

Otterfield Medical Centre

Yiewsley, West Drayton UB7 8PE



General Practice Assessment Questionnaire

Patient Survey – February 2016

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 patient experience 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 February 2016. Target population 2% (list size 7,000), 130 in total. 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 local and national patient survey (MORI poll).

For questions identical, or nearly identical to questions in the GPPS (General Practice Patient's Survey – MORI) survey, GPPS national benchmarks published on 1 January 2016 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 (92%) find the receptionists at the GP surgery helpful. Few patients (just 5%) do not find receptionists helpful.
- For most patients (61%) it is easy to get through to someone at the GP surgery on the phone, but almost one in three (37%) patients say it is not easy. (Requires action)
- One in three (32%) were able to speak to the GP or nurse on the phone, but 32% say it is not easy, but 24% haven't tried. (Requires action)
- Three in five (52%) were able to see GP urgently, 30% say no and 18% say 'never' needed. (requires action)
- Over half of patients (57%) have a preferred GP – one-thirds (43%) say do not have a preference. Of those who have a preferred GP, one in two (52%) 'Always or almost always' get to see them. Around a quarter of patients (25%) see their preferred GP 'a lot of the time', with a slightly greater proportion (26%) saying 'some of the time'. Few patients (just 11%) 'Never or almost never' get to see their preferred GP.

Making an appointment

- Over half of patients (56%) usually book their appointments by phone, while one in three (31%) book their appointments in person. Few patients (11%) book their appointments online.
- Preferred methods of booking appointments generally reflect those currently used by patients. Over half of patients (53%) prefer to book by phone, with one in five (24%) preferring to book appointments in person. Around three in ten (22%) prefer to book their appointments online.
- One in three of patients (35%) were able to see the preferred GP on the same day as when they initially contacted the surgery, while one in three (38%) 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 4% 'never' needed to see a GP urgently.
- Majority of patients rated that they were able to get an appointment to see a GP quickly (71%). But 24% felt that the appointment they got was very poor. (requires action)

Waiting times

- The majority of patients (61%) 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 (26%) have to wait less than five minutes.
- Majority of patients (72%) are happy with the amount of time they have to wait for their appointment. Around one in five (22%) 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 (67%). Few are dissatisfied with opening hours (19%) or are unsure (14%) when their surgery is open.
- Patients were asked which additional opening time/s would make it easier for them to see or speak to someone. Patients say that before 8am (27%), Saturday opening (21%), Sunday opening (10%) after 6.30pm (19%) would make it easier for them.

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 (100%)
 - 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 (99%)
 - Listening (96%)
 - Treating with care and concern (96%)
 - Explaining tests and treatments (98%),
 - Involving them in decisions regarding their care (96%)
- 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 (83%) would recommend their surgery to someone who has just moved to the local area
- Around half (46%) who say they would 'definitely' recommend it.
- 4% definitely not recommend their GP practice to others.

Overall experience

- The majority of patients (96%) have had a good overall experience of their GP surgery, with (67%) describing their experience as 'very' good and 1% felt very poor.

Long-standing health condition

- Almost half of our patients have a long-standing health condition (46%).

Employment

- Over half of our patients (44%) are employed, 12% unemployed and 13% are retired.

Patient Survey – February 2016

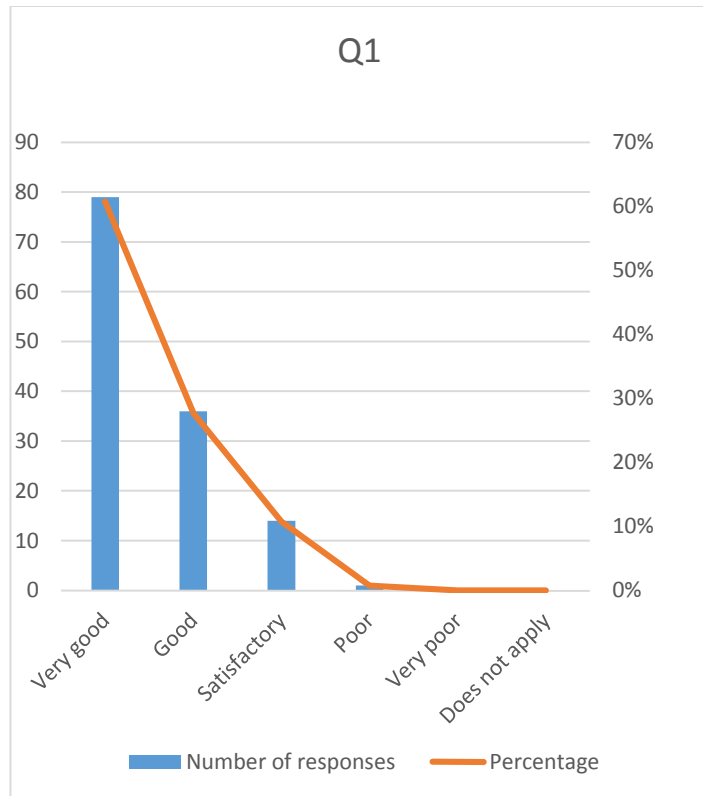
Patient Survey – February 2016	Otterfield Score 2015/16 (GPAQ)	Hillingdon CCG 2015/16 (MORI)	National 2015/16 (MORI)
About Your Visit to the GP Today			
How good was the GP at:			
Q1 Putting you at ease?	99%	--	--
Q2 Being polite and considerate?	100%	--	--
Q3 Listening to you?	100%	83%	89%
Q4 Giving you enough time?	99%	80%	87%
Q5 Assessing your medical condition?	98%	--	--
Q6 Explaining your condition and treatment?	97%	80%	86%
Q7 Involving you in decisions about your care?	96%	74%	82%
Q8 Providing or arranging treatment for you?	96%	78%	85%
Q9 Did you have confidence that the GP is honest and trustworthy?	99%	92%	95%
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?	92%	82%	87%
Q13 How easy is it to get through to someone at your GP practice on the phone?	61%	69%	73%
Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?	32%	--	--
Q15 If you need to see a GP urgently, can you normally get seen on the same day?	52%	--	38%

Q16 How important is it to you to be able to book appointments ahead of time in your practice?	81%	--	--
Q17 How easy is it to book ahead in your practice?	57%	--	--
Q18 How do you normally book your appointments at your practice? (by phone)	56% (Phone)	--	87%
Q19 Which of the following methods (in person/ phone/online) would you prefer to use to book appointments at your practice?	62% (Phone)	--	--
Thinking of times when you want to see a particular doctor:			
Q20 How quickly do you usually get seen? (Within 5 days)	62%	--	--
Q21 How do you rate how quickly you were seen?	73%	--	--
Thinking of times when you are willing to see any doctor:			
Q22 How quickly do you usually get seen? (Same day)	78%	--	--
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)	61%	62%	65%
Q25 How do you rate how long you waited?	72%	--	--
About opening times			
Q26 Is your GP practice currently open at times that are convenient to you?	67%	69%	75%
Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (Before 8am & Saturdays)	22% & 21%	--	--
About seeing the doctor of your choice			
Q28 Is there a particular GP you usually prefer to see or speak to?	57%	55%	59%

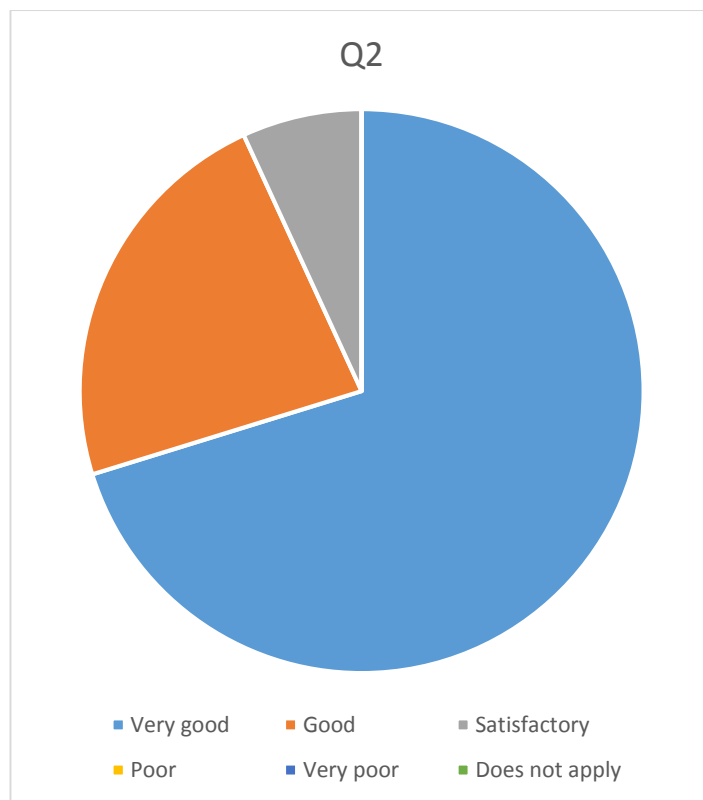
Q29 How often do you see or speak to the GP you prefer?	52%	--	--
How good was the Nurse you last saw at:			
Q30 Putting you at ease?	95%	--	--
Q31 Giving you enough time?	99%	87%	92%
Q32 Listening to you?	96%	87%	91%
Q33 Explaining your condition and treatment?	98%	86%	90%
Q34 Involving you in decisions about your care?	96%	80%	85%
Q35 Providing or arranging treatment for you?	95%	85%	91%
Q36 Would you be completely happy to see this nurse again?	88%	95%	97%
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?	74%	--	--
Q38 Cope with your health problem	73%	92%	92%
Q39 Keep yourself healthy	75%	47%	76%
Q40 Overall, how would you describe your experience of your GP surgery?	96%	78%	85%
Q41 Would you recommend your GP surgery?	83%	70%	78%
Q42 Sex	45% (Male) 55% (Female)	--	49% (Male) 51% (Female)
Q43 Age	44% (16-44) 28% (45-64)	--	51% (16-44) 30% (45-64)
Q44 Long standing illness (Yes)	46%	--	54%
Q45 Ethnicity	66% (White) 21% (Black & Asian)	--	80% (White) 2.5% (Asian)
Q46 Employment (Employed)	55%	--	45%

How good was the GP?

