

Otterfield Medical Centre

Yiewsley, West Drayton UB7 8PE



General Practice Assessment Questionnaire

Patient Survey – January 2014

Patient Survey using General Practice Assessment Questionnaire
GPAQ Version 4

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. This version, GPAQ V4, has been revised (2013) to encompass the Directed Enhanced Service (DES) for Patient Participation which includes collecting patients' views through a local survey

This Survey and the Report

This survey was conducted in January 2014, 300 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 V4, but for the questions identical to the national survey, practice results are benchmark 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 2013-October 2013 GPPS national benchmarks are given - as best possible - in a column to the right of your 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 (95%) find the receptionists at the GP surgery helpful. Few patients (just 5%) do not find receptionists helpful.
- Almost nine out of ten patients (96%) find the receptionists at the GP surgery listening and putting you at ease. Few patients (just 4%) do not find receptionists are listening to you.
- Almost nine out of ten patients (96%) find the receptionists at the GP surgery being polite and considerate. Few patients (just 4%) do not find receptionists are polite.
- For most patients (76%) it is easy to get through to someone at the GP surgery on the phone, but almost one in five (22%) patients say it is not easy. Few patients (just 2%) 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.
- Three in five (57%) were able to see GP urgently, 29% say no and 14% say 'never' needed.
- 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 (59%) '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 (77%) usually book their appointments by phone, while one in five (19%) 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 (62%) prefer to book by phone, with one in five (17%) preferring to book appointments in person. Around three in ten (17%) prefer to book their appointments online.
- One-two of patients (44%) were able to see the preferred GP on the same day as when they initially contacted the surgery, while one in three (30%) saw someone within 2-4 days. A further (13%) saw in the next few days, while 15% 'never' needed to see the GP urgently.
- Three-four of patients (69%) were able to see any GP on the same day as when they initially contacted the surgery, while one in five (19%) saw someone within 2-4 days. A further (4%) saw someone in the next few days, while 3% 'never' needed to see a GP urgently.
- The vast majority of patients rated that they were able to get an appointment to see a GP quickly (82%). Few (just 2%) felt that the appointment they got was very poor.

Waiting times

- The majority of patients (51%) usually wait between five and ten minutes after their appointment time to be seen and a third (36%) waits over ten minutes. One in five (20%) have to wait less than five minutes.
- Majority of patients (65%) are happy with the amount of time they have to wait for their appointment. Around one in twelve (8%) 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 (83%). Few are dissatisfied with opening hours or are unsure when their surgery is open (9% and 8% 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 (27% and 26% respectively). A fifth (19%) would like to have opening times extended to before 8am or on a Sunday (10%).

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 (99%)
 - Giving enough time (99%)
 - Treating with care and concern (98%)
 - Explaining tests and treatments (97%)
 - Involving them in decisions regarding their care (96%)
- The vast majority of patients (99%) 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 (97%)
 - Listening (97%)
 - Treating with care and concern (96%)
 - Explaining tests and treatments (96%),
 - Involving them in decisions regarding their care (90%)
- Similarly the majority of patients (98%) have trust and confidence in the nurse they saw.

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.
- In terms of advocacy, four in five patients (88%) would recommend their GP surgery to someone who has just moved to the local area, with over half (57%) saying they would 'definitely' recommend it. Few (just 2%) would not recommend their GP practice to others, and (4%) are unsure.

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 2014

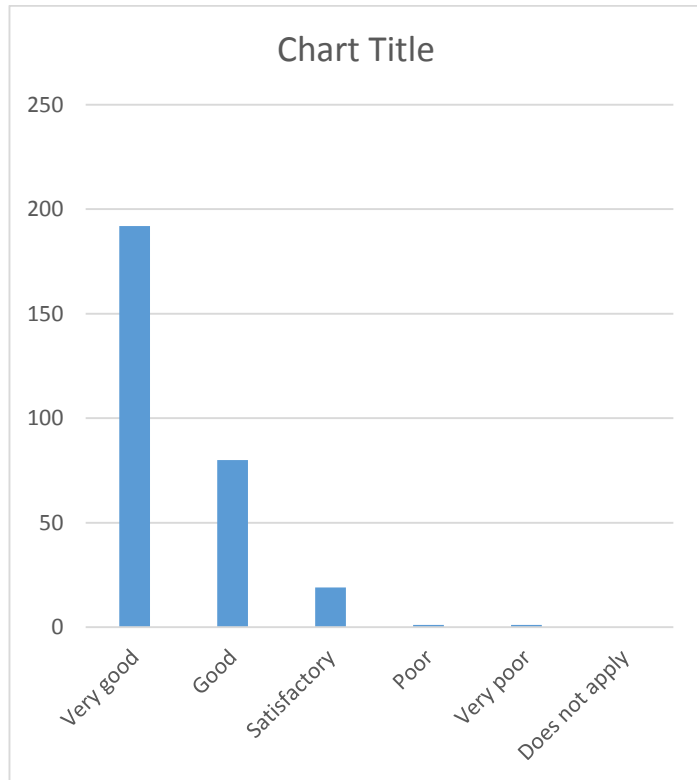
Patient Survey – January 2014	Otterfield Score 2013/14 (GPAQ)	Hillingdon CCG (MORI)	GPPS Benchmarks 2013/14 (MORI)
About Your Visit to the GP Today			
How good was the GP at:			
Q1 Putting you at ease?	99%	-	-
Q2 Being polite and considerate?	100%	-	-
Q3 Listening to you?	99%	82%	88%
Q4 Giving you enough time?	98%	80%	86%
Q5 Assessing your medical condition?	98%	-	-
Q6 Explaining your condition and treatment?	97%	75%	82%
Q7 Involving you in decisions about your care?	96%	68%	75%
Q8 Providing or arranging treatment for you?	96%	76%	85%
Q9 Did you have confidence that the GP is honest and trustworthy?	99%	88%	93%
Q10 Did you have confidence that the doctor will keep your information confidential?	98%	-	-
Q11 Would you be completely happy to see this GP again?	98%	-	-
About Receptionists and Appointments			
How good was the receptionist at:			
Q12 How helpful do you find the receptionists at your GP practice?	95%	85%	88%
Q12a Putting you at ease?	96%	-	-
Q12b Being polite and considerate?	96%	-	-
Q12c Listening to you?	96%	82%	86%
Q13 How easy is it to get through to someone at your GP practice on the phone?	76%	74%	74%
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%	38%	37%
Q16 How important is it to you to be able to book appointments ahead of time in your practice?	84%	-	-
Q17 How easy is it to book ahead in your practice?	70%	-	-
Q18 How do you normally book your appointments at your practice? (by phone)	77%	89%	90%
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? (Same day)	74%	-	-
Q21 How do you rate how quickly you were seen?	79%	-	-
Thinking of times when you are willing to see any doctor:			
Q22 How quickly do you usually get seen?	89%	80%	86%
Q23 How do you rate how quickly you were seen?	82%	-	-
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)	52%	56%	57%
Q25 How do you rate how long you waited?	65%	-	-
About opening times			
Q26 Is your GP practice currently open at times that are convenient to you?	83%	55%	79%
Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone?	Saturday 26% After 6.30pm 25%	Saturday 76% After 6.30pm 67%	Saturday 73% After 6.30pm 70%

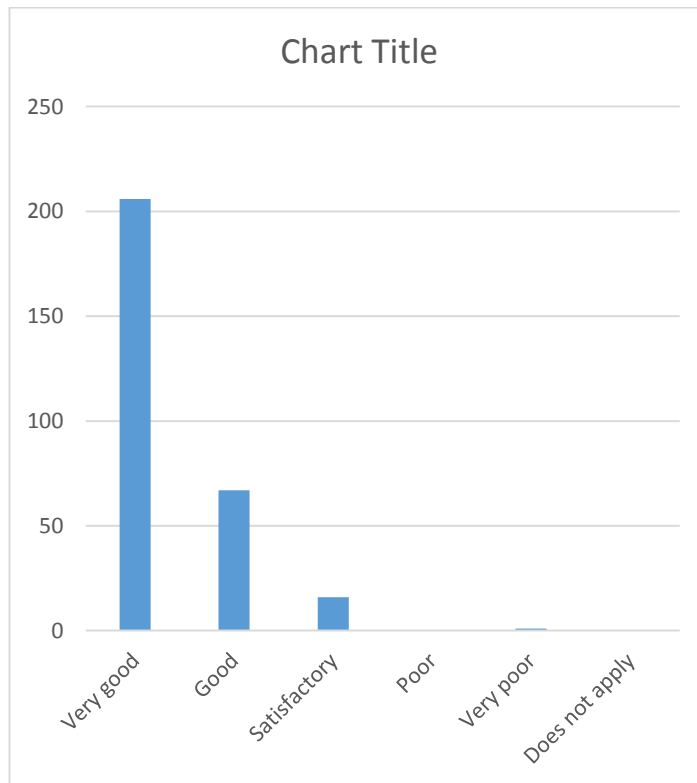
About seeing the doctor of your choice			
Q28 Is there a particular GP you usually prefer to see or speak to?	60%	55%	55%
Q29 How often do you see or speak to the GP you prefer?	59%	59%	62%
How good was the Nurse you last saw at:			
Q30 Putting you at ease?	96%	-	-
Q31 Giving you enough time?	97%	85%	81%
Q32 Listening to you?	97%	74%	80%
Q33 Explaining your condition and treatment?	96%	71%	78%
Q34 Involving you in decisions about your care?	90%	62%	67%
Q35 Providing or arranging treatment for you?	93%	72%	79%
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%	-	-
Q39 Keep yourself healthy	60%	-	-
Q40 Overall, how would you describe your experience of your GP surgery?	98%	85%	86%
Q41 Would you recommend your GP surgery?	87%	83%	79%
Q42 Sex (Female)	64%		-
Q43 Age (16-44)	57%		-
Q44 Long standing illness (Yes)	50%	49%	54%
Q45 Ethnicity (White)	73%	-	-
Q46 Employment (Employed)	59%	-	-

How good was the GP?

