

PPG & Survey Results Report 2012

Survey Results

The survey was constructed and put onto the website on Friday 13th January 2012 and was closed on Monday 20th February 2012. Hard copies of the survey were also distributed at the reception desk to patients who attended surgery during this time.

Consultation Survey

Number of Responses: **164**

Survey outline and Structure.

We would be grateful if you would complete this survey about Westcroft House Surgery. We want to provide the highest standard of care, and feedback from this survey will help us to identify areas that may need improvement. Your opinions are very valuable.

Please answer **ALL** the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

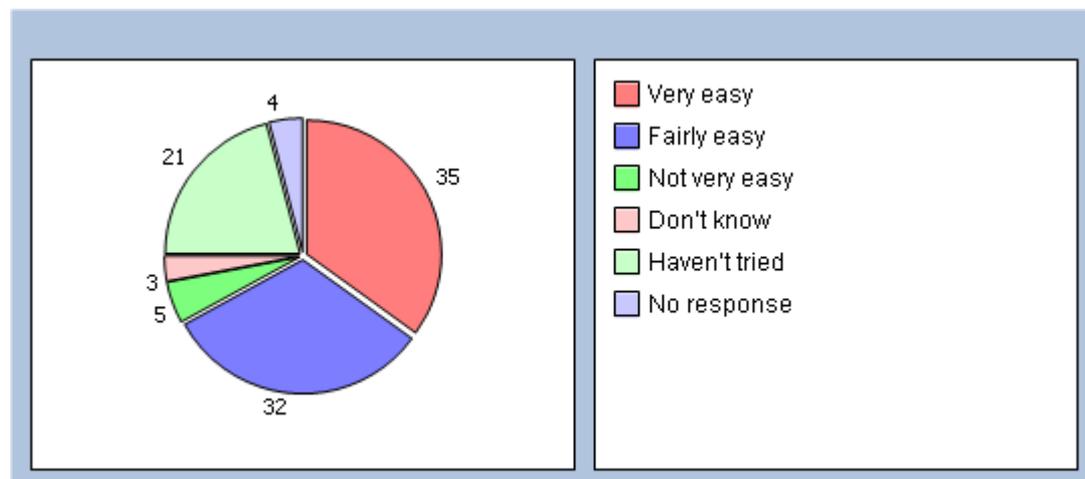
Thank you.

About making contact with a GP or nurse.

Q1 How easy is it to speak to a doctor or nurse on the phone at Westcroft?

Very easy 35%
Fairly easy 32%
Not very easy 5%
Not at all easy 0%
Don't know 3%
Haven't tried 21%

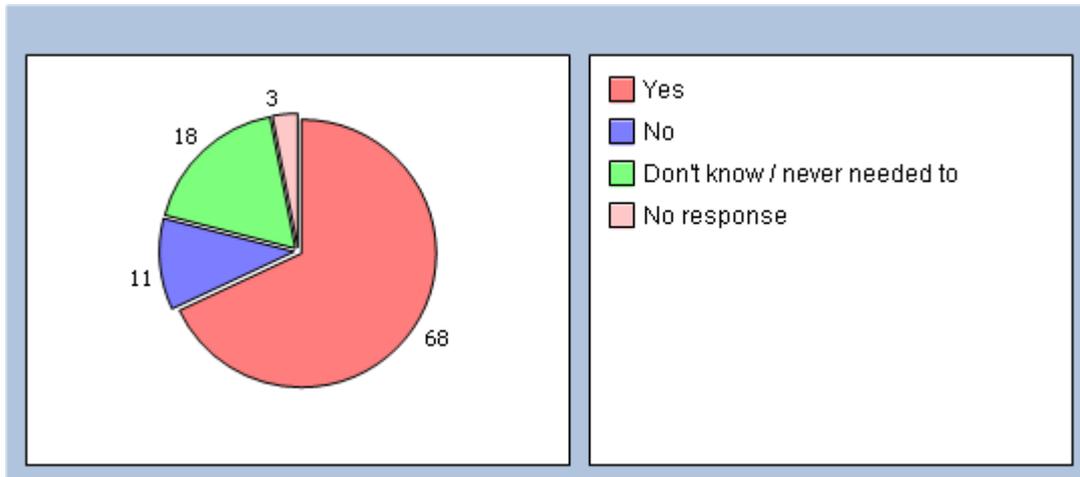
Comment: we have tried hard to maintain a telephony system at the Practice which is informative and reactive. We have separate numbers for 'prescriptions' and 'results' which hopefully keeps the main number reasonably accessible for patients to request an appointment, request a telephone consultation or make a query.