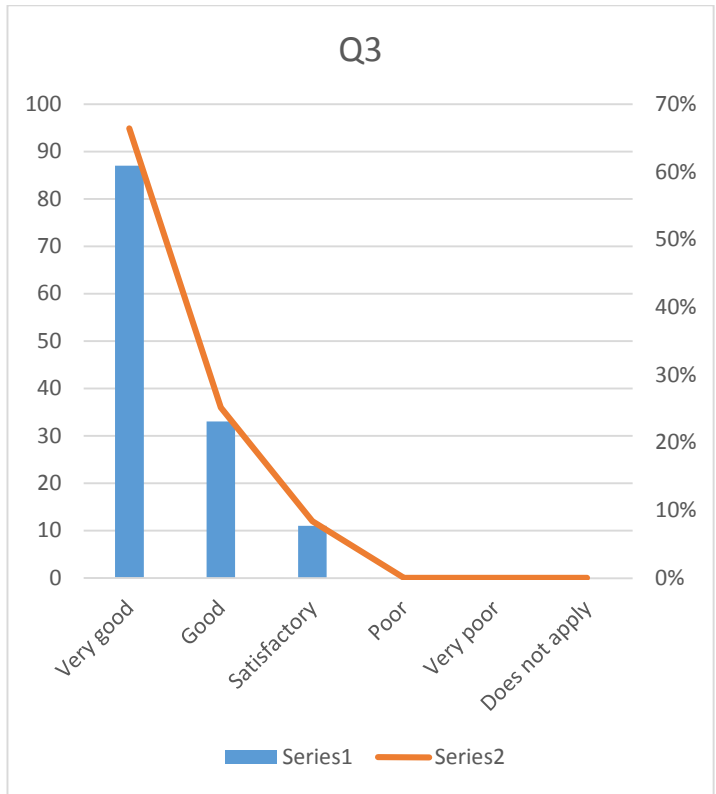
Q1 GP Putting you at ease	Number of responses	Percentage
Very good	79	61%
Good	36	28%
Satisfactory	14	11%
Poor	1	1%
Very poor	0	0%
Does not apply	0	0%
Total	130	100%
Practice marks		99%



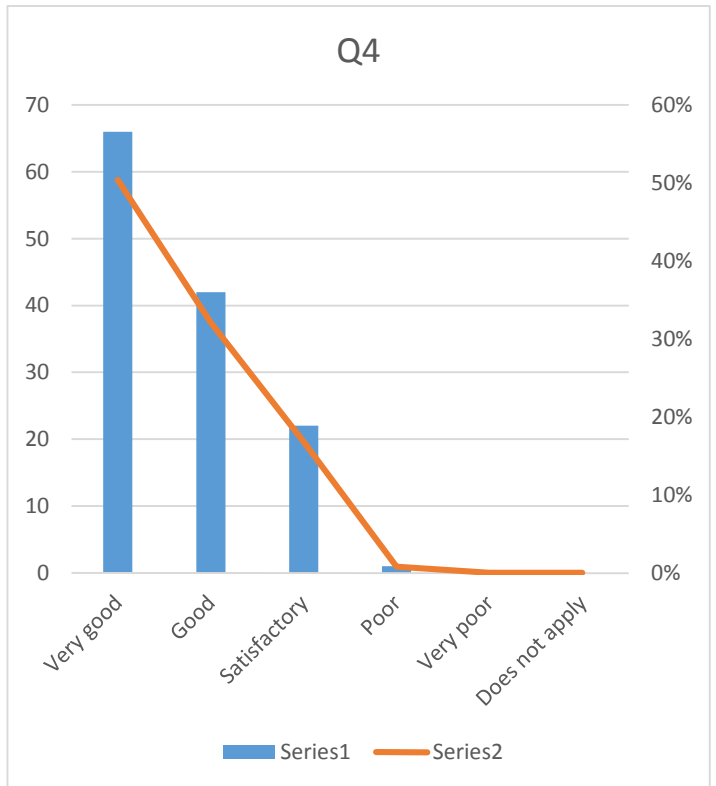
Q2 GP Being polite and considerate	Number of responses	Percentage
Very good	92	70%
Good	30	23%
Satisfactory	9	7%
Poor	0	0%
Very poor	0	0%
Does not apply	0	0%
Total	131	100%
Practice marks		100%



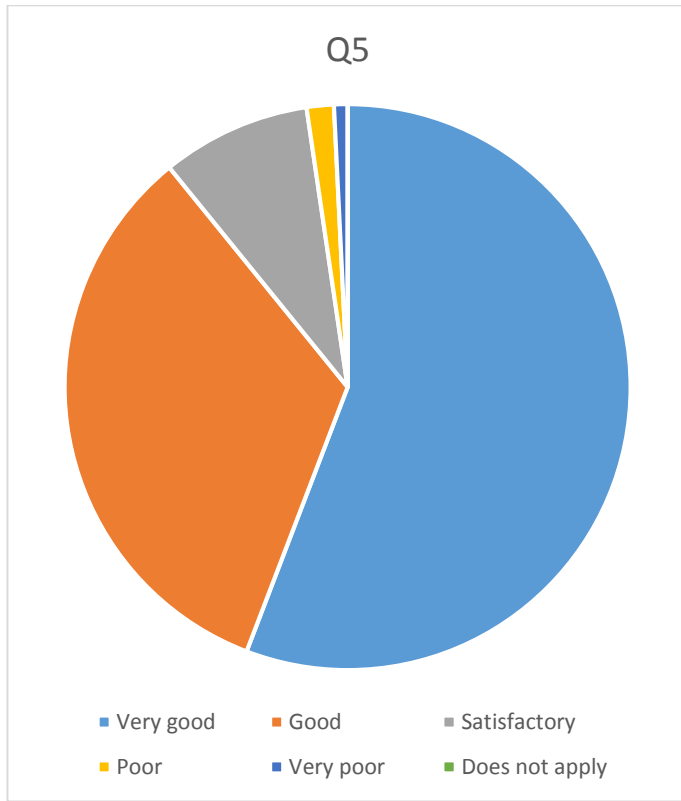
Q3 GP Listening to you	Number of responses	Percentage
Very good	87	66%
Good	33	25%
Satisfactory	11	8%
Poor	0	0%
Very poor	0	0%
Does not apply	0	0%
Total	131	100%
Practice marks		100%



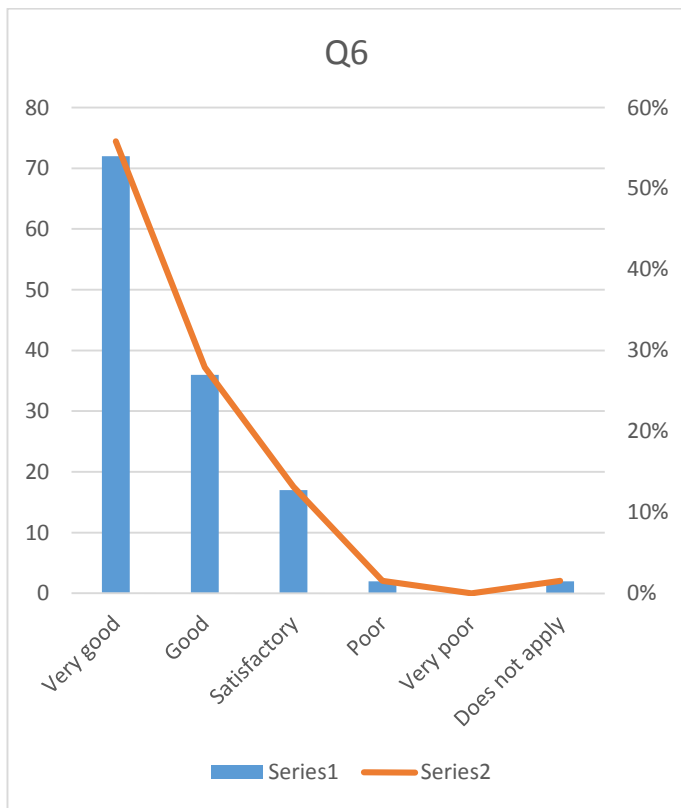
Q4 GP Giving you enough time	Number of responses	Percentage
Very good	66	50%
Good	42	32%
Satisfactory	22	17%
Poor	1	1%
Very poor	0	0%
Does not apply	0	0%
Total	131	100%
Practice marks		99%



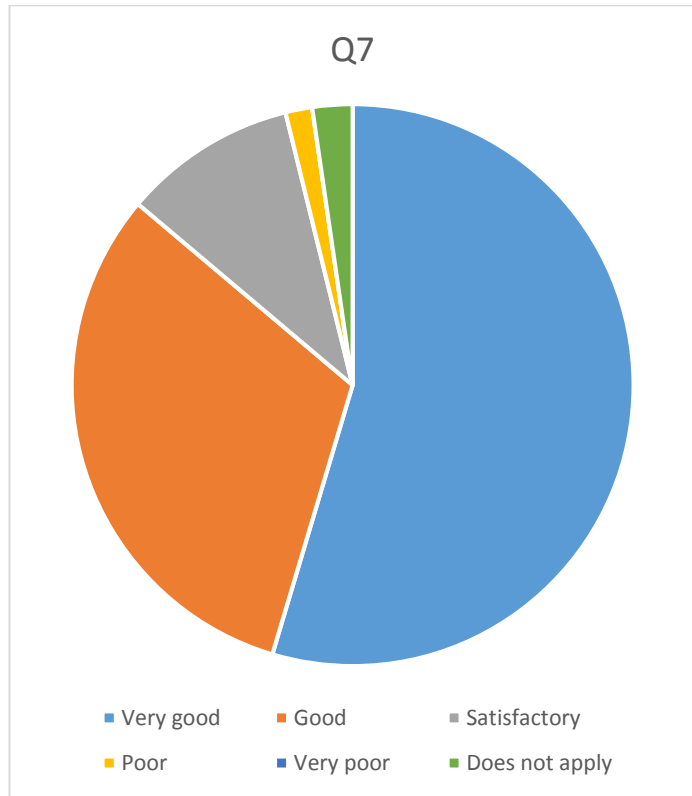
Q5 GP Assessing your medical condition	Number of responses	Percentage
Very good	72	56%
Good	43	33%
Satisfactory	11	9%
Poor	2	2%
Very poor	1	1%
Does not apply	0	0%
Total	129	100%
Practice marks		98%



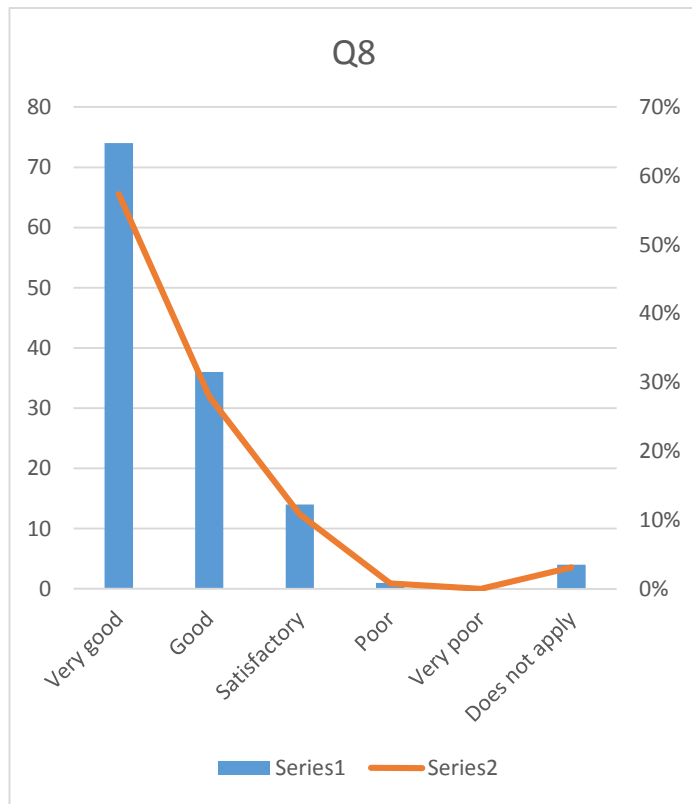
Q6 GP Explaining your condition and treatment	Number of responses	Percentage
Very good	72	56%
Good	36	28%
Satisfactory	17	13%
Poor	2	2%
Very poor	0	0%
Does not apply	2	2%
Total	129	100%
Practice marks		97%



