

Patient Survey Results Analysis Detail



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Background Information

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	102	71.3%
Good (75)	36	25.2%
Satisfactory (50)	5	3.5%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	1	
Did not answer	1	
Total	145	

Good	Not Good
96.5%	3.5%

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	113	78.5%
Good (75)	28	19.4%
Satisfactory (50)	3	2.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	145	

Good	Not Good
97.9%	2.1%

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	102	70.8%
Good (75)	32	22.2%
Satisfactory (50)	8	5.6%
Poor (25)	2	1.4%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	145	

Mean scores for Q3	
Your patients	90.6
GPAQ Mean	93.7

	Good	Not Good
GPPS	88.0%	11.0%
GPAQ	93.1%	6.9%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	97	67.4%
Good (75)	37	25.7%
Satisfactory (50)	8	5.6%
Poor (25)	1	0.7%
Very poor (0)	1	0.7%
Does not apply	0	
Did not answer	1	
Total	145	

Mean scores for Q4	
Your patients	89.6
GPAQ Mean	91.5

	Good	Not Good
GPPS	86.0%	12.0%
GPAQ	93.1%	6.9%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	93	64.6%
Good (75)	38	26.4%
Satisfactory (50)	11	7.6%
Poor (25)	1	0.7%
Very poor (0)	1	0.7%
Does not apply	0	
Did not answer	1	
Total	145	

Good	Not Good
91.0%	9.0%

Q6.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	89	61.8%
Good (75)	36	25.0%
Satisfactory (50)	17	11.8%
Poor (25)	2	1.4%
Very poor (0)	0	0.0%
Does not apply	0	
Did not answer	1	
Total	145	

Good	Not Good
86.8%	13.2%

Q7.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	82	59.0%
Good (75)	44	31.7%
Satisfactory (50)	11	7.9%
Poor (25)	2	1.4%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	2	
Total	145	

Mean scores for Q7	
Your patients	87.1
GPAQ Mean	90.5

	Good	Not Good
GPPS	75.0%	12.0%
GPAQ	90.6%	9.4%

Q8.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	95	70.9%
Good (75)	31	23.1%
Satisfactory (50)	6	4.5%
Poor (25)	1	0.7%
Very poor (0)	1	0.7%
Does not apply	4	
Did not answer	7	
Total	145	

Good	Not Good
94.0%	6.0%

Q9.
Did you have confidence that the GP is honest and trustworthy?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	133	95.0%
Yes, to some extent (50)	7	5.0%
No, not at all (0)	0	0.0%
Don't know / can't say	2	
Did not answer	3	
Total	145	

	Yes	No
GPPS	93.0%	4.0%
GPAQ	100.0%	0.0%

Q10.
Did you have confidence that the doctor will keep your information confidential?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	132	93.6%
Yes, to some extent (50)	9	6.4%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	3	
Total	145	

Yes	No
100.0%	0.0%

Q11.
Would you be completely happy to see this GP again?

Answer (score in brackets)	Count	Percentage
Yes (100)	135	99.3%
No (0)	1	0.7%
Did not answer	9	
Total	145	

Yes	No
99.3%	0.7%

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	121	83.4%
Fairly helpful (66)	23	15.9%
Not very helpful (33)	1	0.7%
Not at all helpful (0)	0	0.0%
Don't know	0	
Did not answer	0	
Total	145	

Mean scores for Q12	
Your patients	94.1
GPAQ Mean	89.1

	Helpful	Not Helpful
GPPS	88.0%	5.0%
GPAQ	99.3%	0.7%

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	75	55.1%
Fairly easy (66)	53	39.0%
Not very easy (33)	6	4.4%
Not at all easy (0)	2	1.5%
Don't know	1	
Haven't tried	8	
Did not answer	0	
Total	145	

Mean scores for Q13	
Your patients	82.3
GPAQ Mean	68.8

	Easy	Not Easy
GPPS	75.0%	25.0%
GPAQ	94.1%	5.9%

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	53	52.0%
Fairly easy (66)	42	41.2%
Not very easy (33)	7	6.9%
Not at all easy (0)	0	0.0%
Don't know	8	
Haven't tried	34	
Did not answer	1	
Total	145	