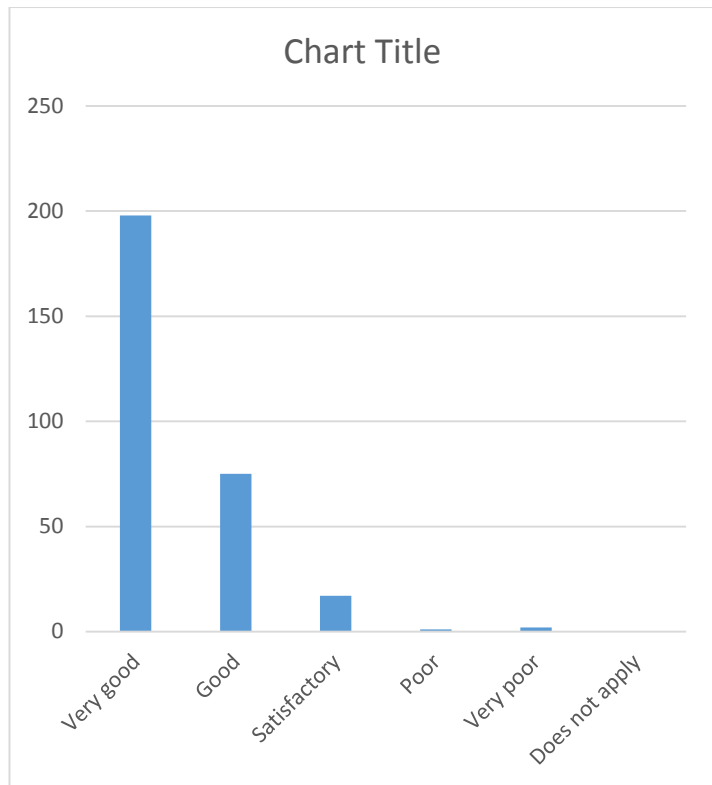
Q1 GP Putting you at ease	Number of responses	Percentage
Very good	192	66%
Good	80	27%
Satisfactory	19	6%
Poor	1	0%
Very poor	1	0%
Does not apply	0	0%
Total	293	100%
Practice marks		99%



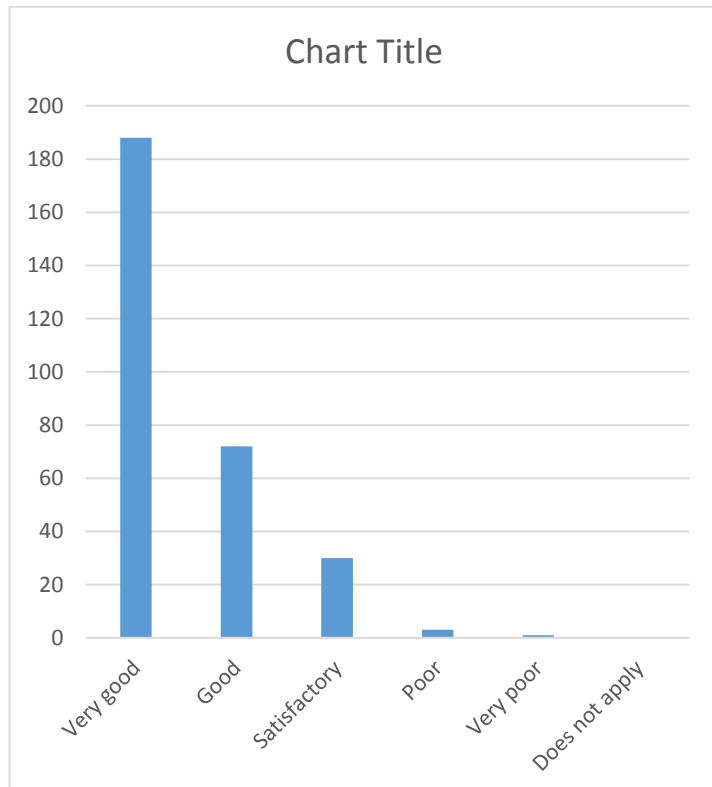
Q2 GP Being polite and considerate	Number of responses	Percentage
Very good	206	71%
Good	67	23%
Satisfactory	16	6%
Poor	0	0%
Very poor	1	0%
Does not apply	0	0%
Total	290	100%
Practice marks		100%



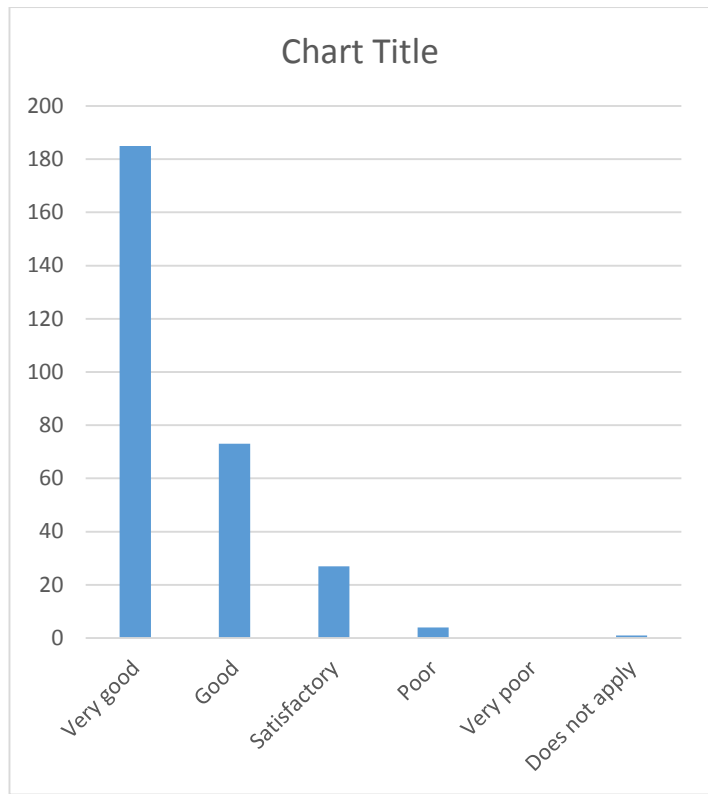
Q3 GP Listening to you	Number of responses	Percentage
Very good	198	68%
Good	75	26%
Satisfactory	17	6%
Poor	1	0%
Very poor	2	1%
Does not apply	0	0%
Total	293	100%
Practice marks		99%



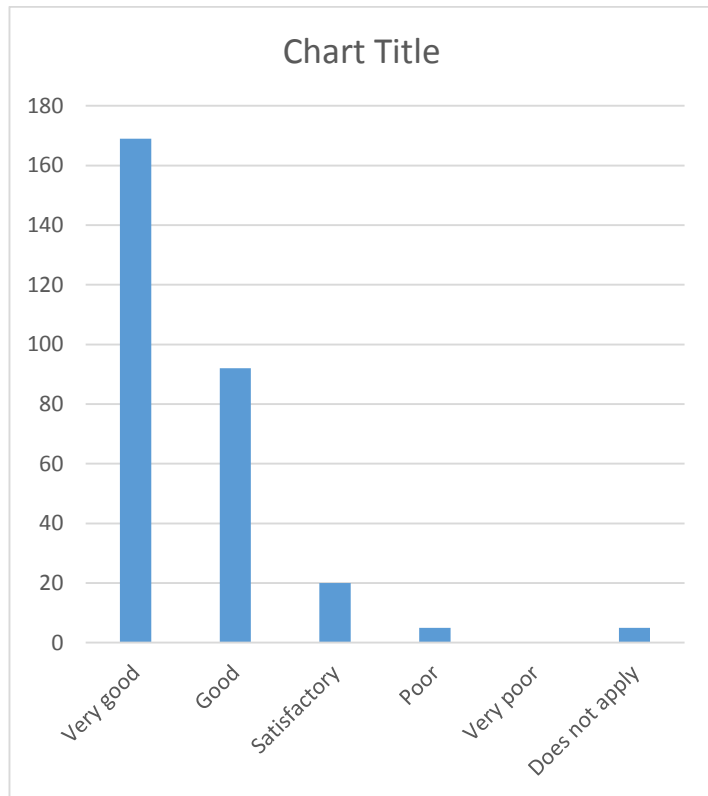
Q4 GP Giving you enough time	Number of responses	Percentage
Very good	188	64%
Good	72	24%
Satisfactory	30	10%
Poor	3	1%
Very poor	1	0%
Does not apply	0	0%
Total	294	100%
Practice marks		99%



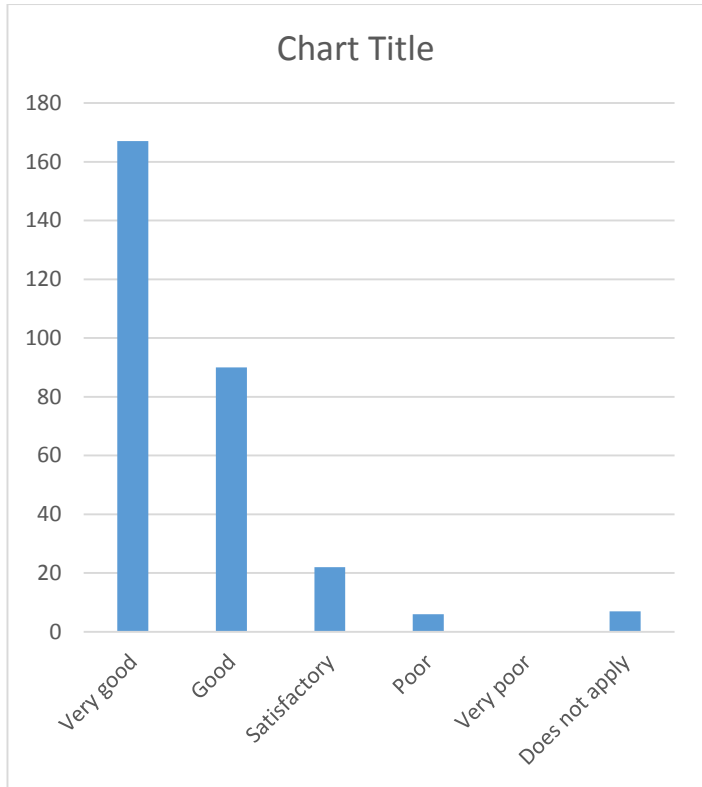
Q5 GP GP Assessing your medical condition	Number of responses	Percentage
Very good	185	64%
Good	73	25%
Satisfactory	27	9%
Poor	4	1%
Very poor	0	0%
Does not apply	1	0%
Total	290	100%
Practice marks		98%



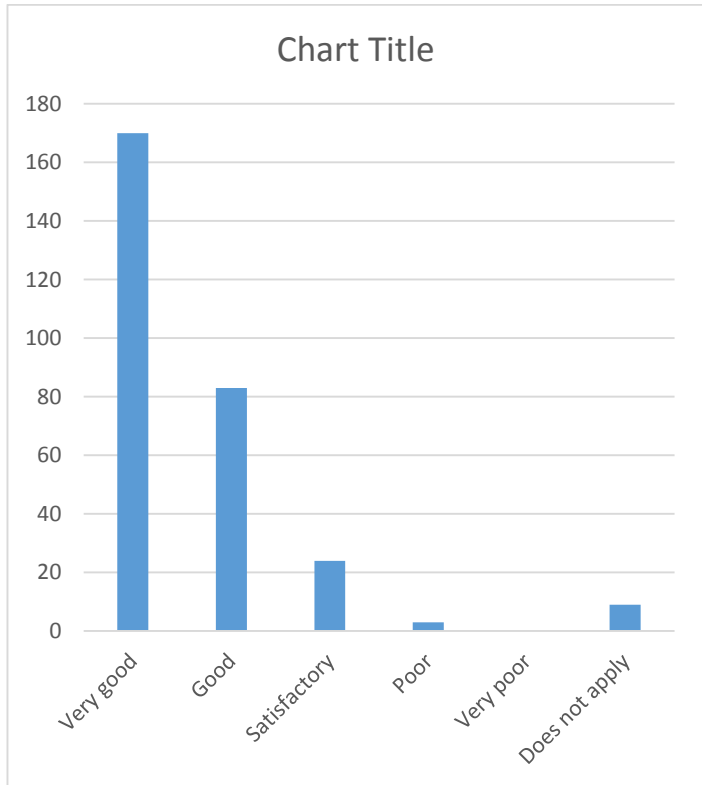
Q6 GP Explaining your condition and treatment	Number of responses	Percentage
Very good	169	58%
Good	92	32%
Satisfactory	20	7%
Poor	5	2%
Very poor	0	0%
Does not apply	5	2%
Total	291	100%
Practice marks		97%