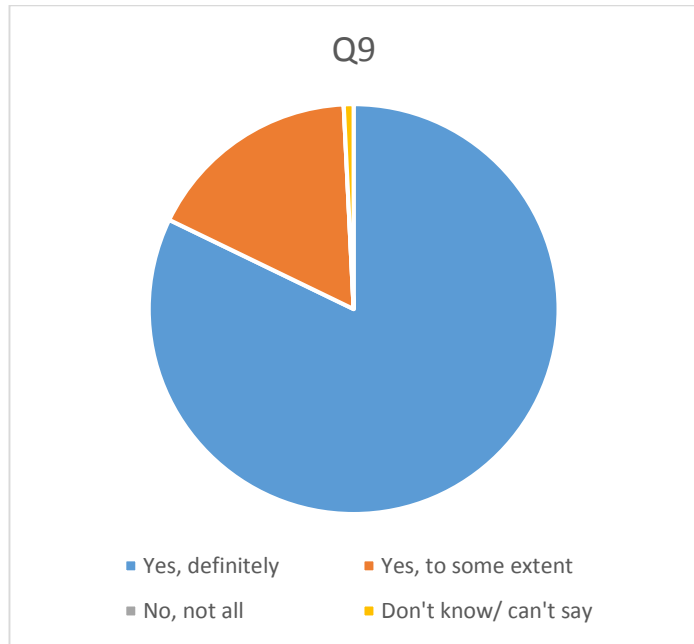
Q7 GP Involving you in decisions	Number of responses	Percentage
Very good	71	55%
Good	41	32%
Satisfactory	13	10%
Poor	2	2%
Very poor	0	0%
Does not apply	3	2%
Total	130	100%
Practice marks		96%



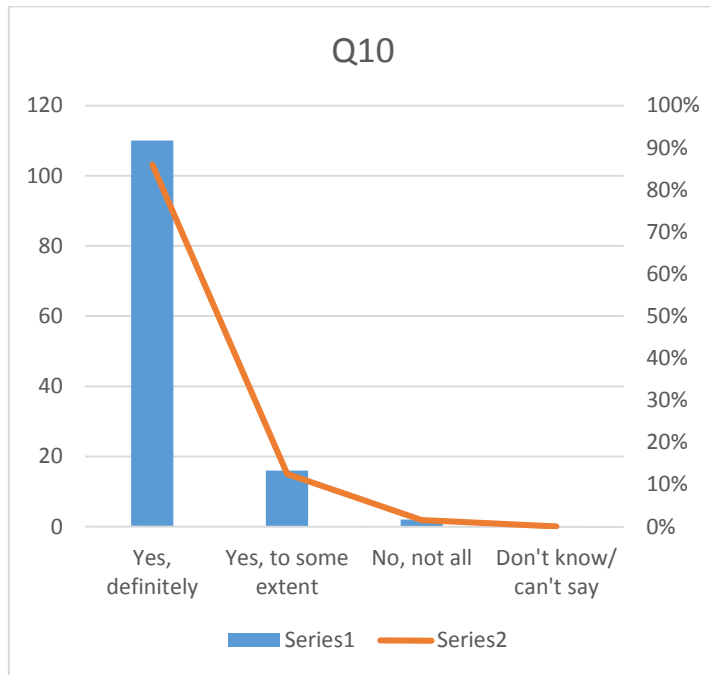
Q8 GP Providing or arranging treatment	Number of responses	Percentage
Very good	74	57%
Good	36	28%
Satisfactory	14	11%
Poor	1	1%
Very poor	0	0%
Does not apply	4	3%
Total	129	100%
Practice marks		96%



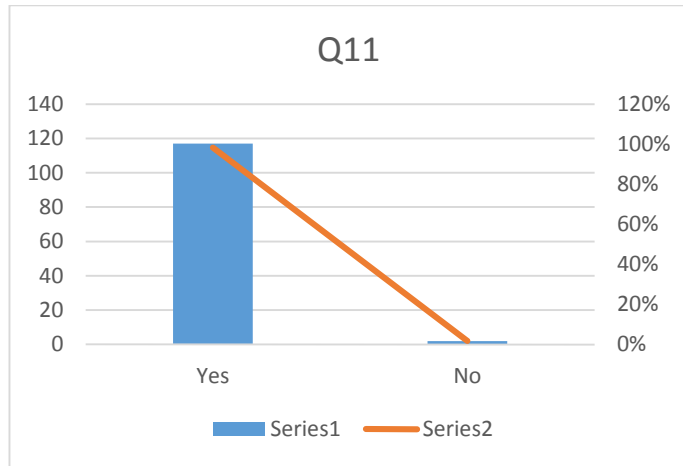
Q9 Do you have confidence the GP is honest	Number of responses	Percentage
Yes, definitely	106	82%
Yes, to some extent	22	17%
No, not all	0	0%
Don't know/ can't say	1	1%
Total	129	0%
Practice marks		99%



Q10 Do you have confidence that the GP will keep your information	Number of responses	Percentage
Yes, definitely	110	86%
Yes, to some extent	16	13%
No, not all	2	2%
Don't know/ can't say	0	0%
Total	128	0%
Practice marks		98%

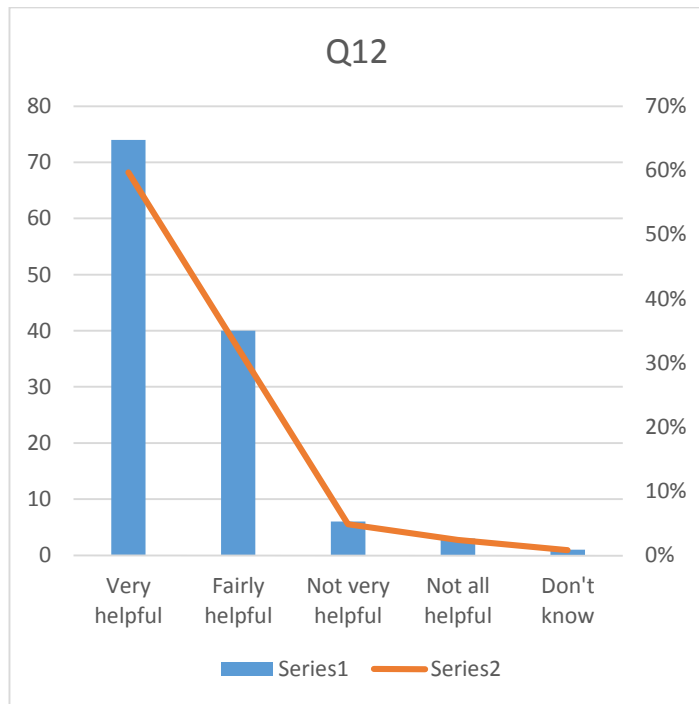


Q11 Would you happy to see this GP again	Number of responses	Percentage
Yes	117	98%
No	2	2%
Total	119	100%
Practice marks		98%



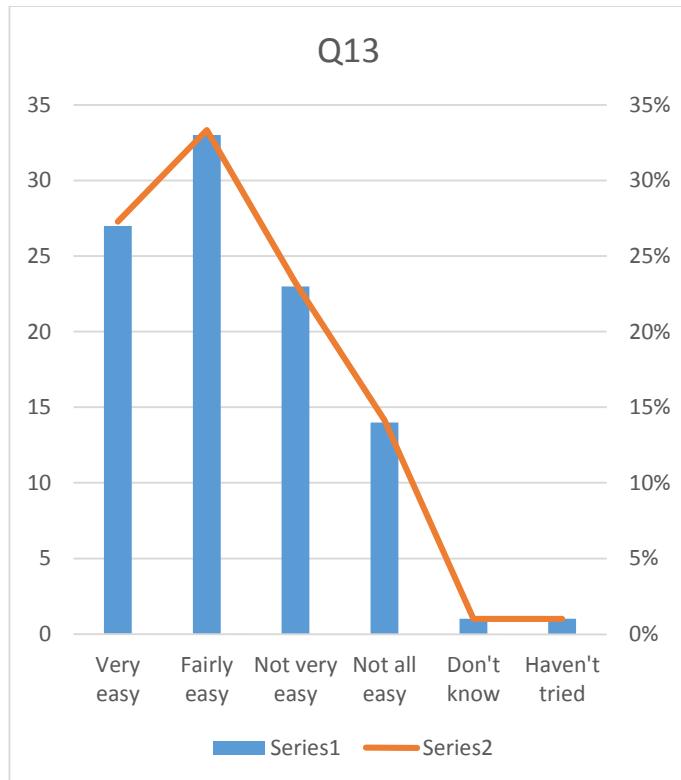
About Receptionists

Q12 How helpful the receptionist	Number of responses	Percentage
Very helpful	74	60%
Fairly helpful	40	32%
Not very helpful	6	5%
Not all helpful	3	2%
Don't know	1	1%
Total	124	100%
Practice marks		92%

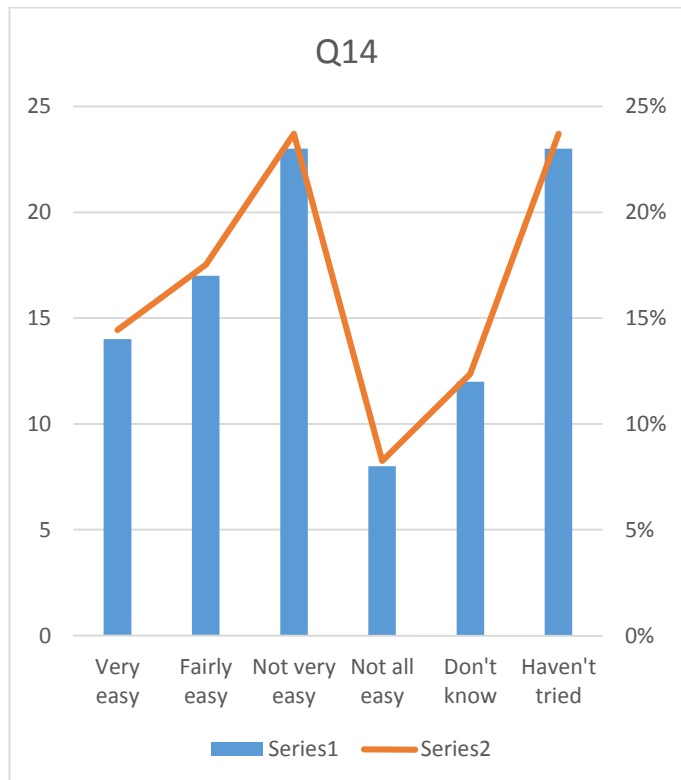


About Access

Q13 How easy to get through to practice on phone	Number of responses	Percentage
Very easy	27	27%
Fairly easy	33	33%
Not very easy	23	23%
Not all easy	14	14%
Don't know	1	1%
Haven't tried	1	1%
Total	99	100%
Practice marks		61%