Q2 If you need to see a GP urgently, can you normally get seen on the same day?

Yes 68%
 No 11%
 Don't know / never needed to 18%

Comment: we have open access every weekday morning between 8.30-10 to see a GP. We also provide urgent 'same day' appointments for patients who need to be seen the same day.

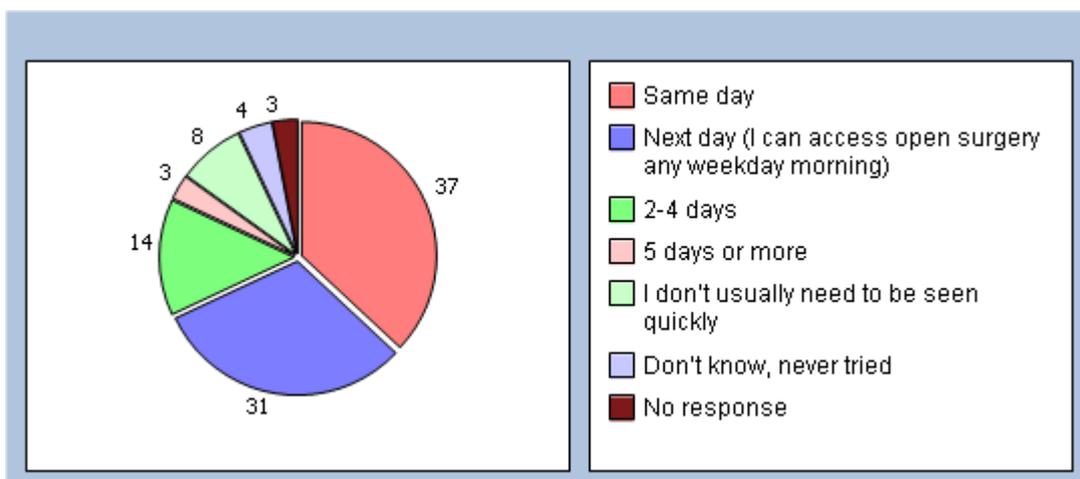


Thinking of times when you want to see a particular doctor:

Q3 How quickly do you usually get seen?

Same day 37%
 Next day (I can access open surgery any weekday morning) 31%
 2-4 days 14%
 5 days or more 3%
 I don't usually need to be seen quickly 8%
 Don't know, never tried 4%

Comment: we are aware that some of our GP's work part time and there may be an inevitable and unavoidable delay to be seen by that particular GP.

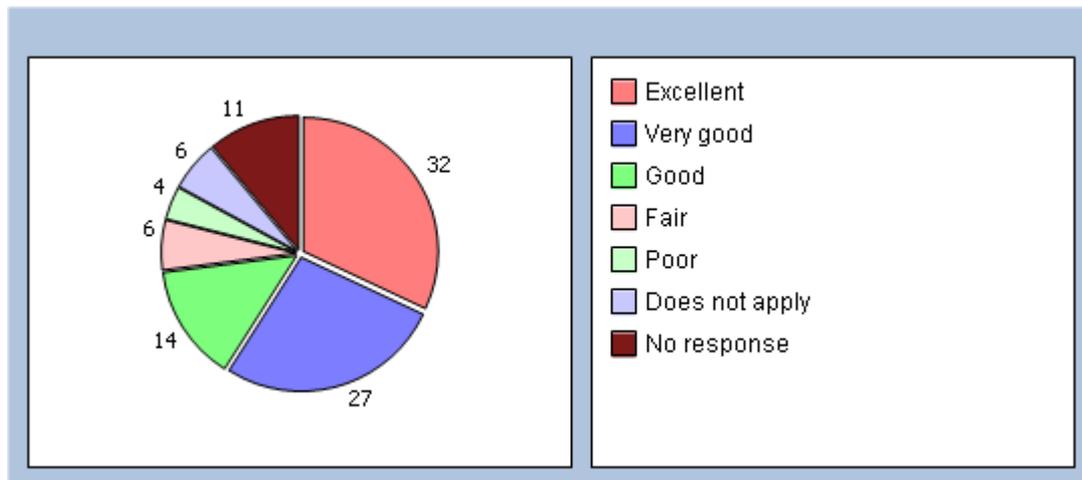


Q4 How do you rate this?