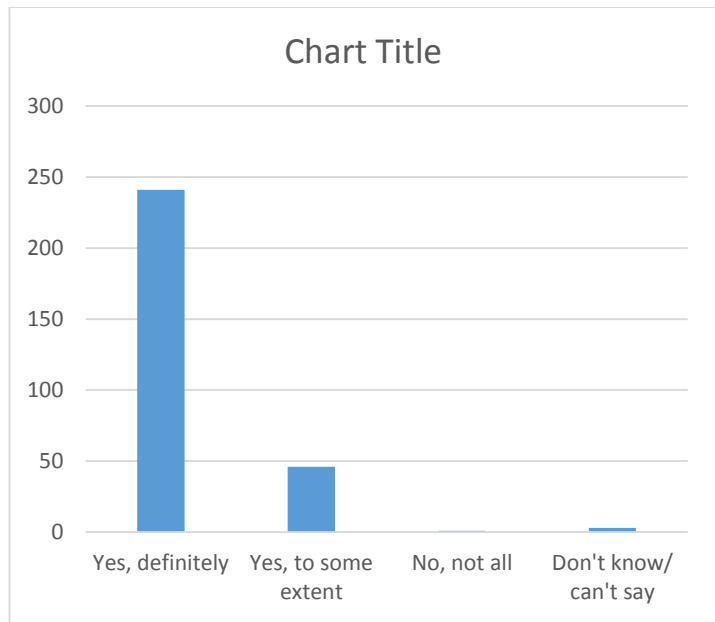
Q7 GP Involving you in decisions	Number of responses	Percentage
Very good	167	57%
Good	90	31%
Satisfactory	22	8%
Poor	6	2%
Very poor	0	0%
Does not apply	7	2%
Total	292	100%
Practice marks		96%



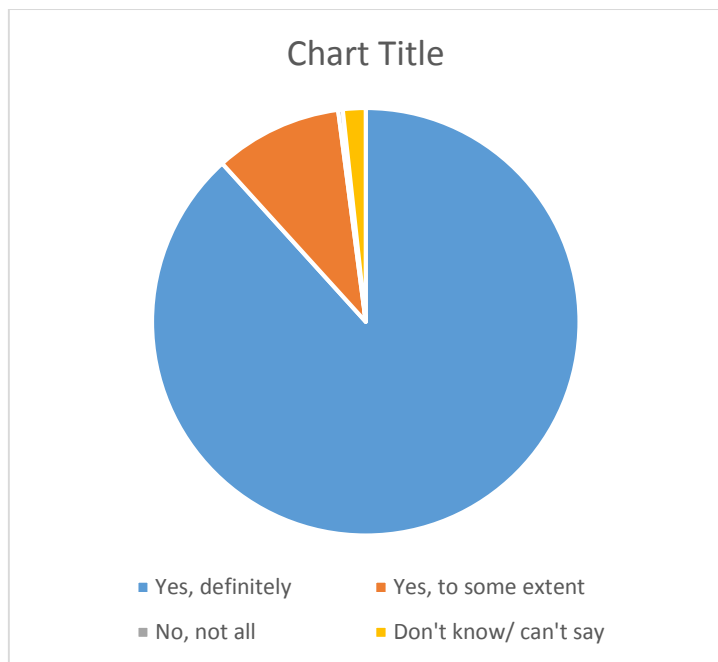
Q8 GP Providing or arranging treatment	Number of responses	Percentage
Very good	170	59%
Good	83	29%
Satisfactory	24	8%
Poor	3	1%
Very poor	0	0%
Does not apply	9	3%
Total	289	100%
Practice marks		96%



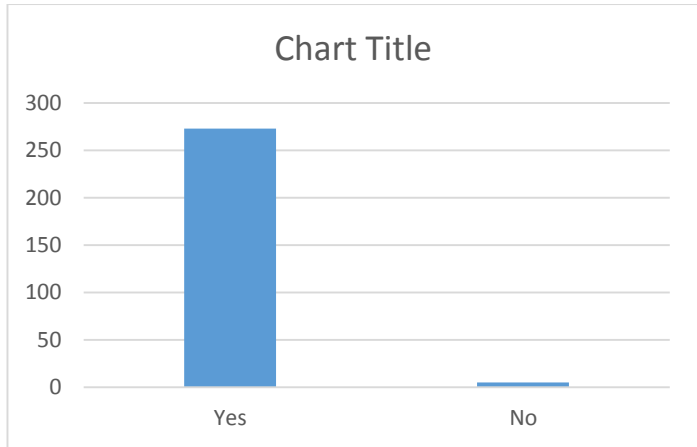
Q9 Do you have confidence the GP is honest	Number of responses	Percentage
Yes, definitely	241	83%
Yes, to some extent	46	16%
No, not all	1	0%
Don't know/ can't say	3	1%
Total	291	100%
Practice marks		99%



Q10 Do you have confidence that the GP will keep your information	Number of responses	Percentage
Yes, definitely	256	88%
Yes, to some extent	28	10%
No, not all	1	0%
Don't know/ can't say	5	2%
Total	290	100%
Practice marks		98%

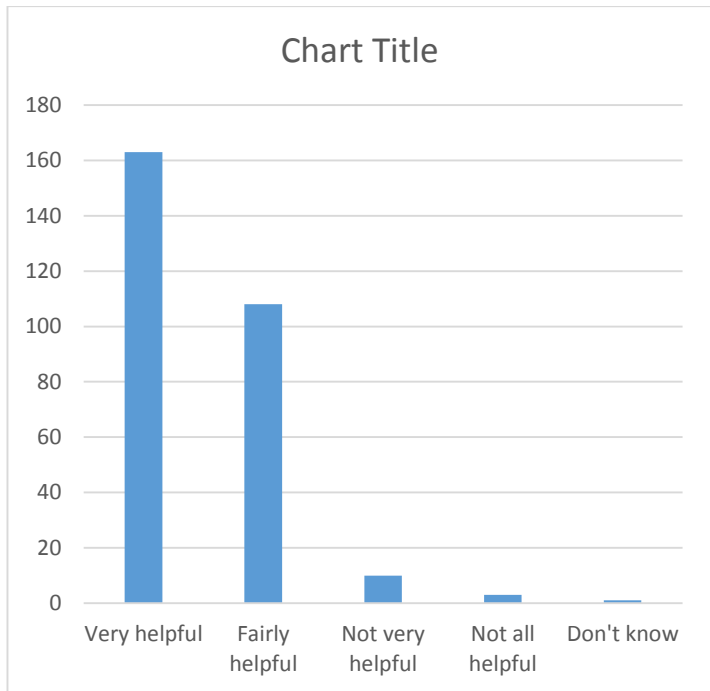


Q11 Would you happy to see this GP again	Number of responses	Percentage
Yes	273	98%
No	5	2%
Total	278	100%
Practice marks		98%

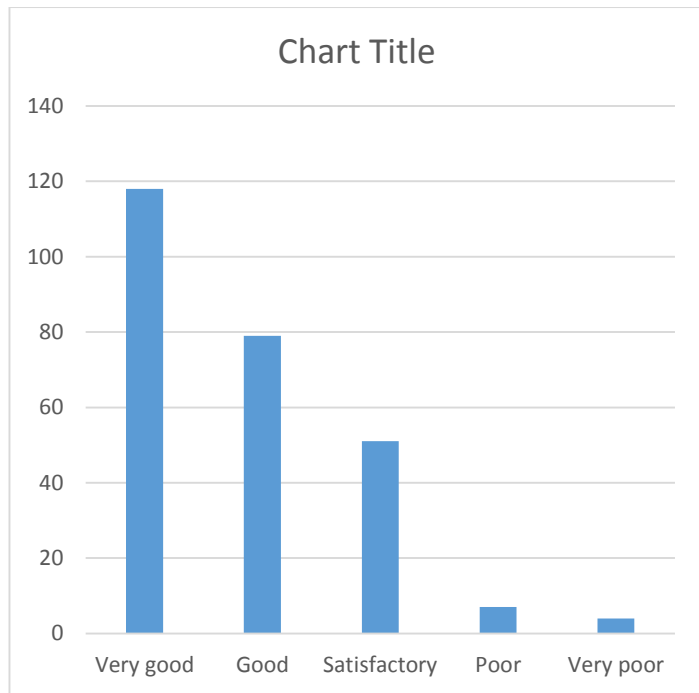


About Receptionists

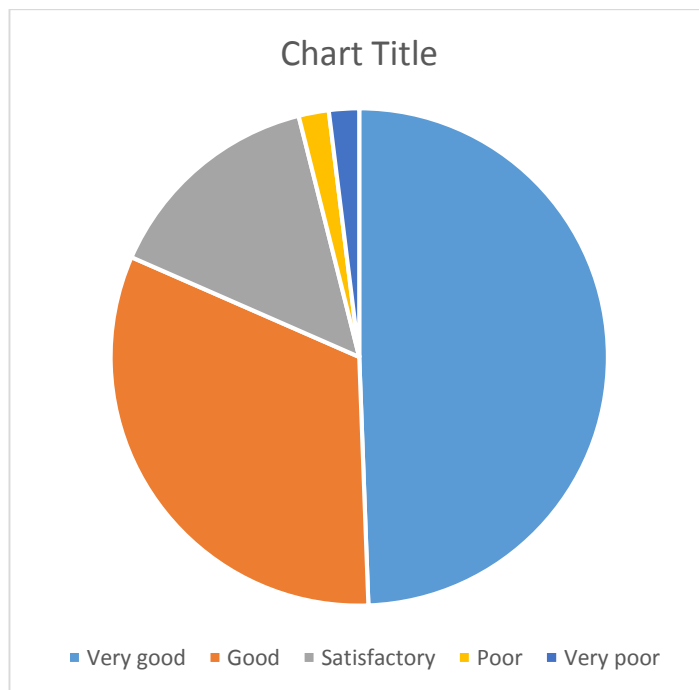
Q12 How helpful the receptionist	Number of responses	Percentage
Very helpful	163	57%
Fairly helpful	108	38%
Not very helpful	10	4%
Not all helpful	3	1%
Don't know	1	0%
Total	285	100%
Practice marks		95%



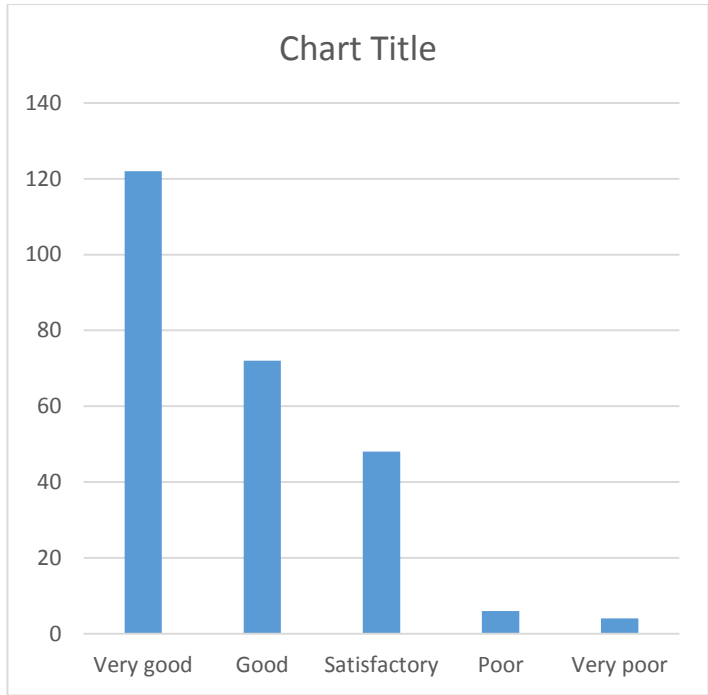
Q12a Receptionist putting you at ease	Number of responses	Percentage
Very good	118	46%
Good	79	31%
Satisfactory	51	20%
Poor	7	3%
Very poor	4	2%
Total	259	100%
Practice marks		96%