Mean scores for Q14	
Your patients	81.4
GPAQ Mean	69.9

Easy	Not Easy
93.1%	6.9%

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	107	93.0%
No	8	7.0%
Don't know / never needed to	28	
Did not answer	2	
Total	145	

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	112	77.2%
Not important	33	22.8%
Did not answer	0	
Total	145	

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	82	63.1%
Fairly easy (66)	47	36.2%
Not very easy (33)	1	0.8%
Not at all easy (0)	0	0.0%
Don't know	4	
Haven't tried	11	
Did not answer	0	
Total	145	

	Easy	Not Easy
GPPS	79.0%	21.0%
GPAQ	99.2%	0.8%

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	52	29.1%
By phone	119	66.5%
Online	5	2.8%
Doesn't apply	3	1.7%
Did not answer	0	
Total	179	

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	52	25.4%
By phone	117	57.1%
Online	32	15.6%
Doesn't apply	4	2.0%
Did not answer	1	
Total	206	

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	90	62.5%
2-4 days	32	22.2%
5 days or more	4	2.8%
I don't usually need to be seen quickly	6	4.2%
Don't know, never tried	12	8.3%
Did not answer	1	
Total	145	

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	72	51.8%
Very good (80)	41	29.5%
Good (60)	18	12.9%
Satisfactory (40)	7	5.0%
Poor (20)	0	0.0%
Very poor (0)	1	0.7%
Does not apply	4	
Did not answer	2	
Total	145	

Mean scores for Q21	
Your patients	85.2
GPAQ Mean	70.7

Good	Not Good
94.2%	5.8%

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	115	80.4%
2-4 days	14	9.8%
5 days or more	0	0.0%
I don't usually need to be seen quickly	5	3.5%
Don't know, never tried	9	6.3%
Did not answer	2	
Total	145	

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	79	56.4%
Very good (80)	35	25.0%
Good (60)	18	12.9%
Satisfactory (40)	7	5.0%
Poor (20)	1	0.7%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	2	
Total	145	

Good	Not Good
94.3%	5.7%

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	37	27.4%
5 - 10 minutes	42	31.1%
11 - 20 minutes	19	14.1%
21 - 30 minutes	17	12.6%
More than 30 minutes	9	6.7%
There was no set time for my consultation	11	8.1%
Did not answer	10	
Total	145	

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	43	33.1%
Very good (80)	34	26.2%
Good (60)	29	22.3%
Satisfactory (40)	20	15.4%
Poor (20)	3	2.3%
Very poor (0)	1	0.8%
Does not apply	1	
Did not answer	14	
Total	145	

Mean scores for Q25	
Your patients	74.0
GPAQ Mean	67.8

Good	Not Good
81.5%	18.5%

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	128	92.8%
No	10	7.2%
Don't know	4	
Did not answer	3	
Total	145	

Yes	No
92.8%	7.2%

Q27. Opening

Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	17	22.4%
At lunchtime	8	10.5%
After 6.30pm	14	18.4%
On a Saturday	26	34.2%
On a Sunday	7	9.2%
None of these	4	5.3%
Did not answer	91	
Total	167	

Q28. Choice

Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	71	51.1%
No	68	48.9%
There is usually only one doctor in my surgery	0	
Did not answer	6	
Total	145	

Yes	No
51.1%	48.9%

Q29.

How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	48	60.0%
A lot of the time (66)	25	31.3%
Some of the time (33)	7	8.8%
Never or almost never (0)	0	0.0%
Not tried at this GP practice	3	
Did not answer	62	
Total	145	

	Often	Not Often
GPPS	65.0%	34.0%
GPAQ	91.3%	8.8%

Q30. How good was the Nurse you last saw at:

Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	87	78.4%
Good (75)	21	18.9%
Satisfactory (50)	3	2.7%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	31	
Total	145	

Good	Not Good
97.3%	2.7%

Q31.

Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	81	73.0%
Good (75)	25	22.5%
Fair (50)	4	3.6%
Poor (25)	1	0.9%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	31	
Total	145	

Mean scores for Q31	
Your patients	91.9
GPAQ Mean	89.2

	Good	Not Good
GPPS	81.0%	6.0%
GPAQ	95.5%	4.5%

Q32.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	79	71.8%
Good (75)	27	24.5%
Fair (50)	3	2.7%
Poor (25)	1	0.9%
Very poor (0)	0	0.0%
Does not apply	4	
Did not answer	31	
Total	145	

Mean scores for Q32	
Your patients	91.8
GPAQ Mean	89.6

	Good	Not Good
GPPS	80.0%	7.0%
GPAQ	96.4%	3.6%

Q33.
Explaining your condition and treatment?

Answer (score in brackets)	Count	Percentage
Very good (100)	74	68.5%
Good (75)	28	25.9%
Fair (50)	5	4.6%
Poor (25)	1	0.9%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	32	
Total	145	

	Good	Not Good
GPPS	78.0%	8.0%
GPAQ	94.4%	5.6%

Q34.
Involving you in decisions about your care?

Answer (score in brackets)	Count	Percentage
Very good (100)	63	64.3%
Good (75)	30	30.6%
Fair (50)	5	5.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	15	
Did not answer	32	
Total	145	

Mean scores for Q34	
Your patients	89.8
GPAQ Mean	87.6

	Good	Not Good
GPPS	68.0%	11.0%
GPAQ	94.9%	5.1%

Q35.
Providing or arranging treatment for you?

Answer (score in brackets)	Count	Percentage
Very good (100)	62	65.3%
Good (75)	28	29.5%
Fair (50)	4	4.2%
Poor (25)	1	1.1%
Very poor (0)	0	0.0%
Does not apply	18	
Did not answer	32	
Total	145	

Good	Not Good
94.7%	5.3%

Q36.
Would you be completely happy to see this nurse again?

Answer (score in brackets)	Count	Percentage
Yes (100)	105	100.0%
No (0)	0	0.0%
Did not answer	40	
Total	145	

Yes	No
100.0%	0.0%

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	120	89.6%
Unsure (50)	12	9.0%
Not very well (0)	2	1.5%
Does not apply	7	
Did not answer	4	
Total	145	

Mean scores for Q37	
Your patients	94.0
GPAQ Mean	92.8

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	114	86.4%
Unsure (50)	17	12.9%
Not very well (0)	1	0.8%
Does not apply	7	
Did not answer	6	
Total	145	

Mean scores for Q38	
Your patients	92.8
GPAQ Mean	91.7

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	102	77.9%
Unsure (50)	24	18.3%
Not very well (0)	5	3.8%
Does not apply	8	
Did not answer	6	
Total	145	

Mean scores for Q39	
Your patients	87.0
GPAQ Mean	88.7

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	86	61.4%
Very good (80)	37	26.4%
Good (60)	12	8.6%
Fair (40)	5	3.6%
Poor (20)	0	0.0%
Very poor (0)	0	0.0%
Did not answer	5	
Total	145	

	Good	Not Good
GPPS	87.0%	4.0%
GPAQ	96.4%	3.6%

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	111	80.4%
Yes, probably (66)	26	18.8%
No, probably not (33)	1	0.7%
No, definitely not (0)	0	0.0%
Don't know	2	
Did not answer	5	
Total	145	

	Yes	No
GPPS	80.0%	5.00%
GPAQ	99.3%	0.7%

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	43	30.7%
Female	97	69.3%
Did not answer	5	
Total	145	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	4	2.8%
16 to 44	56	39.4%
45 to 64	53	37.3%
65 to 74	18	12.7%
75 and over	11	7.7%
Did not answer	3	
Total	145	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	75	55.1%
No	61	44.9%
Don't know / never needed to	2	
Did not answer	7	
Total	145	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	140	99.3%
Black or Black British	0	0.0%
Asian or Asian British	1	0.7%
Mixed	0	0.0%
Chinese	0	0.0%
Other ethnic group	0	0.0%
Did not answer	4	
Total	145	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	67	48.2%
Unemployed / looking for work	8	5.8%
At school or in full time education	11	7.9%
Unable to work due to long term sickness	15	10.8%
Looking after your home/family	7	5.0%
Retired from paid work	29	20.9%
Other	2	1.4%
Did not answer	6	
Total	145	

Comments

Excellent service from all concerned.

