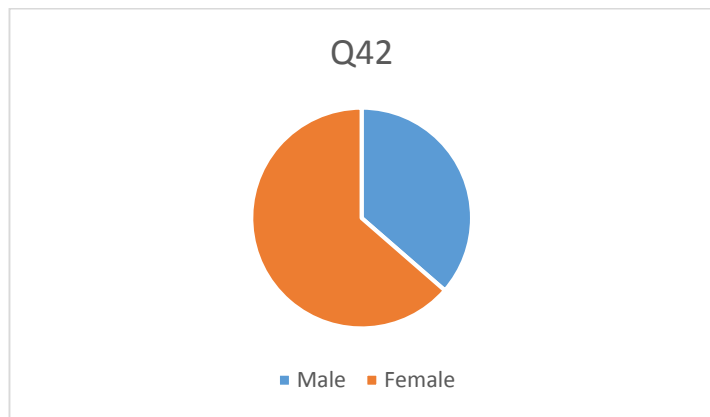


Friends and Family Test

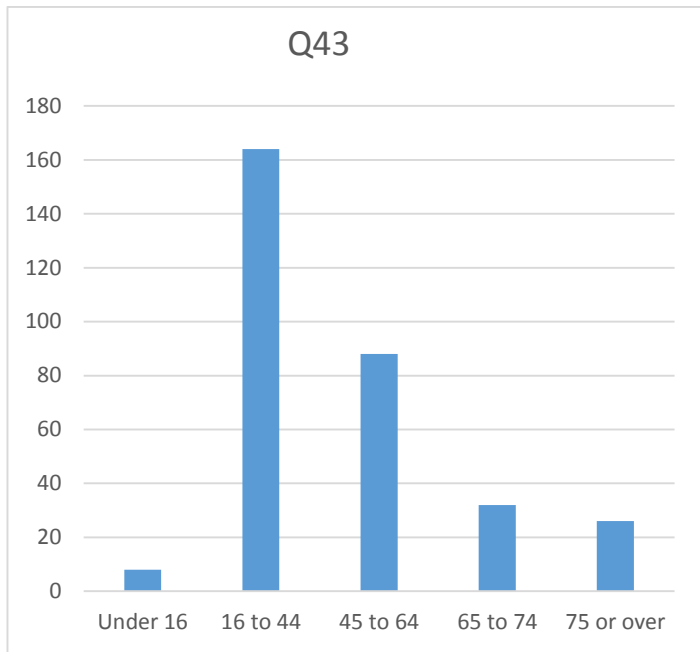
Q41 Recommend	Number of responses	Percentage
Yes, definitely	136	44%
Yes. Probably	119	38%
No probably not	37	12%
No definitely not	17	5%
Don't know	1	0%
Total	310	100%
Practice marks		82%



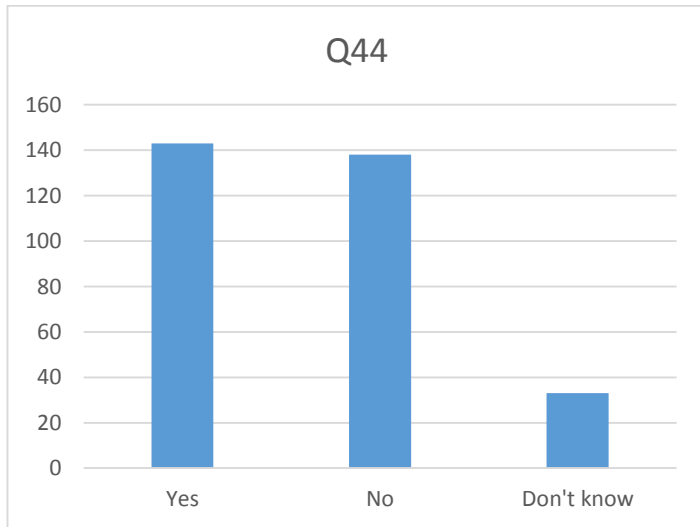
Q42 Sex	Number of responses	Percentage
Male	115	36%
Female	201	64%
Total	316	100%
Practice marks		