Q12b Receptionist being polite and considerate	Number of responses	Percentage
Very good	126	49%
Good	82	32%
Satisfactory	37	15%
Poor	5	2%
Very poor	5	2%
Total	255	100%
Practice marks		96%

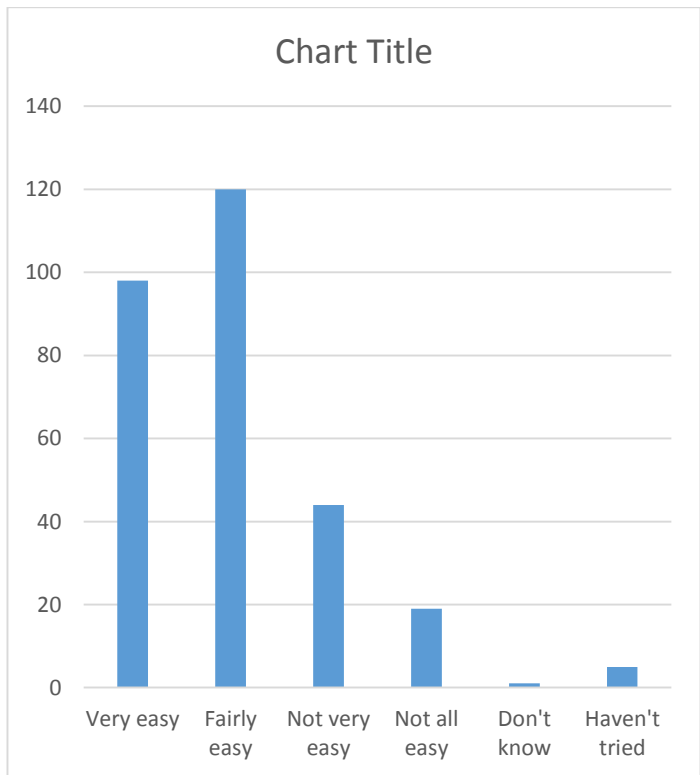


Q12c Receptionist listening to you	Number of responses	Percentage
Very good	122	48%
Good	72	29%
Satisfactory	48	19%
Poor	6	2%
Very poor	4	2%
Total	252	100%
Practice marks		96%

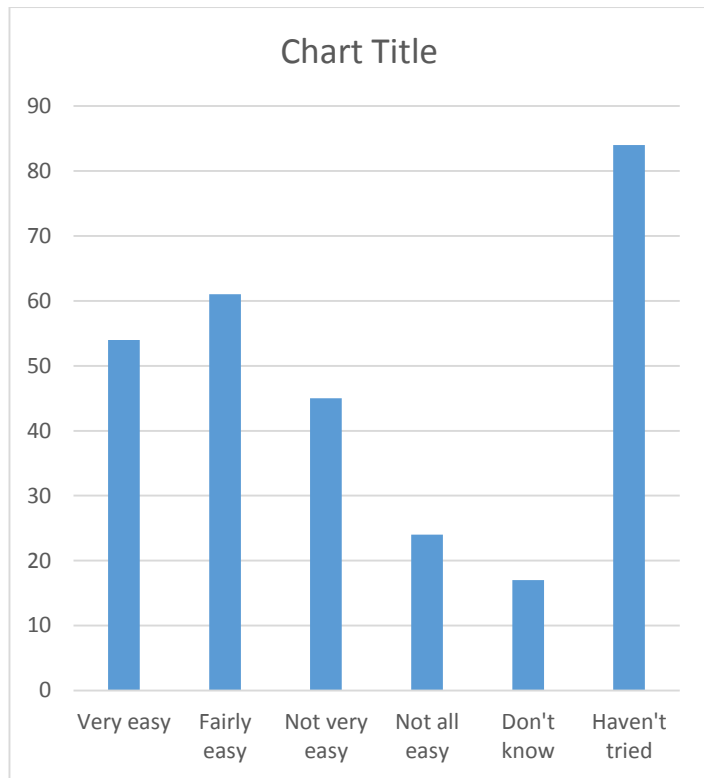


About Access

Q13 How easy to get through to practice on phone	Number of responses	Percentage
Very easy	98	35%
Fairly easy	120	43%
Not very easy	44	16%
Not all easy	19	7%
Don't know	1	0%
Haven't tried	5	2%
Total	281	100%
Practice marks		78%

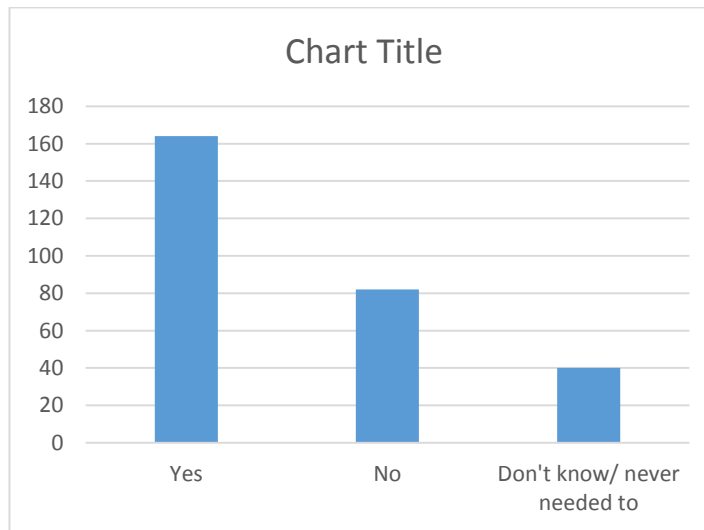


Q14 How easy to speak to dr/nurse on phone	Number of responses	Percentage
Very easy	54	29%
Fairly easy	61	33%
Not very easy	45	24%
Not all easy	24	13%
Don't know	17	9%
Haven't tried	84	46%
Total	184	100%
Practice marks		63%

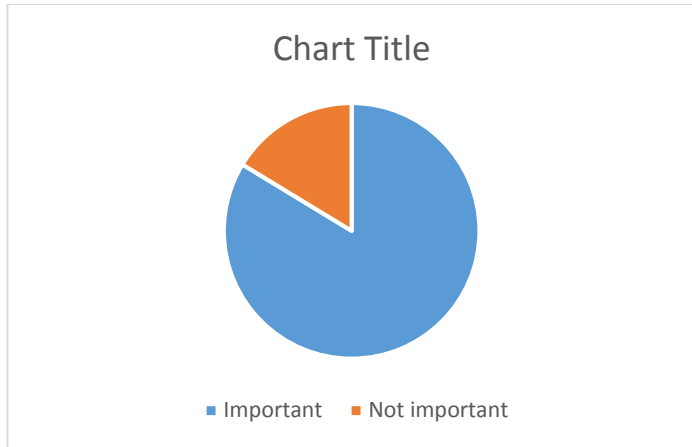


About Appointments

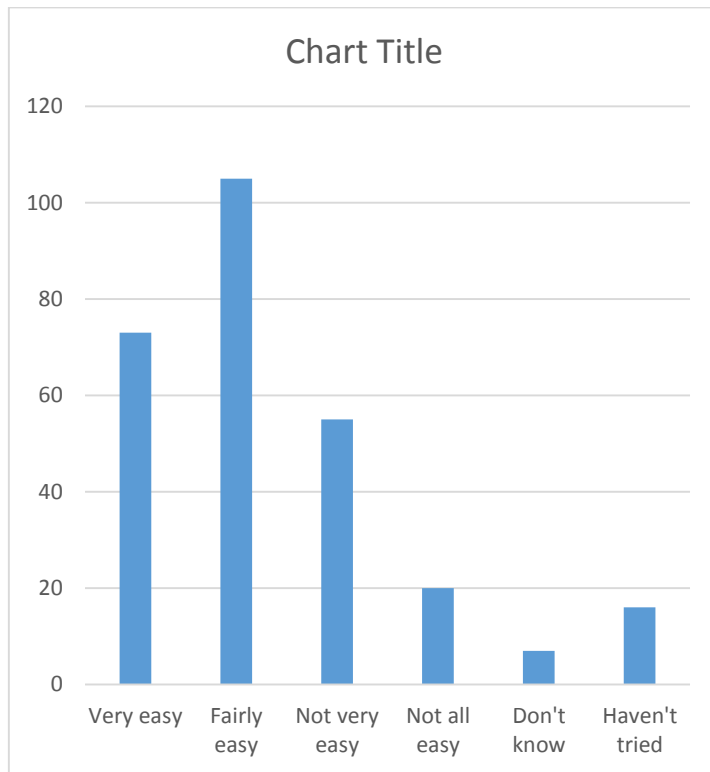
Q15 Can see a GP urgently on the same day	Number of responses	Percentage
Yes	164	67%
No	82	33%
Don't know/ never needed to	40	16%
Total	246	100%
Practice marks		67%



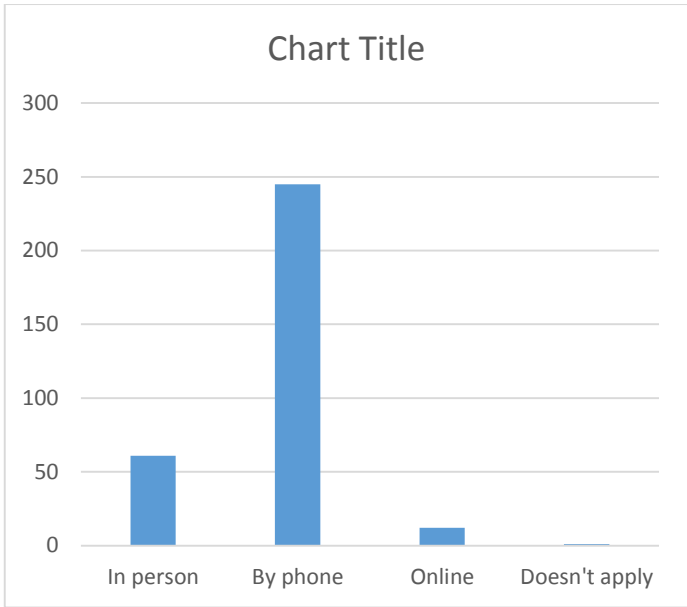
Q16 How important to book ahead?	Number of responses	Percentage
Important	236	84%
Not important	46	16%
Total	282	100%
Practice marks		84%



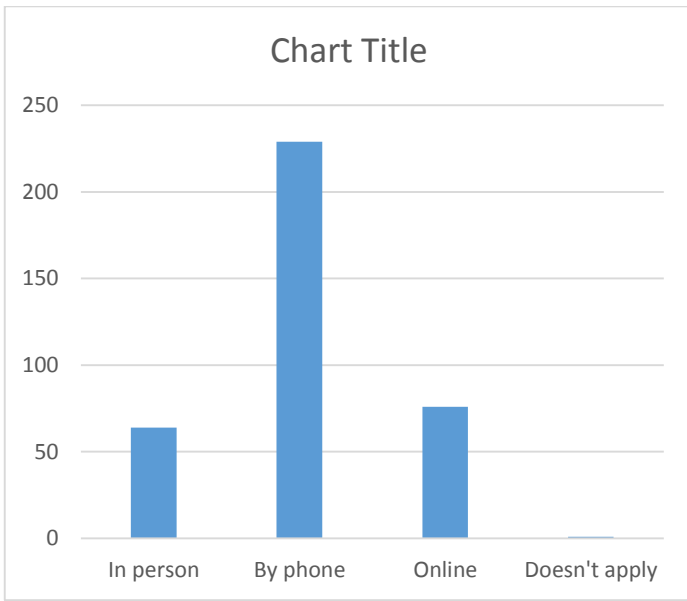
Q17 How easy to book ahead?	Number of responses	Percentage
Very easy	73	29%
Fairly easy	105	42%
Not very easy	55	22%
Not all easy	20	8%
Don't know	7	3%
Haven't tried	16	6%
Total	253	100%
Practice marks		70%