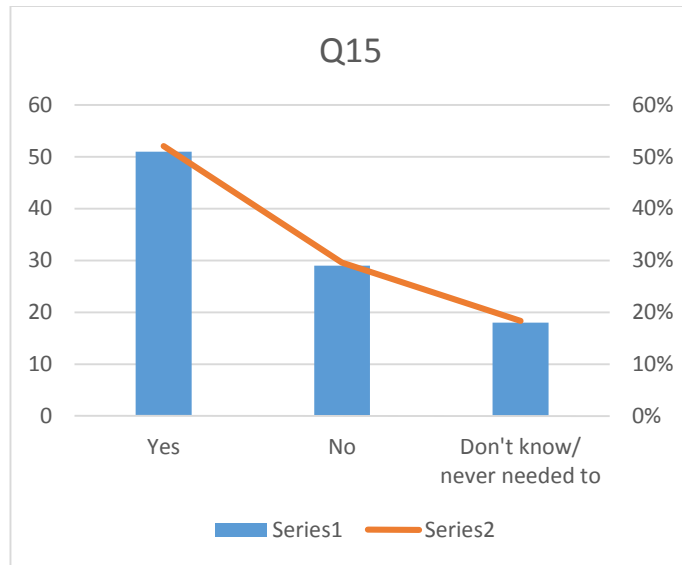


Q14 How easy to speak to dr/nurse on phone	Number of responses	Percentage
Very easy	14	14%
Fairly easy	17	18%
Not very easy	23	24%
Not all easy	8	8%
Don't know	12	12%
Haven't tried	23	24%
Total	97	100%
Practice marks		32%

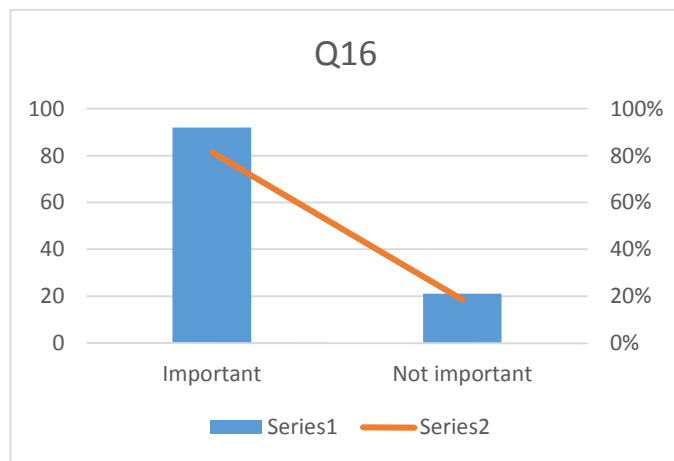


About Appointments

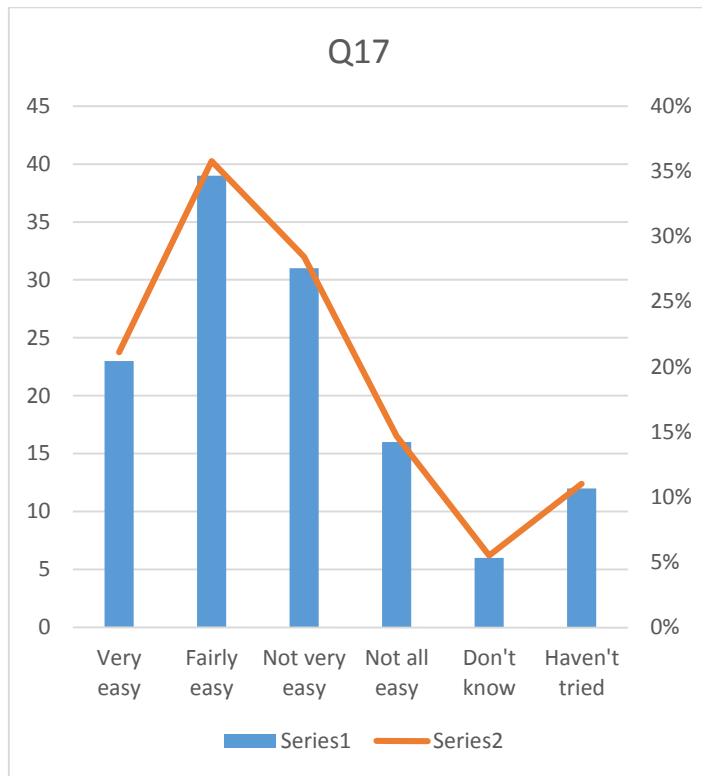
Q15 Can see a GP urgently on the same day	Number of responses	Percentage
Yes	51	52%
No	29	30%
Don't know/ never needed to	18	18%
Total	98	100%
Practice marks		52%



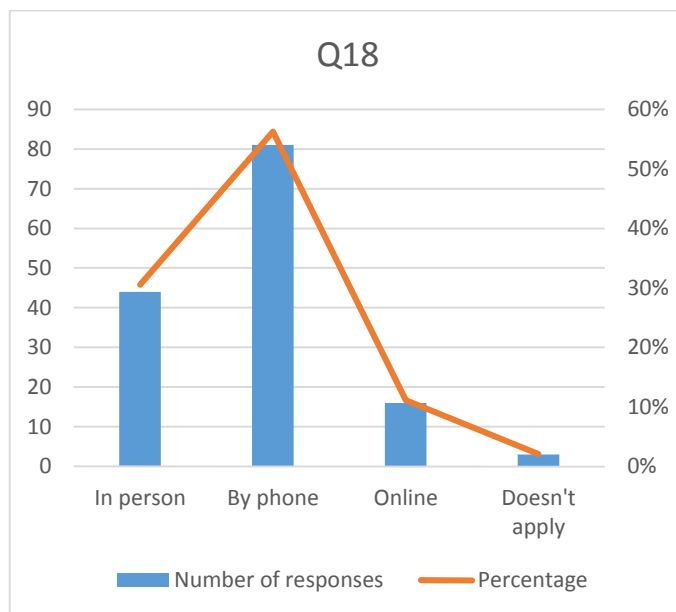
Q16 How important to book ahead?	Number of responses	Percentage
Important	92	81%
Not important	21	19%
Total	113	0%
Practice marks		81%



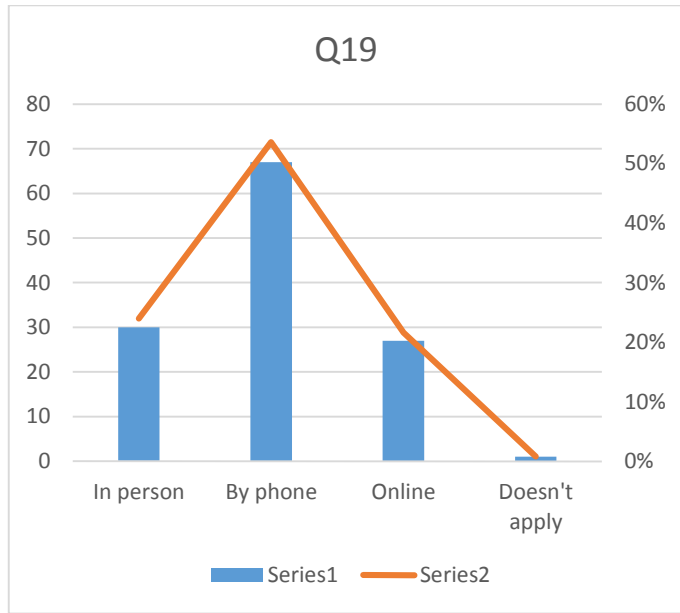
Q17 How easy to book ahead?	Number of responses	Percentage
Very easy	23	21%
Fairly easy	39	36%
Not very easy	31	28%
Not all easy	16	15%
Don't know	6	6%
Haven't tried	12	11%
Total	109	100%
Practice marks		57%



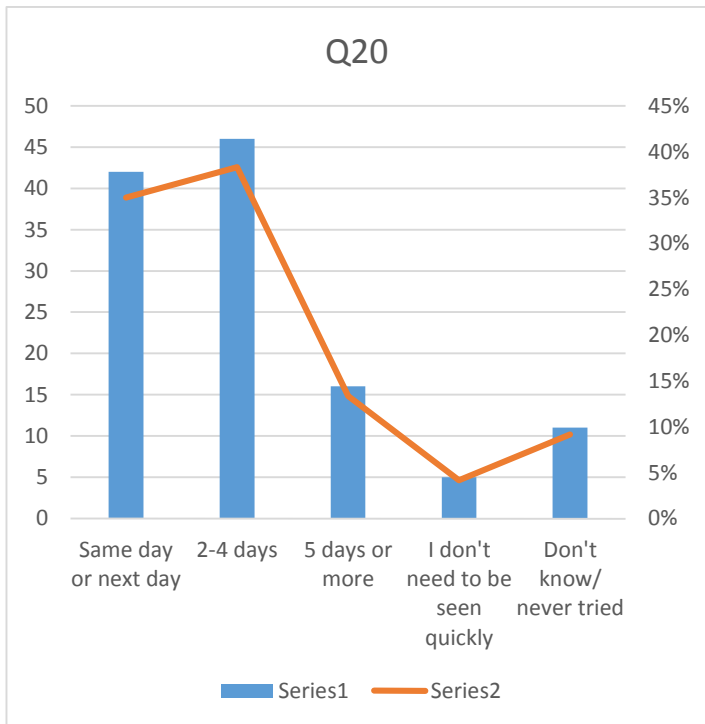
Q18 How book appointments	Number of responses	Percentage
In person	44	31%
By phone	81	56%
Online	16	11%
Doesn't apply	3	2%
Total	144	100%
Practice marks		



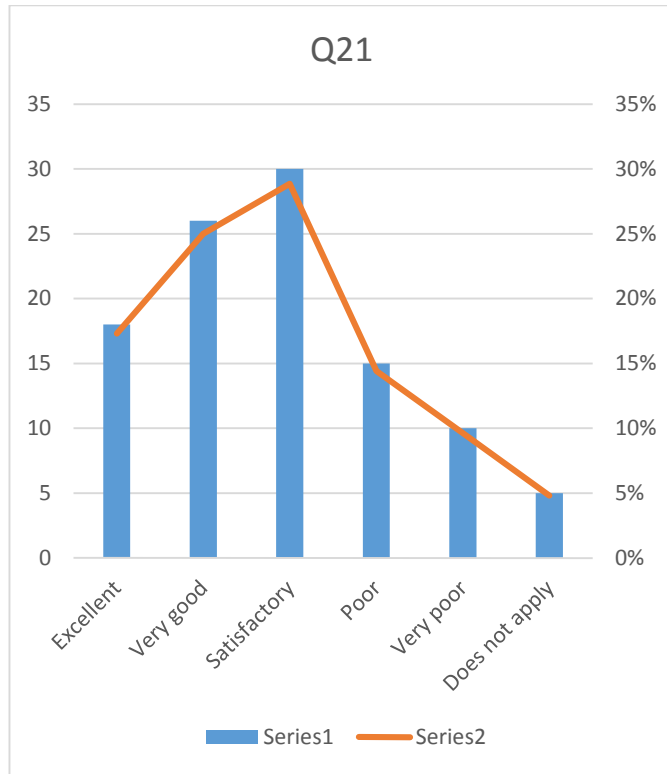
Q19 How prefer to book appointments	Number of responses	Percentage
In person	30	24%
By phone	67	54%
Online	27	22%
Doesn't apply	1	1%
Total	125	100%
Practice marks		100%