Excellent 32%
 Very good 27%
 Good 14%
 Fair 6%
 Poor 4%
 Very poor 0%

Does not apply 6%

Comment: it is gratifying to see that 79% of patients rate this as fair – excellent.



Thinking of times when you are willing to see any doctor:

Q5 How quickly do you usually get seen?

Same day 67%

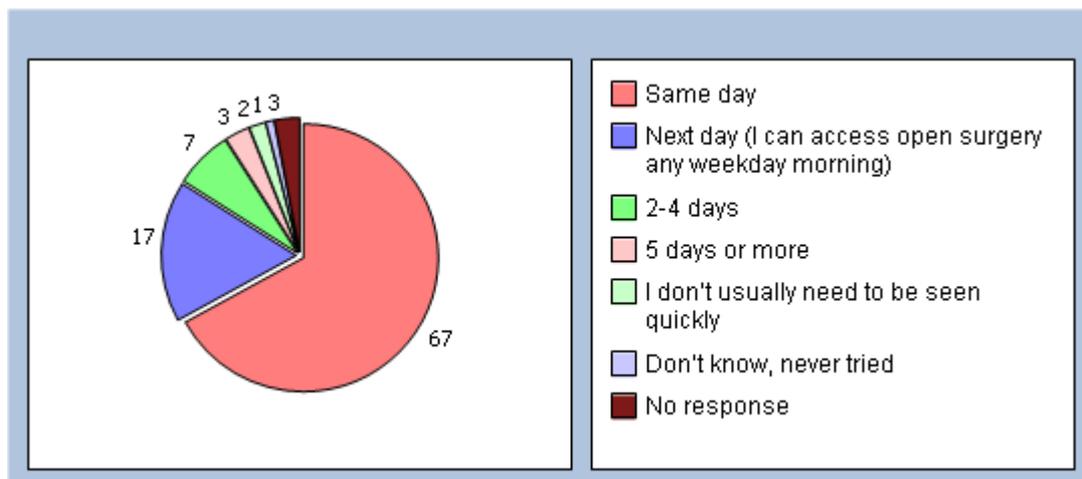
Next day (I can access open surgery any weekday morning) 17%

2-4 days 7%

5 days or more 3%

I don't usually need to be seen quickly 2%

Don't know, never tried 1%



Q6 How do you rate this?