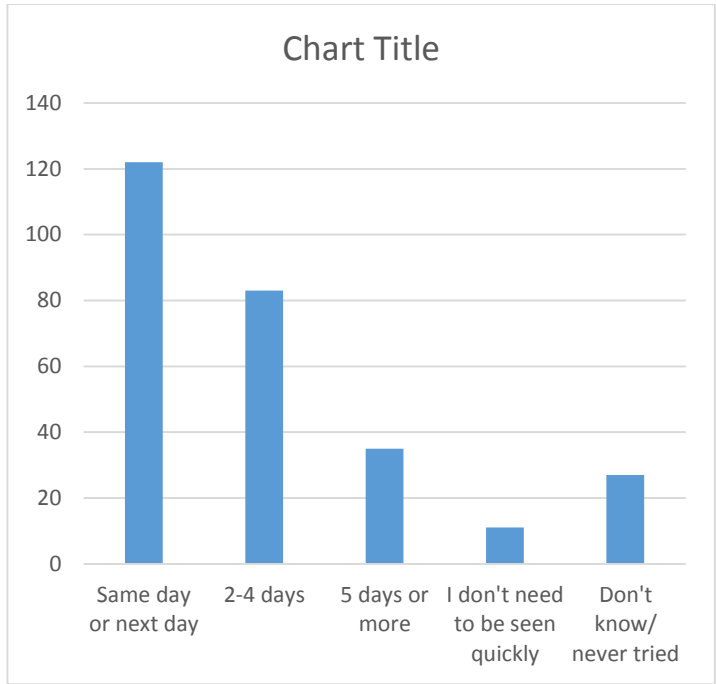
Q18 How book appointments	Number of responses	Percentage
In person	61	19%
By phone	245	77%
Online	12	4%
Doesn't apply	1	0%
Total	319	100%
Practice marks		



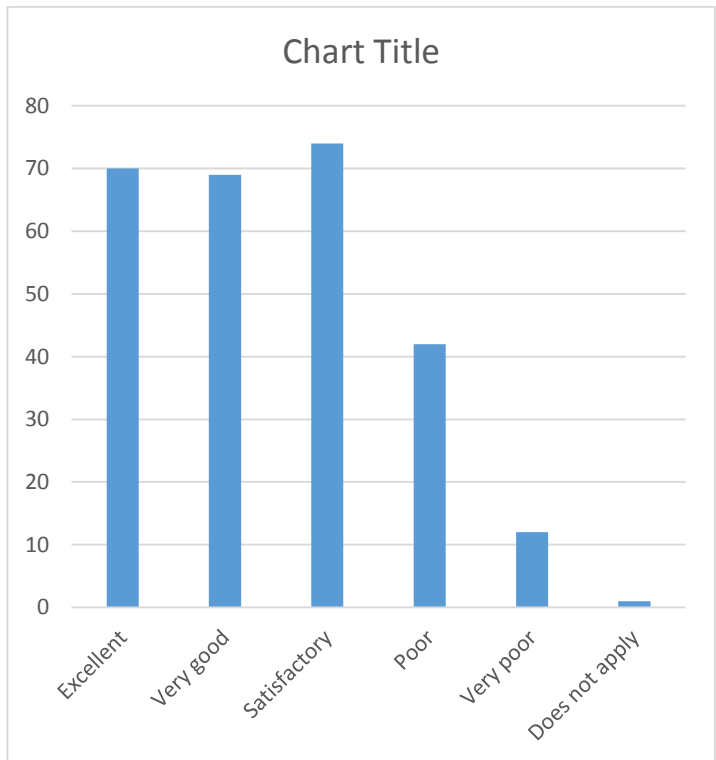
Q19 How prefer to book appointments	Number of responses	Percentage
In person	64	17%
By phone	229	62%
Online	76	21%
Doesn't apply	1	0%
Total	370	100%
Practice marks		100%



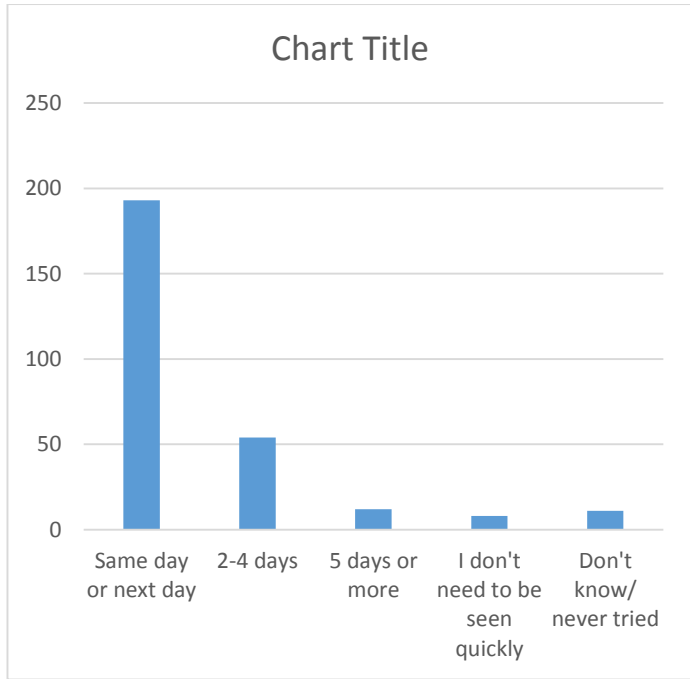
Q20 How quickly seen? (particular doctor)	Number of responses	Percentage
Same day or next day	122	44%
2-4 days	83	30%
5 days or more	35	13%
I don't need to be seen quickly	11	4%
Don't know/ never tried	27	10%
Total	278	100%
Practice marks		74%



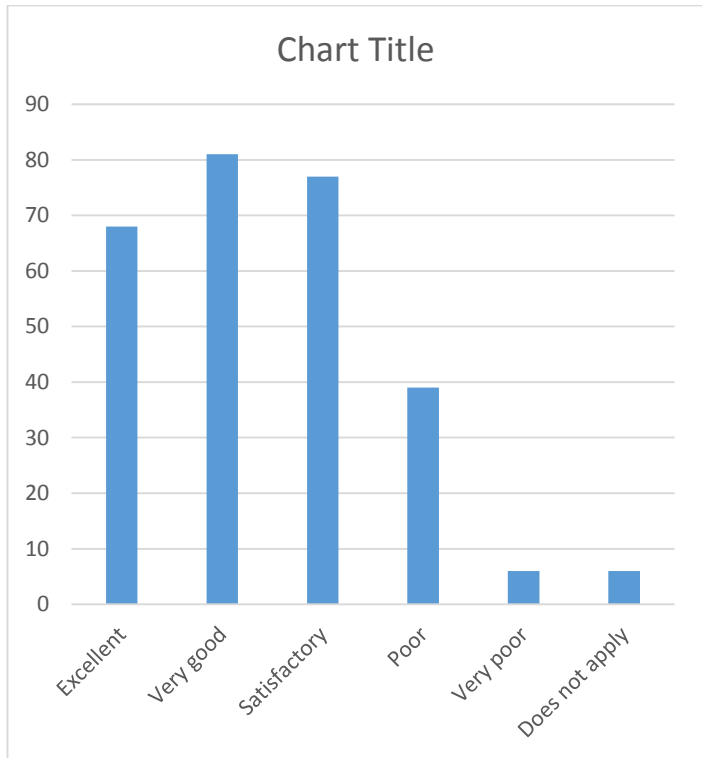
Q21 Rate how quickly you were seen	Number of responses	Percentage
Excellent	70	26%
Very good	69	26%
Satisfactory	74	28%
Poor	42	16%
Very poor	12	4%
Does not apply	1	0%
Total	268	100%
Practice marks		79%



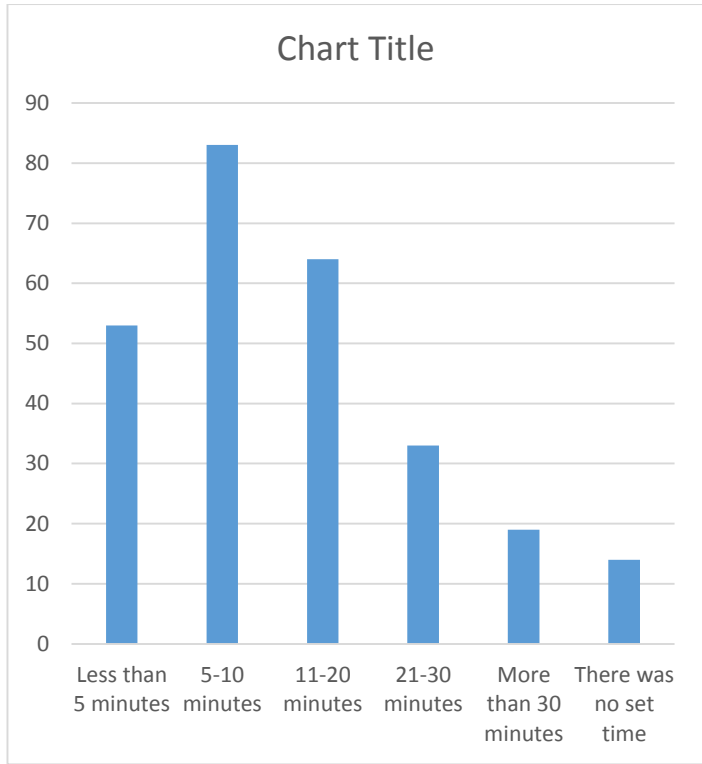
Q22 How quickly seen? (any doctor)	Number of responses	Percentage
Same day or next day	193	69%
2-4 days	54	19%
5 days or more	12	4%
I don't need to be seen quickly	8	3%
Don't know/ never tried	11	4%
Total	278	100%
Practice marks		89%



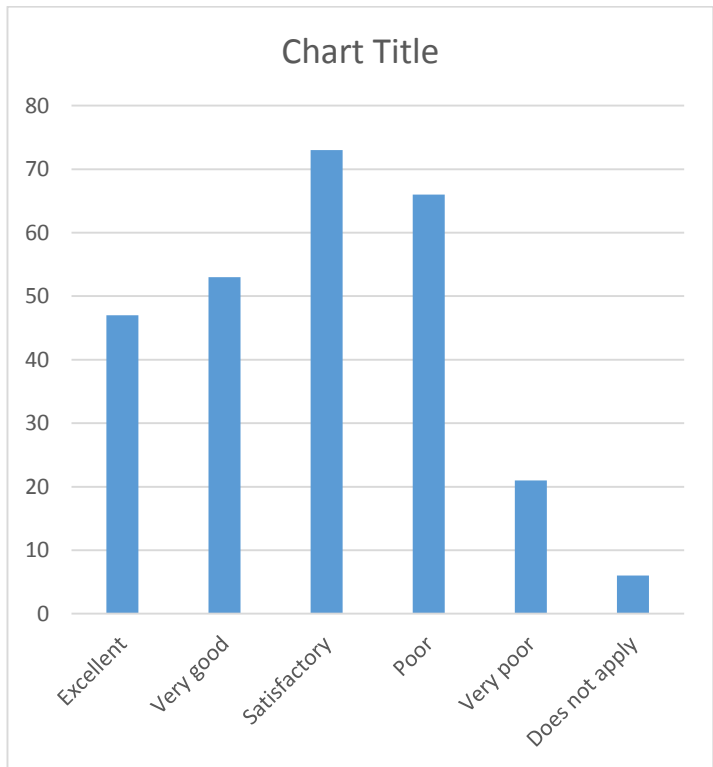
Q23 Rate how quickly you were seen	Number of responses	Percentage
Excellent	68	25%
Very good	81	29%
Satisfactory	77	28%
Poor	39	14%
Very poor	6	2%
Does not apply	6	2%
Total	277	100%
Practice marks		82%