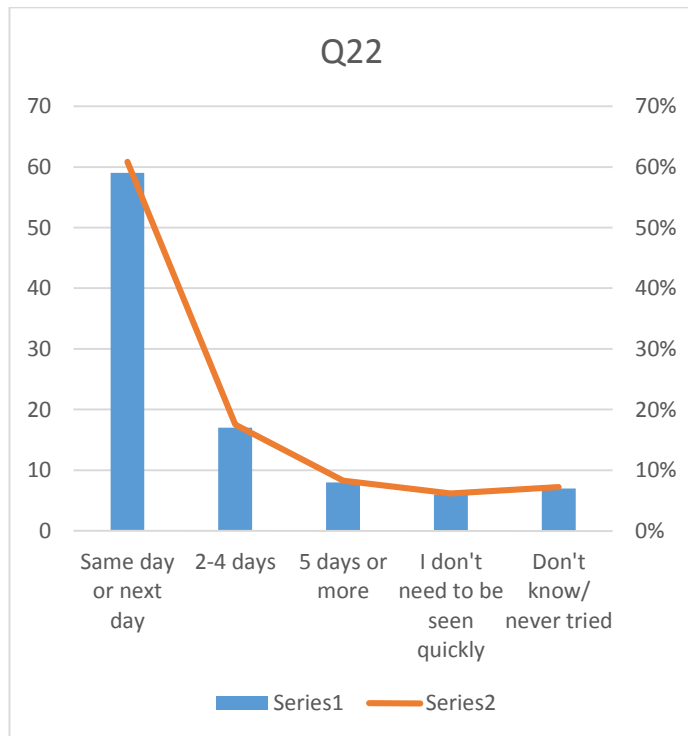
Q20 How quickly seen? (particular doctor)	Number of responses	Percentage
Same day or next day	42	35%
2-4 days	46	38%
5 days or more	16	13%
I don't need to be seen quickly	5	4%
Don't know/ never tried	11	9%
Total	120	100%
Practice marks		73%



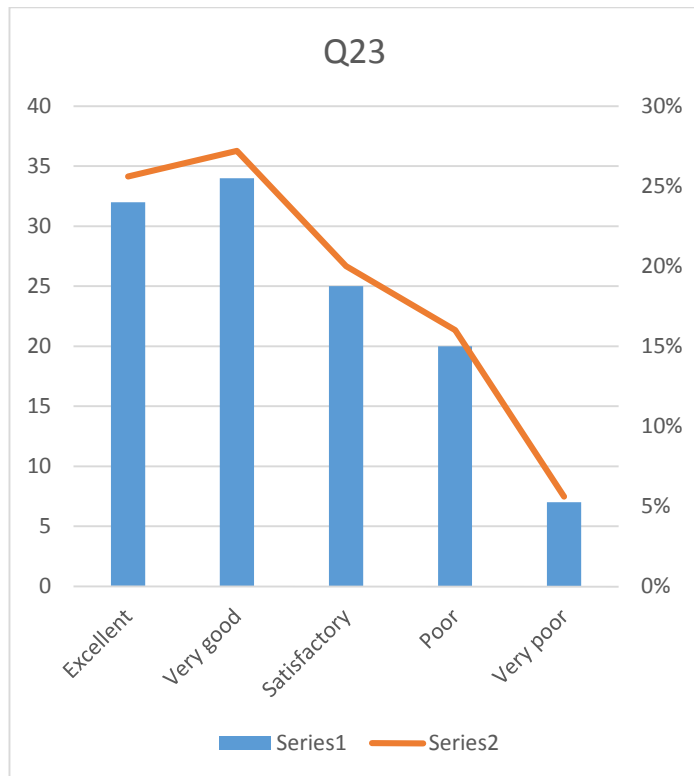
Q21 Rate how quickly you were seen	Number of responses	Percentage
Excellent	18	17%
Very good	26	25%
Satisfactory	30	29%
Poor	15	14%
Very poor	10	10%
Does not apply	5	5%
Total	104	100%
Practice marks		71%



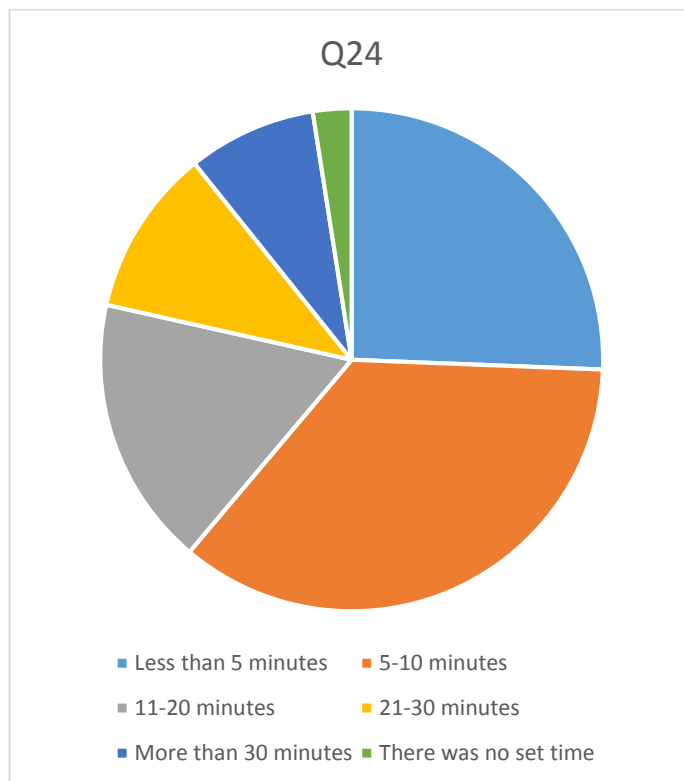
Q22 How quickly seen? (any doctor)	Number of responses	Percentage
Same day or next day	59	61%
2-4 days	17	18%
5 days or more	8	8%
I don't need to be seen quickly	6	6%
Don't know/ never tried	7	7%
Total	97	100%
Practice marks		78%



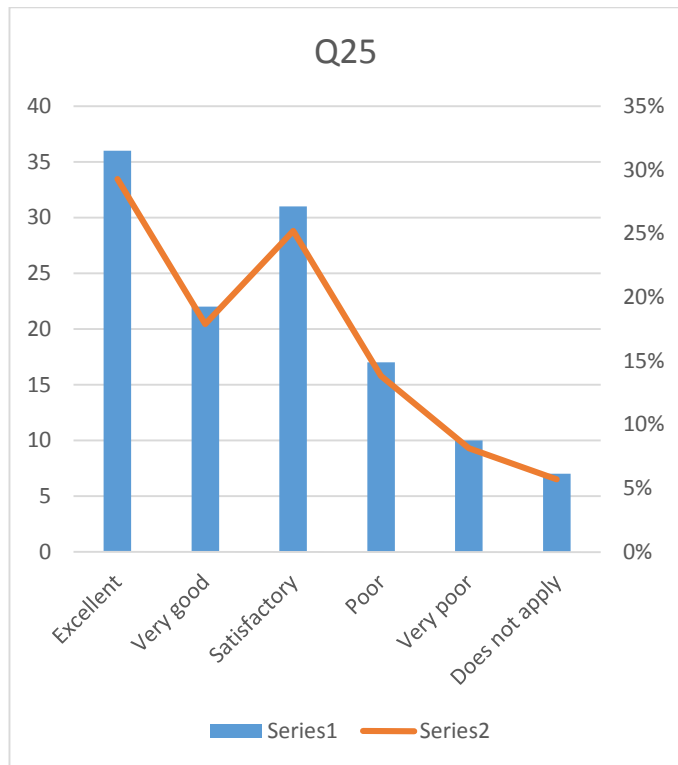
Q23 Rate how quickly you were seen	Number of responses	Percentage
Excellent	32	26%
Very good	34	27%
Satisfactory	25	20%
Poor	20	16%
Very poor	7	6%
Does not apply	7	6%
Total	125	100%
Practice marks		73%



Q24 How long did you wait?	Number of responses	Percentage
Less than 5 minutes	31	26%
5-10 minutes	43	36%
11-20 minutes	21	17%
21-30 minutes	13	11%
More than 30 minutes	10	8%
There was no set time	3	2%
Total	121	100%
Practice marks		61%

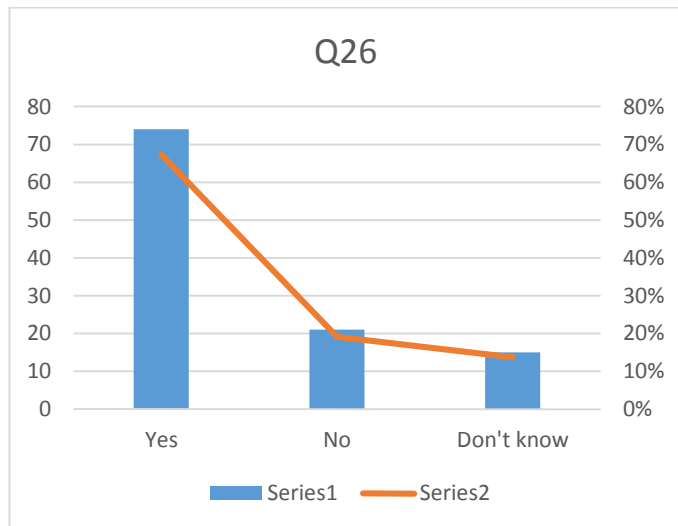


Q25 Rate how long you waited	Number of responses	Percentage
Excellent	36	29%
Very good	22	18%
Satisfactory	31	25%
Poor	17	14%
Very poor	10	8%
Does not apply	7	6%
Total	123	100%
Practice marks		72%

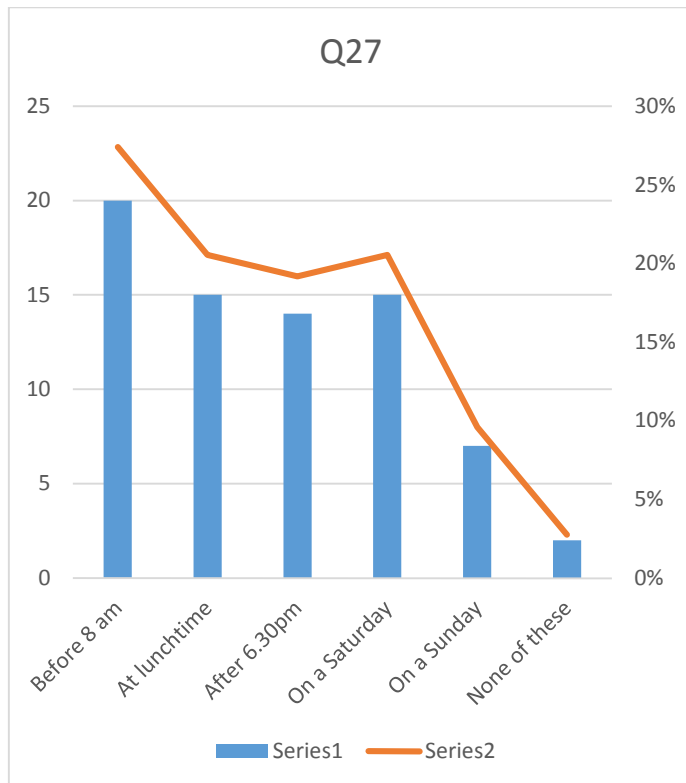


About opening times

Q26 Open at convenient times?	Number of responses	Percentage
Yes	74	67%
No	21	19%
Don't know	15	14%
Total	110	100%
Practice marks		67%