Cannot fault this practice. All receptionists, doctors and nurses are excellent and helpful.

I am quite happy with the patient care I receive from my GPs and would recommend them to other people. They're even there for you on the phone which is really good and takes a lot of stress off you if you feel too ill to go to surgery and can discuss how you are feeling to them over the phone and the receptionists are always polite and very helpful.

This is a very helpful, well organised practice.

I have been with this surgery since 1970 and never had any trouble seeing a doctor. Dr Davis was very good and helpful when my wife passed away. Also Dr Bannon was most helpful late on Saturday night November 1971 when my wife was losing a lot of blood. Thank you.

The best around by far.

I am very happy with healthcare at this practice. The only thing I would like to improve is the telephone calls to reception - for example today I called 7 times over a 3 hour period and finally gave up on the engaged tone and drove the 4 miles or so to the practice to make an appointment by calling in person. This is not an unusual occurrence. The long closure at lunchtime seems to start at 11.50am and goes on till after 1.30pm so no calls answered then. Prescription line system works very well, only line to reception is poor. Our problems with internet connection means online booking is difficult.

I don't like Dr Tom's attitude - not very understanding - was very abrupt.

Clean and tidy. Feel safe when waiting. Receptionists pleasant with patients. Maybe could do with more toys/books/colouring pens to keep younger children entertained whilst waiting.

Never had any problems at this surgery. All doctors, nurses and reception staff very helpful. The only issue I have is that I work Monday-Friday, 9-5, at the other side of town and find it difficult being able to get here in time for appointments, erg today had to take a day off work for a contraception implant. Otherwise brilliant experience and here always. Last time I saw the nurse about my jabs she was extremely helpful, friendly and spent a long time researching jabs for holidays for me - very good experience.

First class.

I am very happy with my GP.

Overall very good. Helpful.

Always willing to help fit me in if I need an urgent appointment. I've used this surgery for many years and the doctors have always looked after me and my family - no complaints!

Always happy with everything.

This is the best doctors I have ever had and think all the staff are excellent in every way, always trying their best to help, always have plenty of time for you. Brilliant!

Prescription line - very often unable to speak to someone between 11 and 12am - always the answering machine.

Fab practice.

Love being at this practice. Staff are kind, knowledgeable, understanding and patient. I have recommended this practice to all my friends. So great to have regular access to a lady doctor; appointments available; low staff turnover. Well done to everyone.

Really excellent, caring surgery and receptionists really friendly and caring. Dr Ann Davis really professional, understanding and caring doctors understanding health needs of patients.

Always receive excellent service.

Receptionists are always very welcoming and efficient.

Excellent team.

My GP practice is excellent. The receptionists bend over backwards to try and help. The doctors are always caring and friendly. The nurses are the same. Overall the practice is excellent which I may add is the first thing towards getting well when ill. I'm very grateful for the care I and my family get. thank you.

No problems at all. Always helpful and co-operative when needed. Thanks.

Having transferred to the practice in 1995 I have never been unable to see a doctor when my family and I have been unwell. Excellent practice protocol.

Very trustworthy and very helpful.

I find them very helpful.

Deepcar Medical Centre has been my GP practice since I was a baby and I wouldn't hesitate to recommend you to anyone. Thank you.

Doctor is always available to see or speak to on the phone. All staff are friendly and polite. Always excellent!

The practice is perfect and wouldn't change a thing and wouldn't go anywhere else.

Excellent service always. Cannot fault this practice at all.

The road outside doesn't seem to be safe enough for elderly, frail people to cross safely - from one side to another.

I would much prefer the option of online appointment booking so I could do this outside of normal practice hours.

Would prefer to be able to see a chosen GP when phoning to make appointments. So glad the surgery doesn't use an 0845 telephone number or require patients to call along with everyone else at 8.45am! Wish public transport to the surgery was better. Thank you.

I find the closure of the Wednesday open surgery to be an inconvenience. It leaves a gap in the week if you are unable to get there in a morning. This is a particular issue if you have school children. In my case I am unable to attend Monday/Tuesday easily as I do not usually have care on these days. A late night until 7.30pm in the week would be great.

Fab surgery, fab staff.

The open surgery where you can wait to see a GP is a valuable service.