Q24 How long did you wait?	Number of responses	Percentage
Less than 5 minutes	53	20%
5-10 minutes	83	31%
11-20 minutes	64	24%
21-30 minutes	33	12%
More than 30 minutes	19	7%
There was no set time	14	5%
Total	266	100%
Practice marks		51%

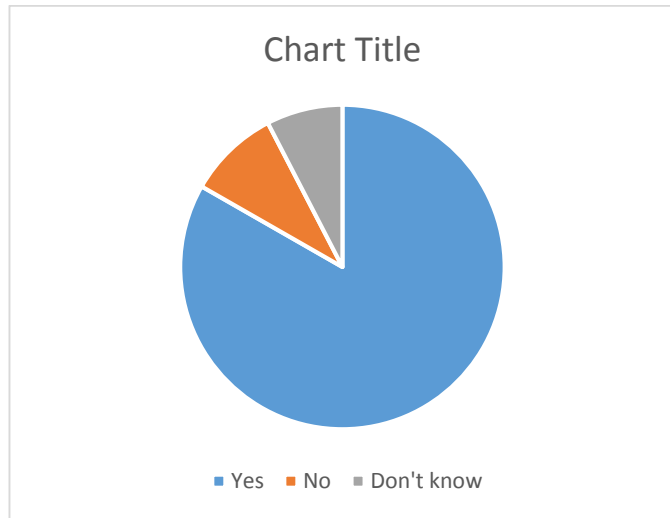


Q25 Rate how long you waited	Number of responses	Percentage
Excellent	47	18%
Very good	53	20%
Satisfactory	73	27%
Poor	66	25%
Very poor	21	8%
Does not apply	6	2%
Total	266	100%
Practice marks		65%

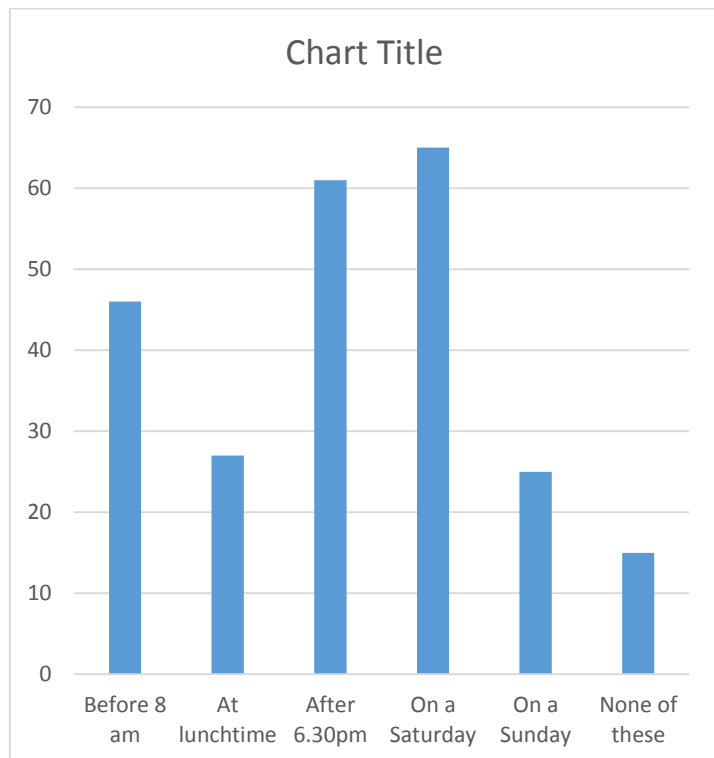


About opening times

Q26 Open at convenient times?	Number of responses	Percentage
Yes	219	83%
No	24	9%
Don't know	20	8%
Total	263	100%
Practice marks		83%

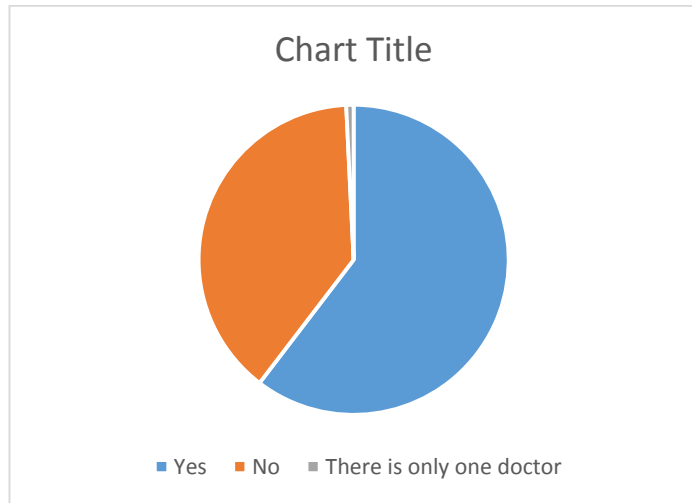


Q27 Additional hours requested	Number of responses	Percentage
Before 8 am	46	19%
At lunchtime	27	11%
After 6.30pm	61	26%
On a Saturday	65	27%
On a Sunday	25	10%
None of these	15	6%
Total	239	100%
Practice marks		

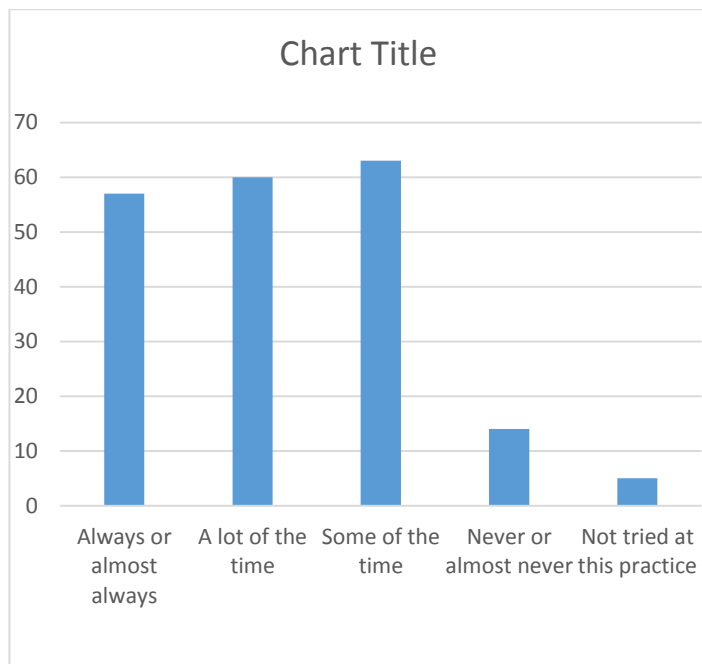


About seeing the doctor of your choice

Q28 Preferred Gp	Number of responses	Percentage
Yes	157	60%
No	101	39%
There is only one doctor	2	1%
Total	260	100%
Practice marks		60%

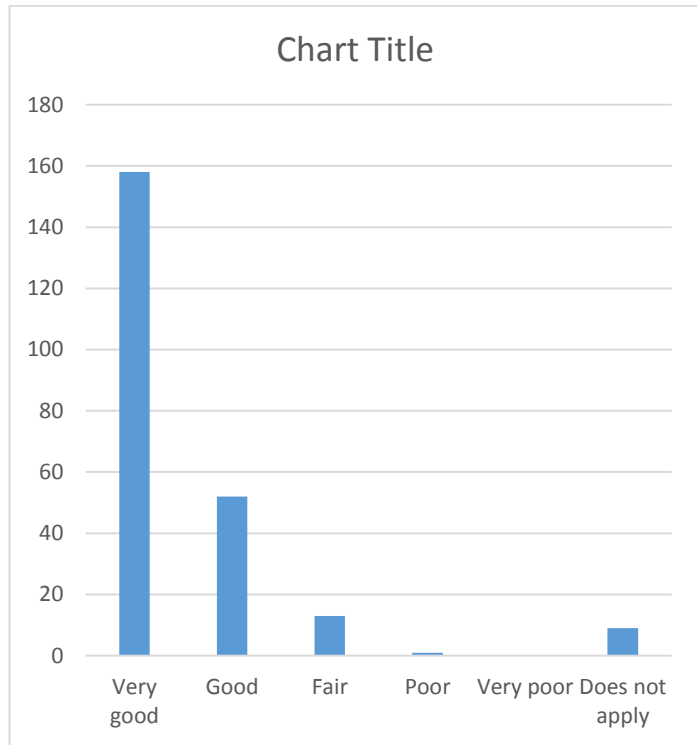


Q29 How often you see your preferred dr	Number of responses	Percentage
Always or almost always	57	29%
A lot of the time	60	30%
Some of the time	63	32%
Never or almost never	14	7%
Not tried at this practice	5	3%
Total	199	100%
Practice marks		59%

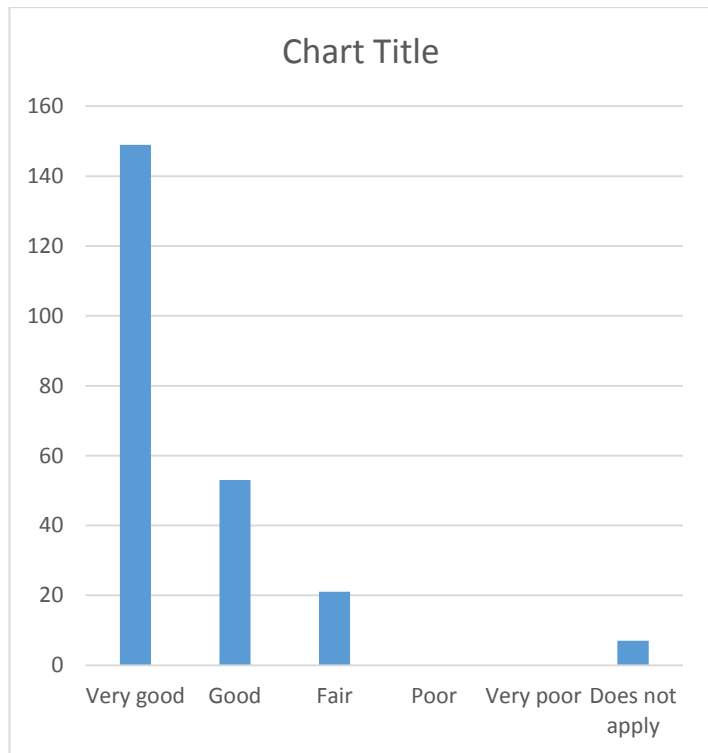


How good was the nurse

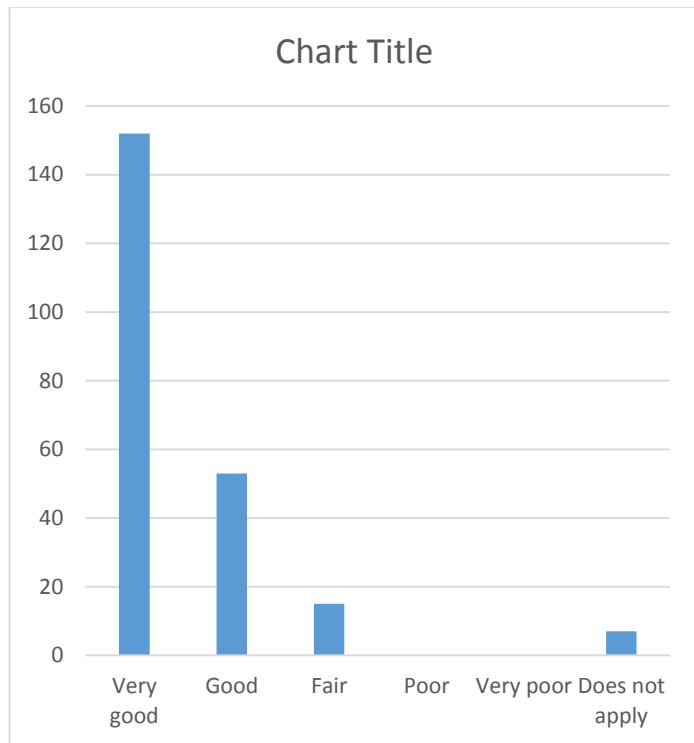
Q30 Nurse Putting you at ease?	Number of responses	Percentage
Very good	158	68%
Good	52	22%
Fair	13	6%
Poor	1	0%
Very poor	0	0%
Does not apply	9	4%
Total	233	100%
Practice marks		96%