Q27 Additional hours requested	Number of responses	Percentage
Before 8 am	20	27%
At lunchtime	15	21%
After 6.30pm	14	19%
On a Saturday	15	21%
On a Sunday	7	10%
None of these	2	3%
Total	73	100%
Practice marks		

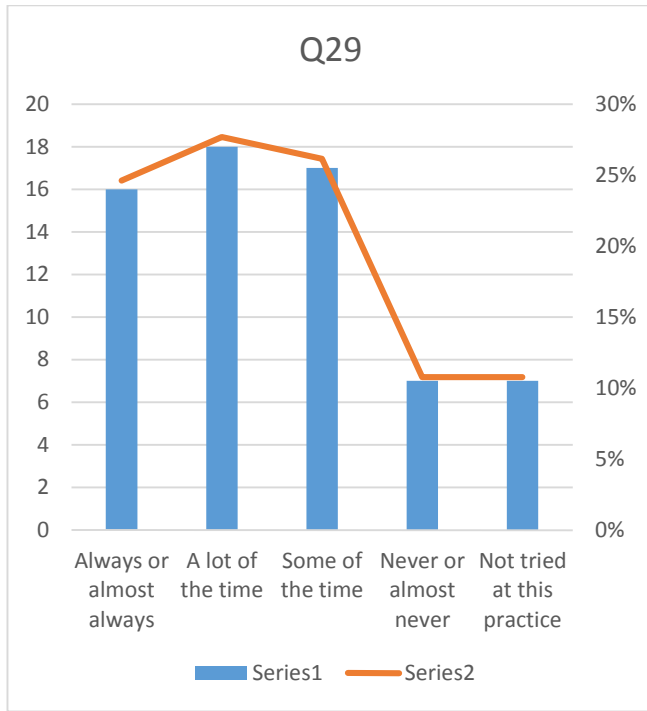


About seeing the doctor of your choice

Q28 Preferred GP	Number of responses	Percentage
Yes	47	57%
No	36	43%
There is only one doctor	0	0%
Total	83	100%
Practice marks		57%

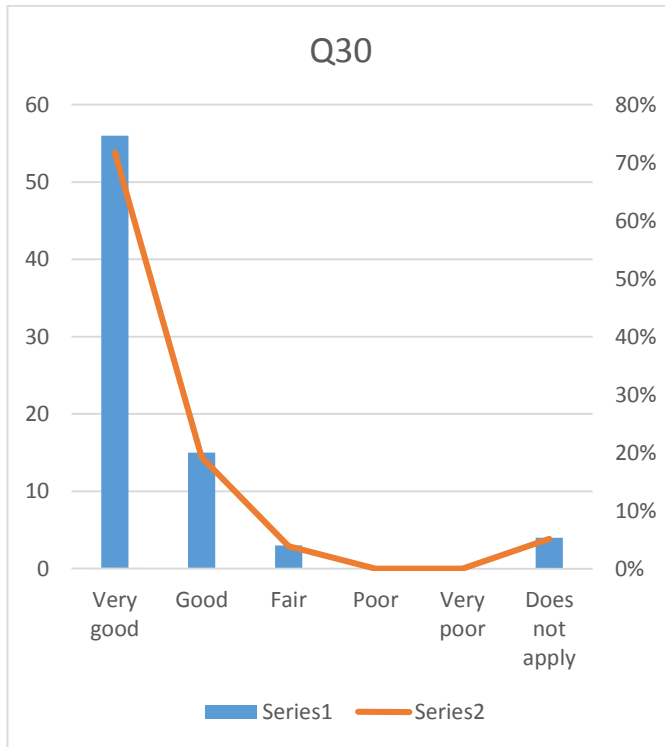


Q29 How often you see your preferred dr	Number of responses	Percentage
Always or almost always	16	25%
A lot of the time	18	28%
Some of the time	17	26%
Never or almost never	7	11%
Not tried at this practice	7	11%
Total	65	100%
Practice marks		52%

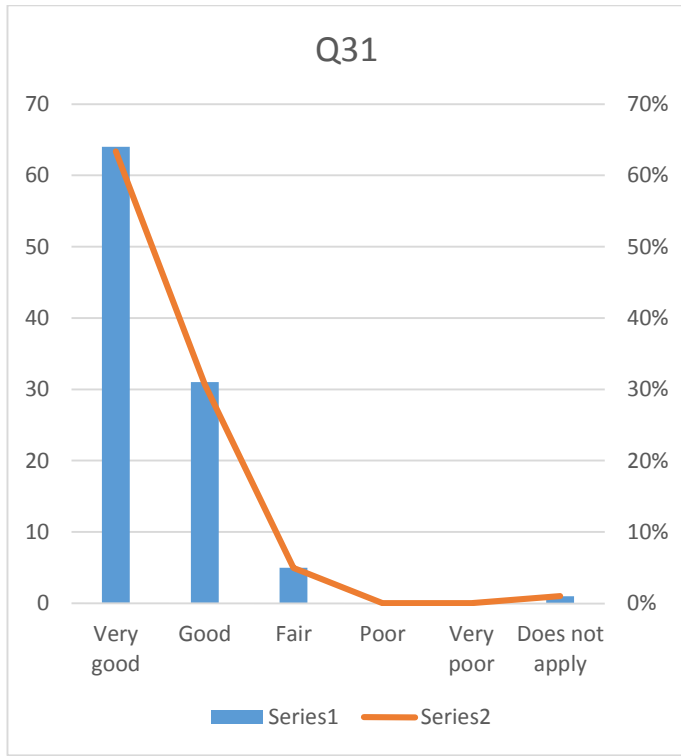


How good was the nurse?

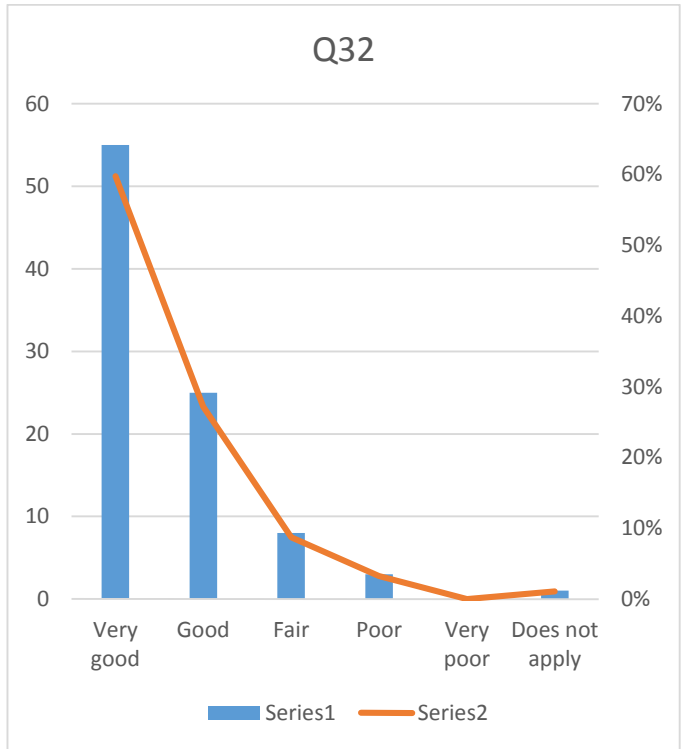
Q30 Nurse Putting you at ease?	Number of responses	Percentage
Very good	56	72%
Good	15	19%
Fair	3	4%
Poor	0	0%
Very poor	0	0%
Does not apply	4	5%
Total	78	100%
Practice marks		95%



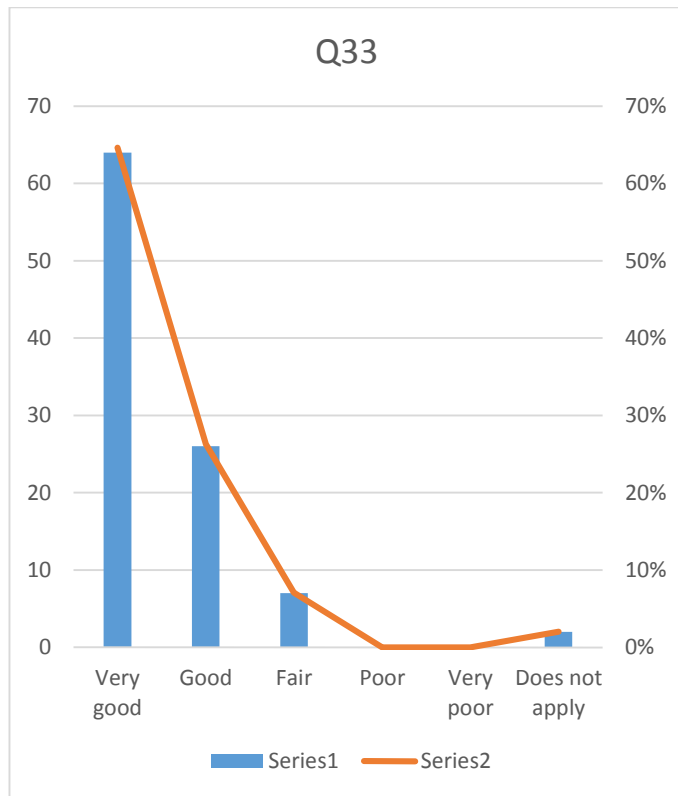
Q31 Nurse Giving enough time	Number of responses	Percentage
Very good	64	63%
Good	31	31%
Fair	5	5%
Poor	0	0%
Very poor	0	0%
Does not apply	1	1%
Total	101	100%
Practice marks		99%



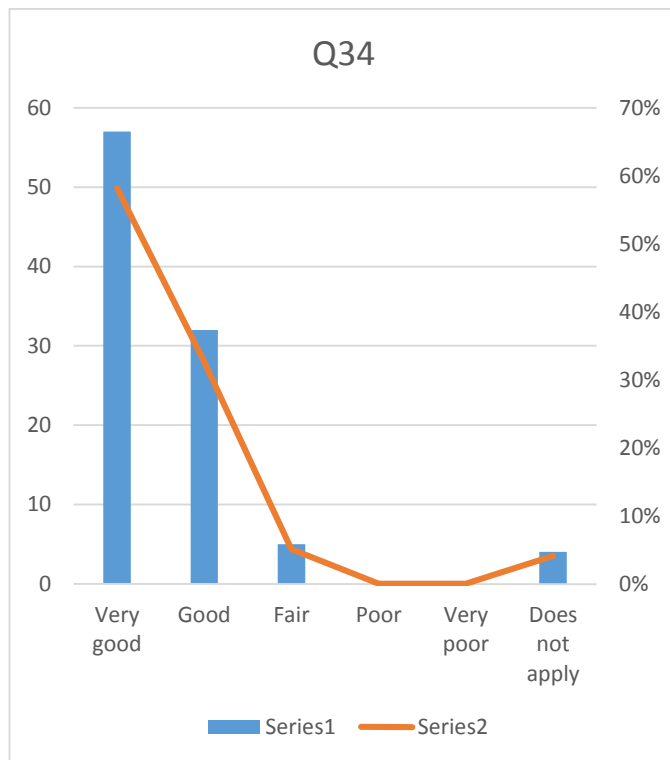
Q32 Listening to you?	Number of responses	Percentage
Very good	55	60%
Good	25	27%
Fair	8	9%
Poor	3	3%
Very poor	0	0%
Does not apply	1	1%
Total	92	100%
Practice marks		96%