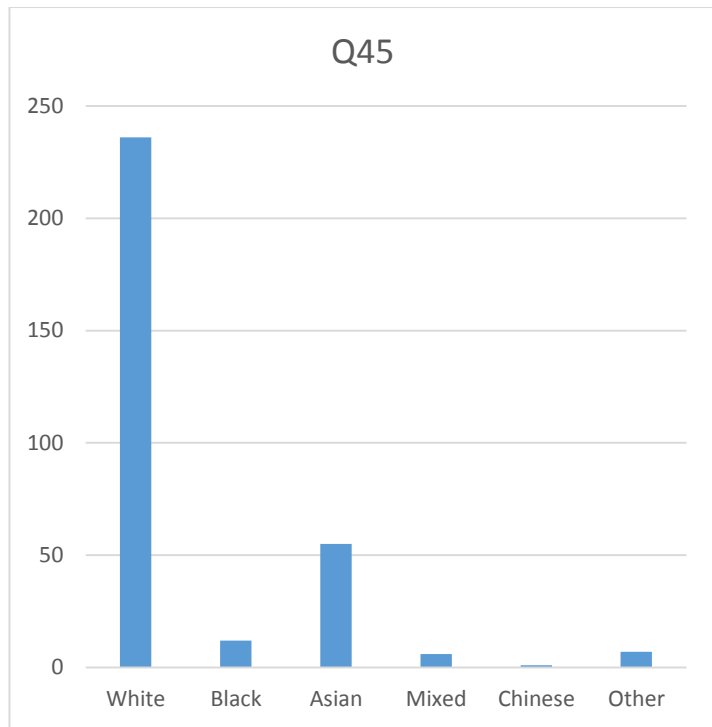
Q43 Age	Number of responses	Percentage
Under 16	8	3%
16 to 44	164	52%
45 to 64	88	28%
65 to 74	32	10%
75 or over	26	8%
Total	318	100%
Practice marks		



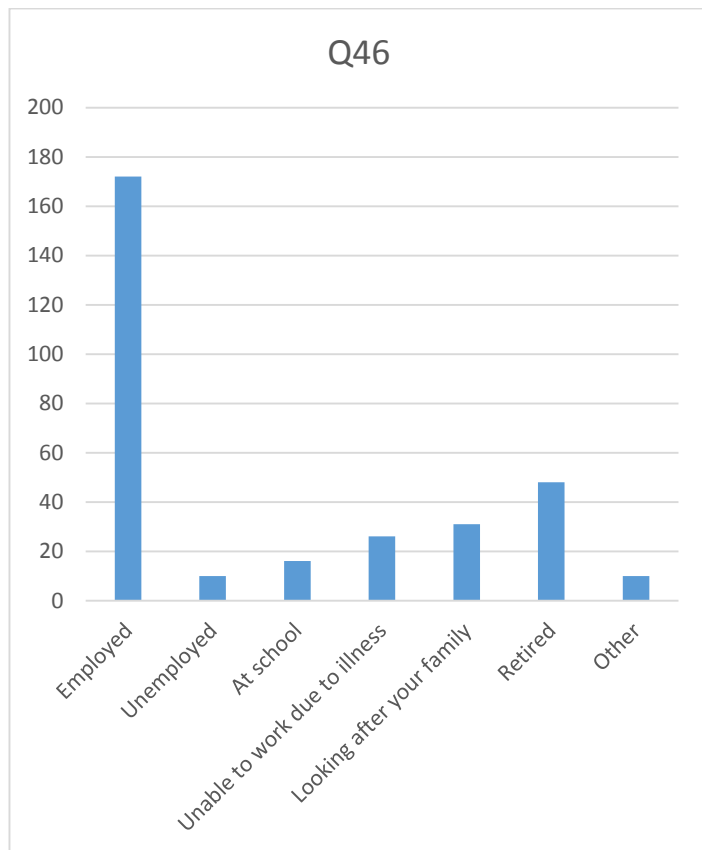
Q44 Long standing illness, disability or infirmity	Number of responses	Percentage
Yes	143	46%
No	138	44%
Don't know	33	11%
Total	314	100%
Practice marks		



Q45 Ethnicity	Number of responses	Percentage
White	236	74%
Black	12	4%
Asian	55	17%
Mixed	6	2%
Chinese	1	0%
Other	7	2%
Total	317	100%
Practice marks		



Q46 Employment	Number of responses	Percentage
Employed	172	55%
Unemployed	10	3%
At school	16	5%
Unable to work due to illness	26	8%
Looking after your family	31	10%
Retired	48	15%
Other	10	3%
Total	313	100%
Practice marks		



Comments

Please add any other comments you would like to make about your GP practice:

- The receptionists are always polite & helpful, always finding time to answer any query, which to my mind proves that they are well trained. I think it would be difficult to find another practice that could quite equal
- Parking is the thing that lets the practice down. Otherwise a brilliant surgery
- Mostly use this practice for my children and had no problems in the past
- I always feel like I am the problem. Not made to feel welcome. Always feel like I am a massive inconvenience to you. This means I put off coming to the doctors until problems are much worse
- POSTAL SURVERY: Please tell your young doctors not to worry about getting parking ticket and speak to patients about the problems and explain things more. Because I am old I seem to be treated like a child being spoken down to like a teacher scolding a child.
- I find the receptionists fantastic! The nurses are fantastic! When it comes to GPs it all depends on who you get!
- Very friendly and helpful
- Reception staff friendly and helpful. All GPs I have seen friendly and helpful. Would like to thank them all very much
- Very professionally run a good service consistently
- Front desk staff rude, never smile, unfriendly. Poor customer service on all occasions I have attended the surgery
- Sometimes very busy - but efficient. The surgery is very well run and very friendly
- Booking by phone is a problem because there is a very limited window to do so at 8am. The day is quickly fully booked and the phones engaged
- I have no complaints with this surgery / their doctors and staff. They do an excellent job and i would let them know if they were rude or incompetent!