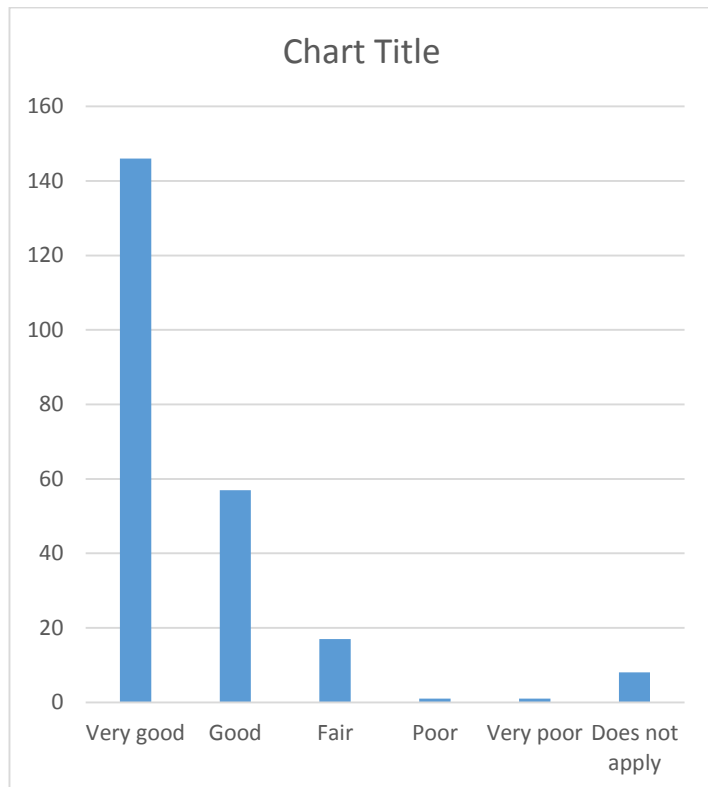
Q31 Nurse Giving enough time	Number of responses	Percentage
Very good	149	65%
Good	53	23%
Fair	21	9%
Poor	0	0%
Very poor	0	0%
Does not apply	7	3%
Total	230	100%
Practice marks		97%



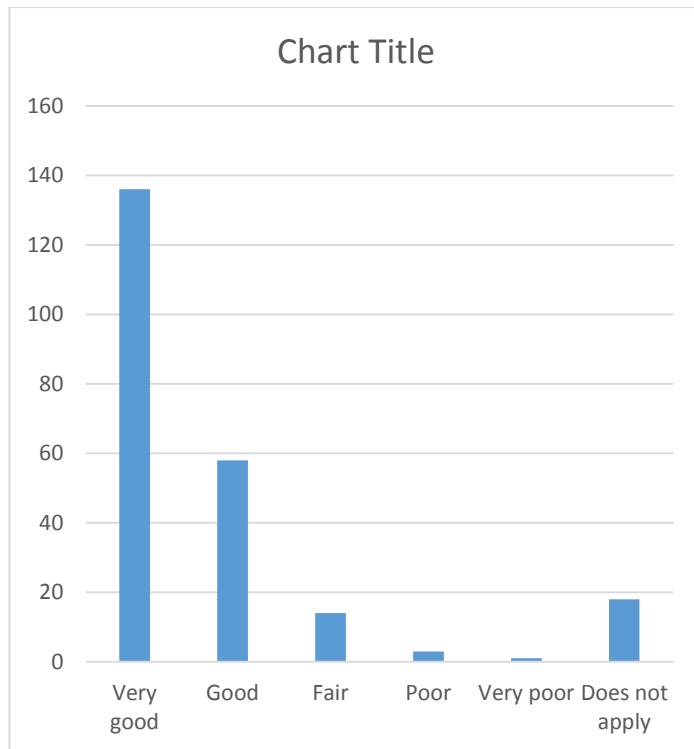
Q32 Listening to you?	Number of responses	Percentage
Very good	152	67%
Good	53	23%
Fair	15	7%
Poor	0	0%
Very poor	0	0%
Does not apply	7	3%
Total	227	100%
Practice marks		97%



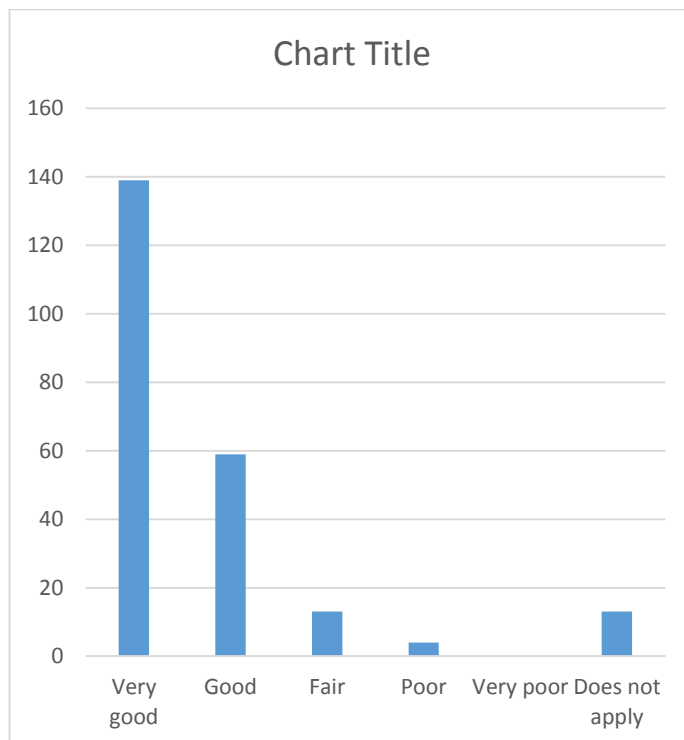
Q33 Explaining your condition and treatment?	Number of responses	Percentage
Very good	146	63%
Good	57	25%
Fair	17	7%
Poor	1	0%
Very poor	1	0%
Does not apply	8	3%
Total	230	100%
Practice marks		96%



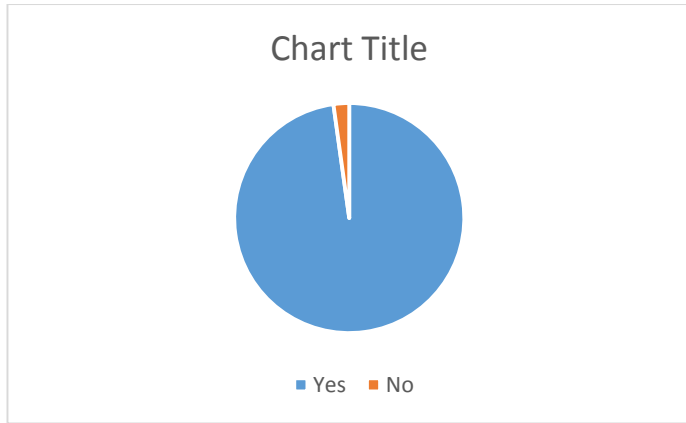
Q34 Nurse Involving in decisions	Number of responses	Percentage
Very good	136	59%
Good	58	25%
Fair	14	6%
Poor	3	1%
Very poor	1	0%
Does not apply	18	8%
Total	230	100%
Practice marks		90%



Q35 Nurse providing treatment	Number of responses	Percentage
Very good	139	61%
Good	59	26%
Fair	13	6%
Poor	4	2%
Very poor	0	0%
Does not apply	13	6%
Total	228	100%
Practice marks		93%

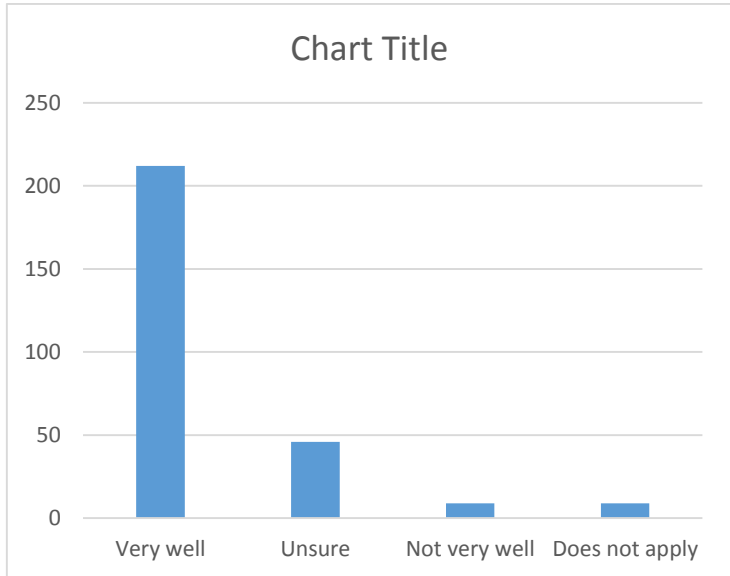


Q36 Happy to see this nurse	Number of responses	Percentage
Yes	222	98%
No	5	2%
Total	227	100%
Practice marks		98%