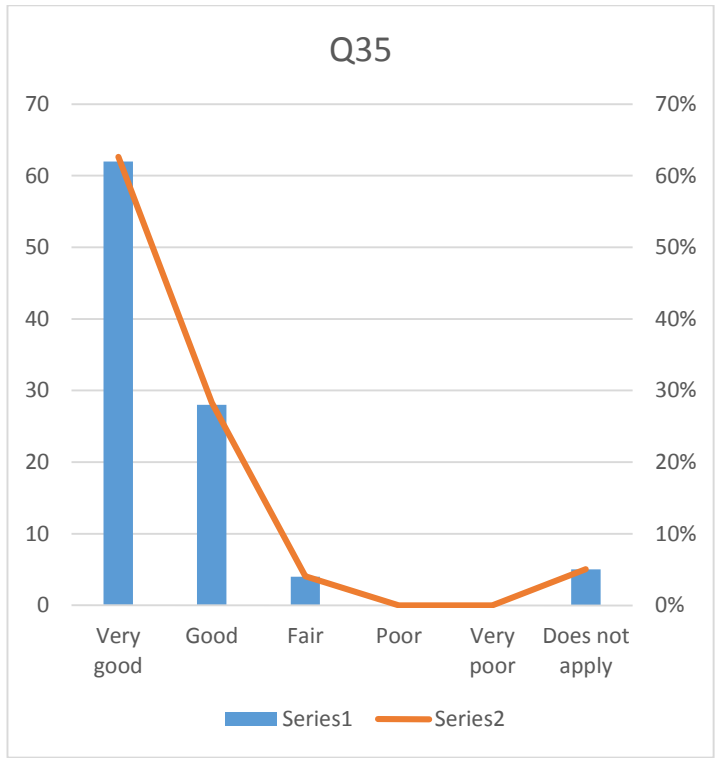
Q33 Explaining your condition and treatment?	Number of responses	Percentage
Very good	64	65%
Good	26	26%
Fair	7	7%
Poor	0	0%
Very poor	0	0%
Does not apply	2	2%
Total	99	100%
Practice marks		98%



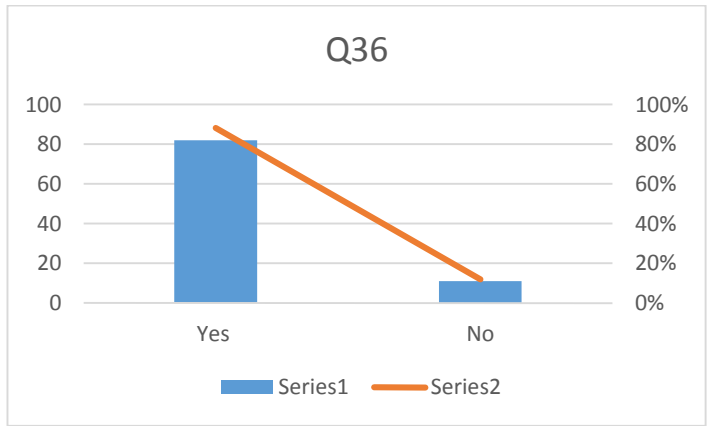
Q34 Nurse Involving in decisions	Number of responses	Percentage
Very good	57	58%
Good	32	33%
Fair	5	5%
Poor	0	0%
Very poor	0	0%
Does not apply	4	4%
Total	98	100%
Practice marks		96%



Q35 Nurse providing treatment	Number of responses	Percentage
Very good	62	63%
Good	28	28%
Fair	4	4%
Poor	0	0%
Very poor	0	0%
Does not apply	5	5%
Total	99	100%
Practice marks		95%

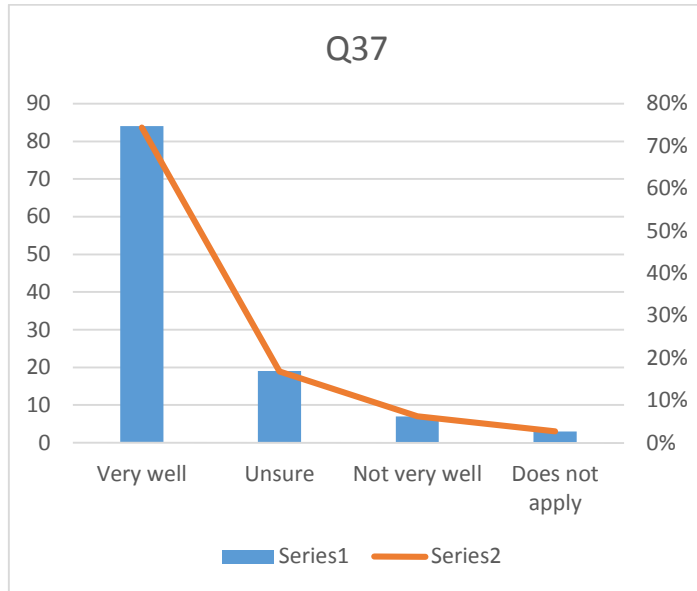


Q36 Happy to see this nurse	Number of responses	Percentage
Yes	82	88%
No	11	12%
Total	93	100%
Practice marks		88%

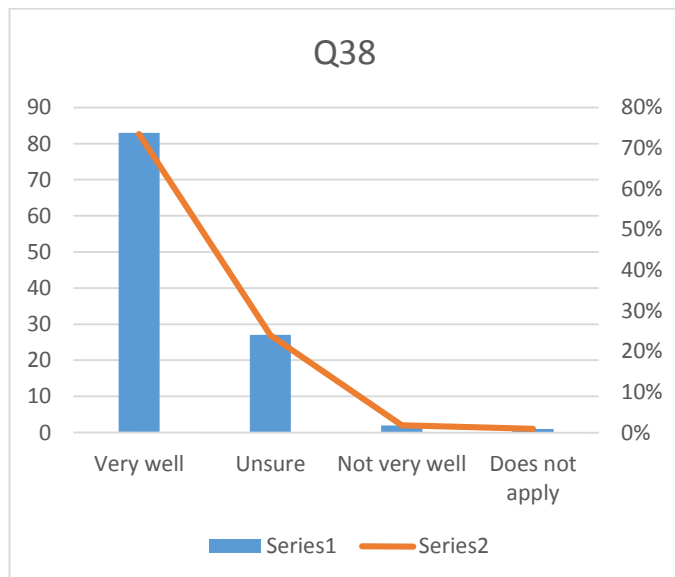


Health Problem

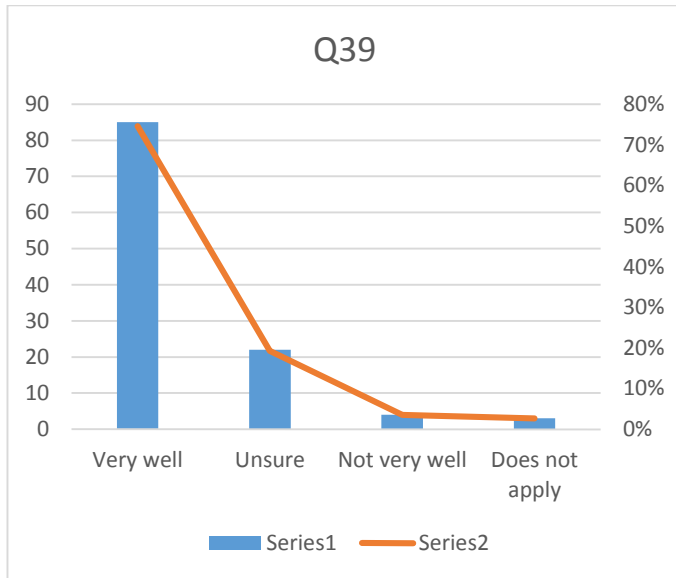
Q37 Understand problem	Number of responses	Percentage
Very well	84	74%
Unsure	19	17%
Not very well	7	6%
Does not apply	3	3%
Total	113	100%
Practice marks		74%



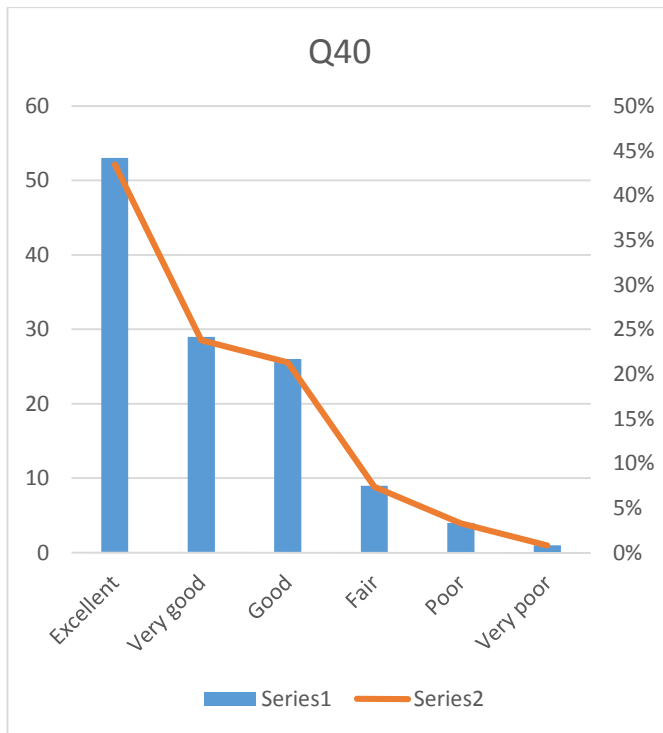
Q38 Cope with problems	Number of responses	Percentage
Very well	83	73%
Unsure	27	24%
Not very well	2	2%
Does not apply	1	1%
Total	113	100%
Practice marks		73%



Q39 Keep healthy	Number of responses	Percentage
Very well	85	75%
Unsure	22	19%
Not very well	4	4%
Does not apply	3	3%
Total	114	100%
Practice marks		75%

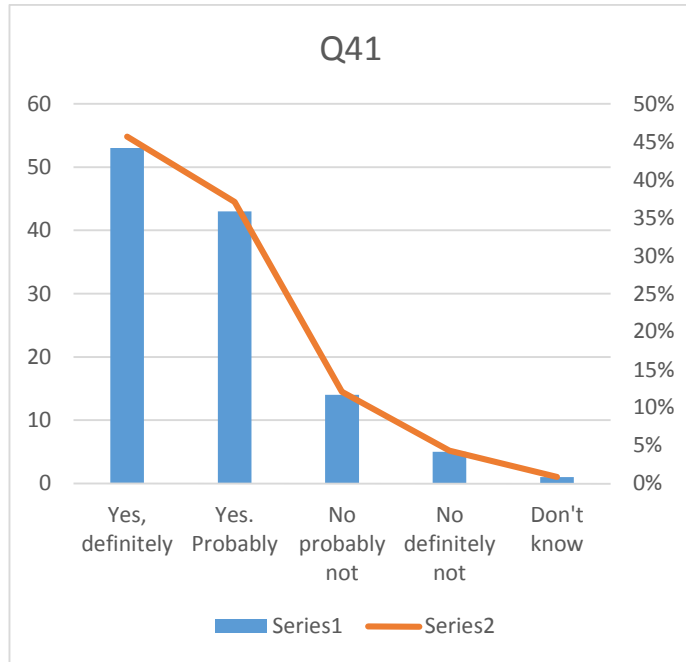


Q40 Overall satisfaction	Number of responses	Percentage
Excellent	53	43%
Very good	29	24%
Good	26	21%
Fair	9	7%
Poor	4	3%
Very poor	1	1%
Total	122	100%
Practice marks		96%

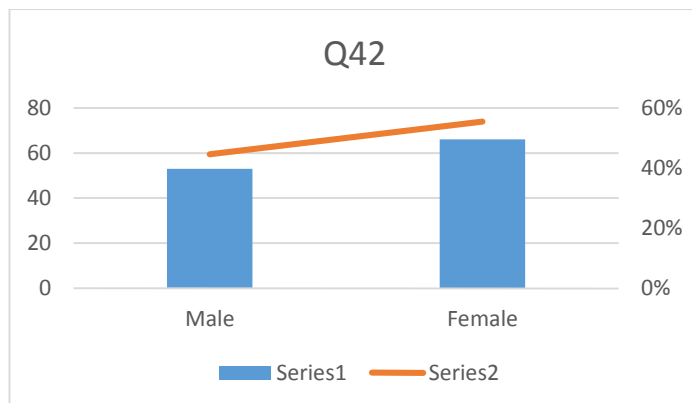


Friends and Family Test

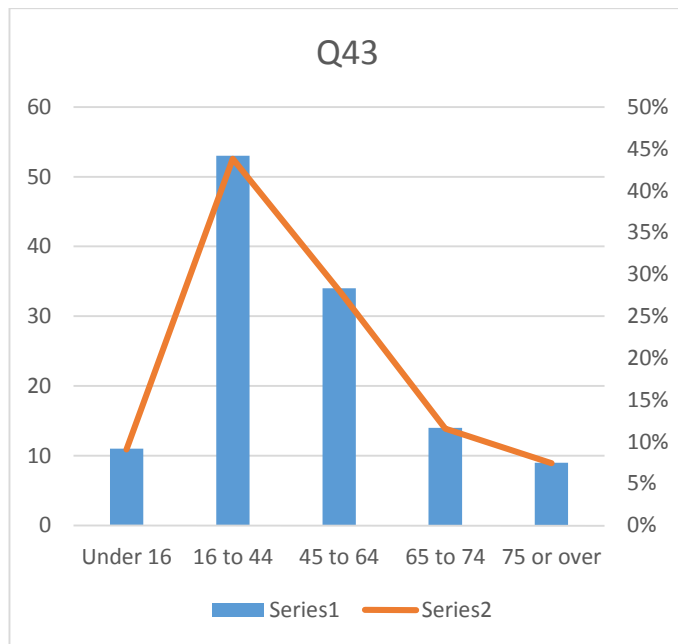
Q41 Recommend	Number of responses	Percentage
Yes, definitely	53	46%
Yes. Probably	43	37%
No probably not	14	12%
No definitely not	5	4%
Don't know	1	1%
Total	116	100%
Practice marks		83%



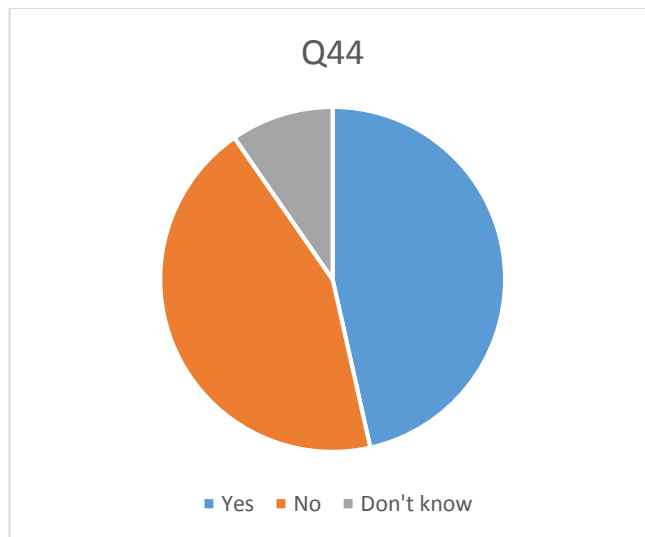
Q42 Sex	Number of responses	Percentage
Male	53	45%
Female	66	55%
Total	119	100%
Practice marks		



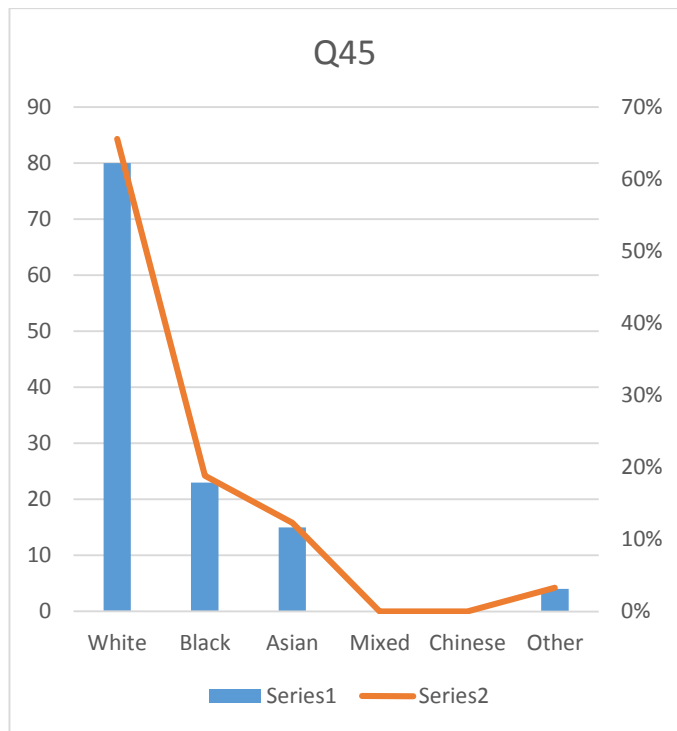
Q43 Age	Number of responses	Percentage
Under 16	11	9%
16 to 44	53	44%
45 to 64	34	28%
65 to 74	14	12%
75 or over	9	7%
Total	121	100%
Practice marks		



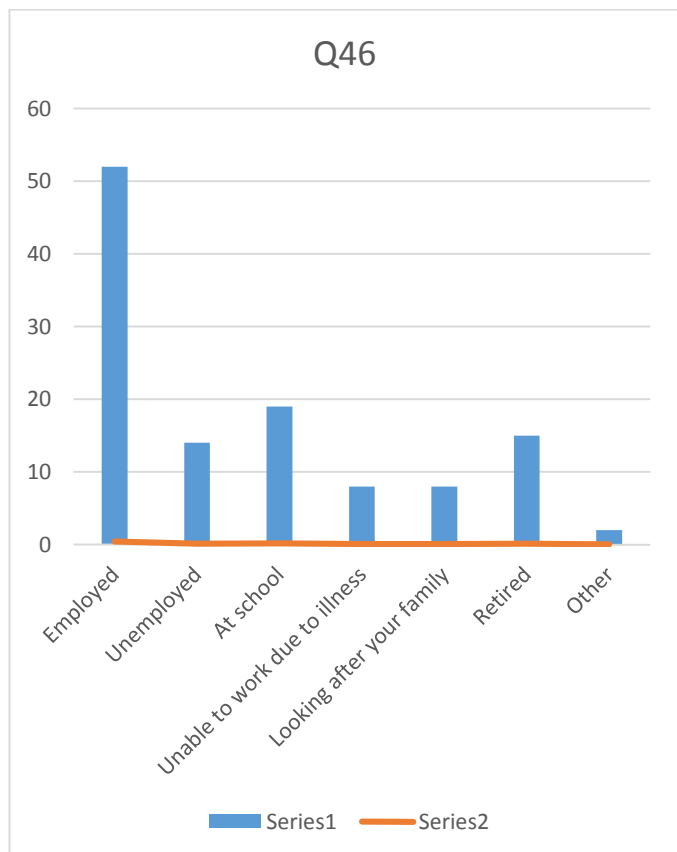
Q44 Long standing illness, disability or infirmity	Number of responses	Percentage
Yes	53	46%
No	50	44%
Don't know	11	10%
Total	114	100%
Practice marks		



Q45 Ethnicity	Number of responses	Percentage
White	80	66%
Black	23	19%
Asian	15	12%
Mixed	0	0%
Chinese	0	0%
Other	4	3%
Total	122	100%
Practice marks		



Q46 Employment	Number of responses	Percentage
Employed	52	44%
Unemployed	14	12%
At school	19	16%
Unable to work due to illness	8	7%
Looking after your family	8	7%
Retired	15	13%
Other	2	2%
Total	118	100%
Practice marks		



Otterfield Medical Centre Service Provision

Access and Appointments:

- Access is by telephone, in person and on-line
- Telephone (3) lines are available, answered by the receptionists (two) and an administrator both in the morning and evening
- Appointments are booked either by telephone, preferred method, or on-line and in-person.
- Appointments are booked on the same day, mostly for urgent or pre-booked for non-urgent cases.
- Open access on Mondays and Fridays was abolished because of health and safety reason as a result of overcrowding in the waiting room.
- Available weekly appointments include 450 GP appointments, 60 Practice Nurse appointments for minor illness, 150 Nurses appointments for long-term conditions.
- Results and repeat prescriptions are handled by the reception staffs and GPs

Long-term conditions:

- Conditions include, diabetes, asthma, COPD, Heart Disease (CHD), High Blood Pressure and Mental Health Illness
- Most patients have personalised care plan, updated after hospital admission
- Care provision is discussed at the monthly Multi-disciplinary Team meeting, includes GPs, Practice Nurses, District Nurse, Case Navigator and Community Matron.

Elderly care:

- Practice provide clinical care for elderly, mostly in residential care (three care homes)
- Majority of them are frail elderly, with long-term conditions include dementia, diabetes, COPD, Heart Disease, Stroke Disease and Chronic arthritis
- Most of these patients have personalised care plan with a view to prevent unplanned admissions.
- Care of these patients is challenging, needing frequent home visits and review.

Palliative Care:

- This service is provided jointly with Community Team.
- Care provision is based either in the community or in care homes.

Others:

- Complaints are responded promptly and efficiently either face to face or in writing,
- Significant events reflecting either good or bad practice, are analysed in skilled, structured dissections of events and learning from the events.
- Steps are underway to introduce appropriate training for staffs.
- We want to transform our services from patient experience and feedback through patient's survey.

Surgery Premises:

- Proposed New Yiewsley Health Project has failed
- Redevelopment of the current premises is under consideration with an assistance from NWL Clinical Commissioning Group to provide enhanced services to our patients