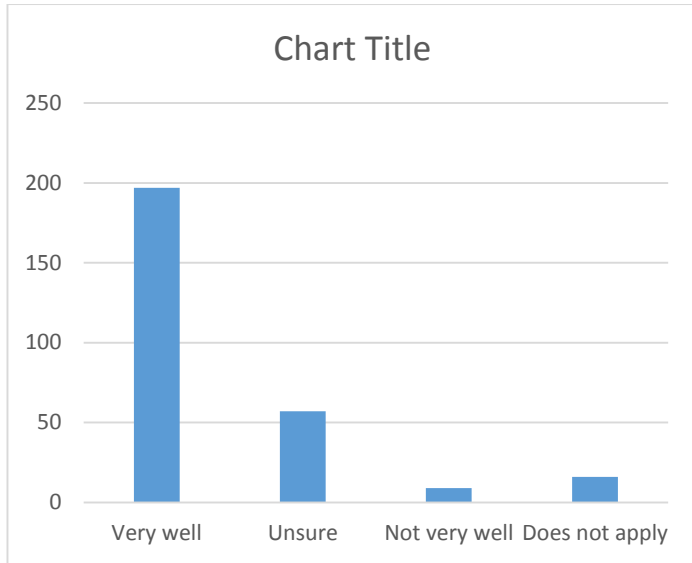


About care from your doctors and nurses

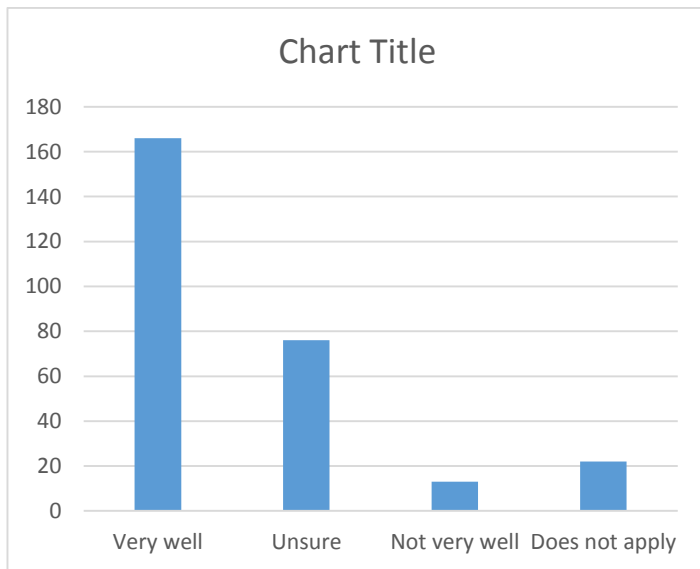
Q37 Understand problem	Number of responses	Percentage
Very well	212	77%
Unsure	46	17%
Not very well	9	3%
Does not apply	9	3%
Total	276	100%
Practice marks		77%



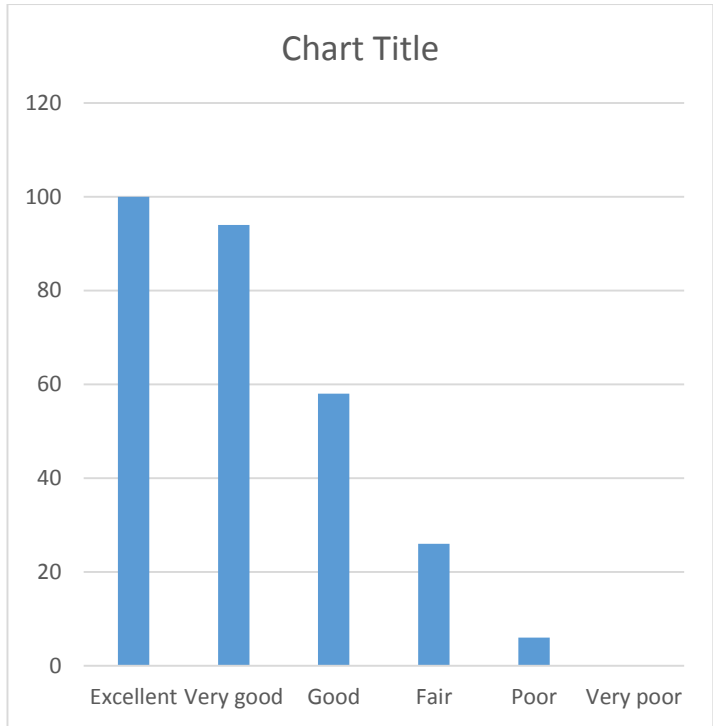
Q38 Cope with problems	Number of responses	Percentage
Very well	197	71%
Unsure	57	20%
Not very well	9	3%
Does not apply	16	6%
Total	279	100%
Practice marks		71%



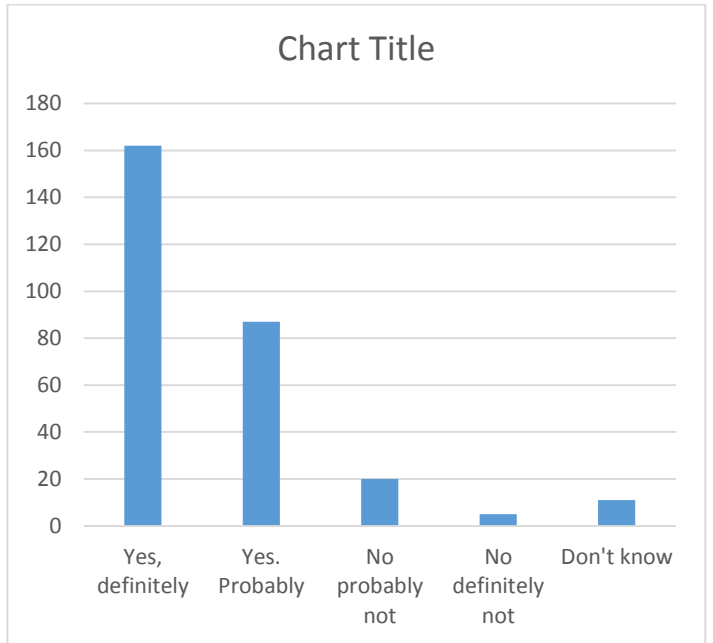
Q39 Keep healthy	Number of responses	Percentage
Very well	166	60%
Unsure	76	27%
Not very well	13	5%
Does not apply	22	8%
Total	277	100%
Practice marks		60%



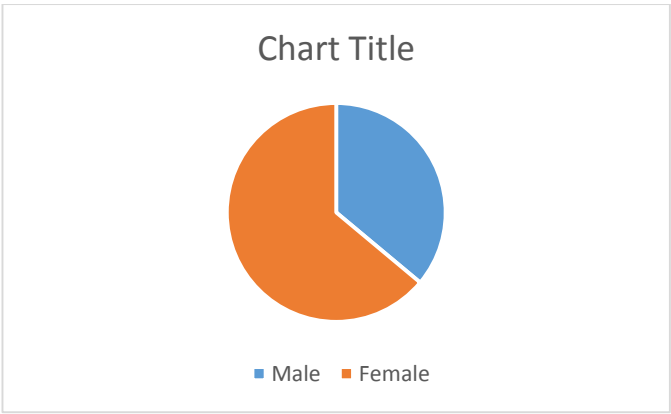
Q40 Overall satisfaction	Number of responses	Percentage
Excellent	100	35%
Very good	94	33%
Good	58	20%
Fair	26	9%
Poor	6	2%
Very poor	0	0%
Total	284	100%
Practice marks		98%



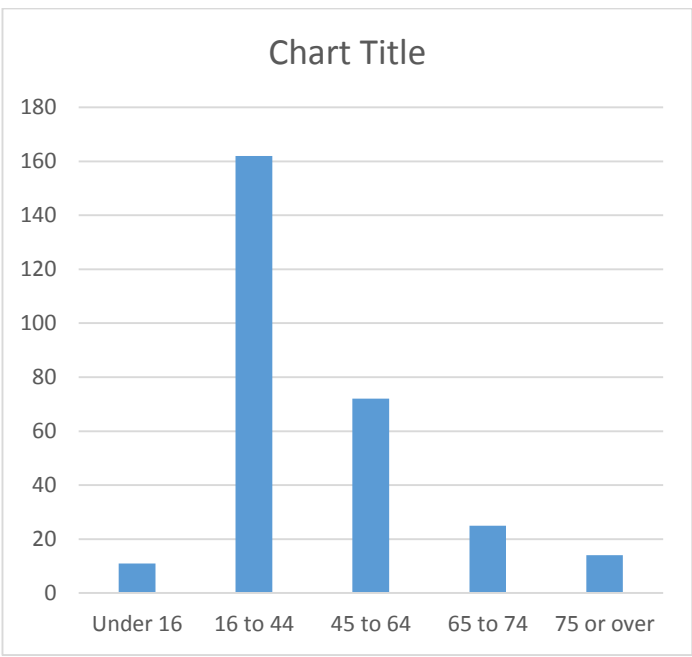
Q41 Recommend	Number of responses	Percentage
Yes, definitely	162	57%
Yes. Probably	87	31%
No probably not	20	7%
No definitely not	5	2%
Don't know	11	4%
Total	285	100%
Practice marks		87%



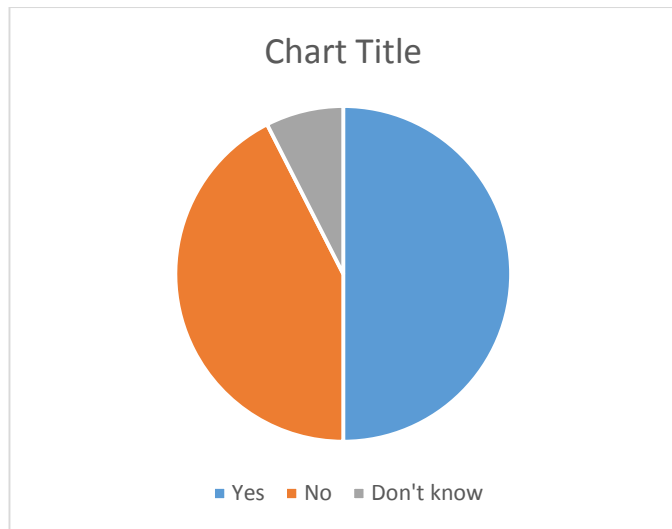
Q42 Sex	Number of responses	Percentage
Male	101	36%
Female	179	64%
Total	280	100%
Practice marks		



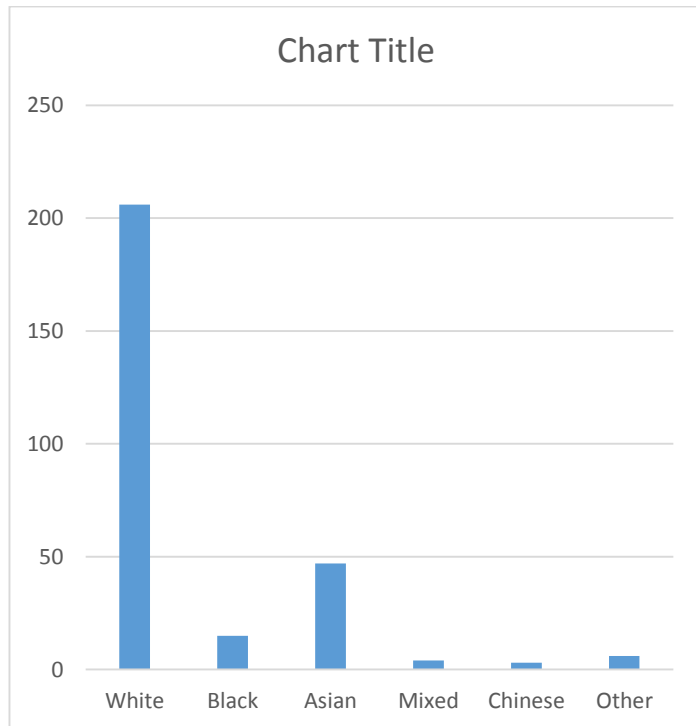
Q43 Age	Number of responses	Percentage
Under 16	11	4%
16 to 44	162	57%
45 to 64	72	25%
65 to 74	25	9%
75 or over	14	5%
Total	284	100%
Practice marks		



Q44 Long standing illness, disability or infirmity	Number of responses	Percentage
Yes	140	50%
No	119	43%
Don't know	21	8%
Total	280	100%
Practice marks		



Q45 Ethnicity	Number of responses	Percentage
White	206	73%
Black	15	5%
Asian	47	17%
Mixed	4	1%
Chinese	3	1%
Other	6	2%
Total	281	100%
Practice marks		



Q46 Employment	Number of responses	Percentage
Employed	164	59%
Unemployed	18	6%
At school	9	3%
Unable to work due to illness	19	7%
Looking after your family	23	8%
Retired	38	14%
Other	9	3%
Total	280	100%
Practice marks		