Excellent 37%

Very good 23%

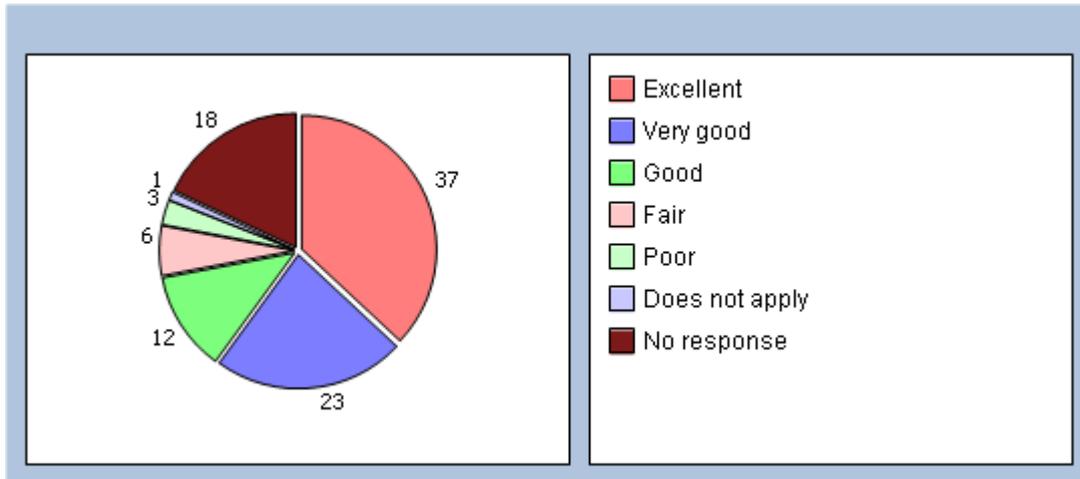
Good 12%

Fair 6%

Poor 3%

Very poor 0%

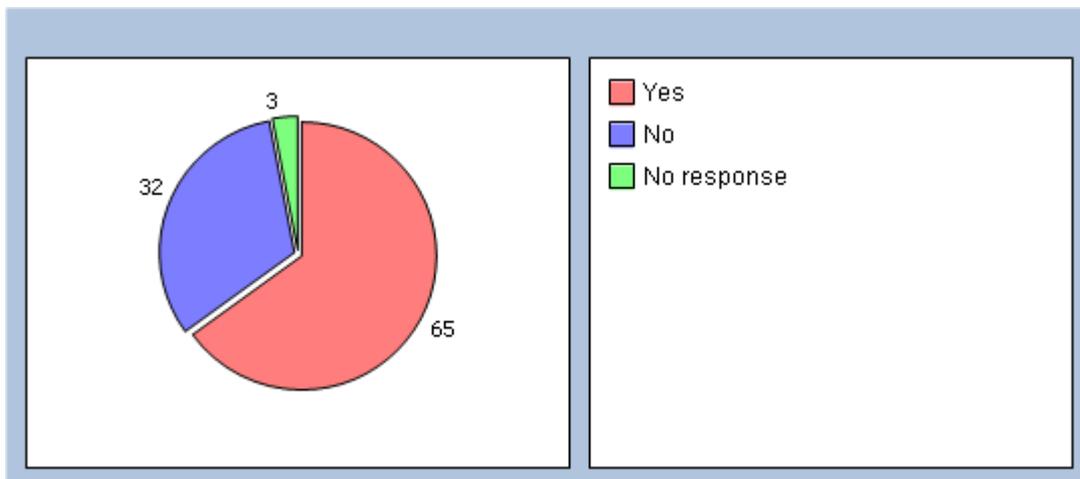
Does not apply 1%



About seeing the doctor of your choice

Q7 Is there a particular GP you usually prefer to see or speak to?

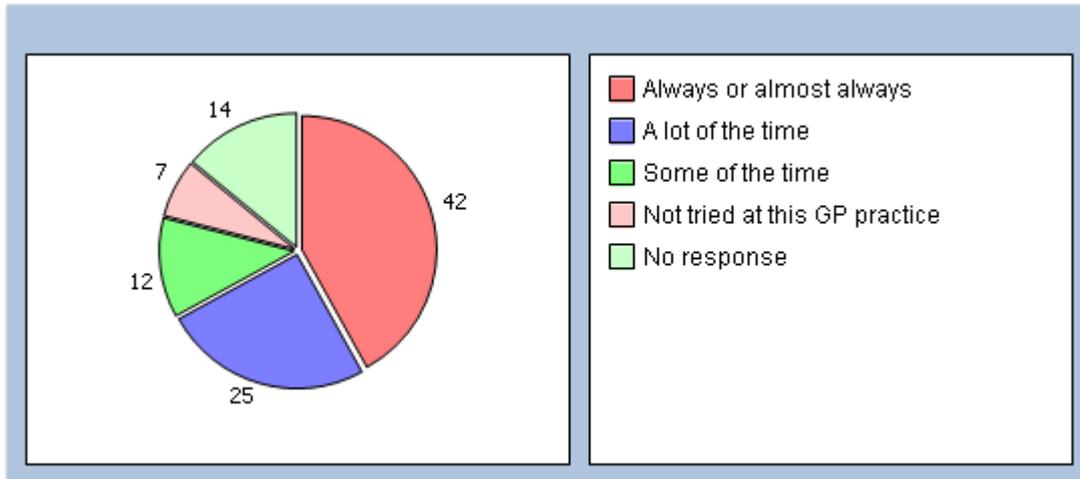
Yes 65%
No 32%



Q8 How often do you see or speak to the GP you prefer?

Always or almost always 42%
A lot of the time 25%
Some of the time 12%
Never or almost never 0%
Not tried at this GP practice 7%

Comment: 79% of patients get to speak to their preferred GP always, a lot or some of the time.



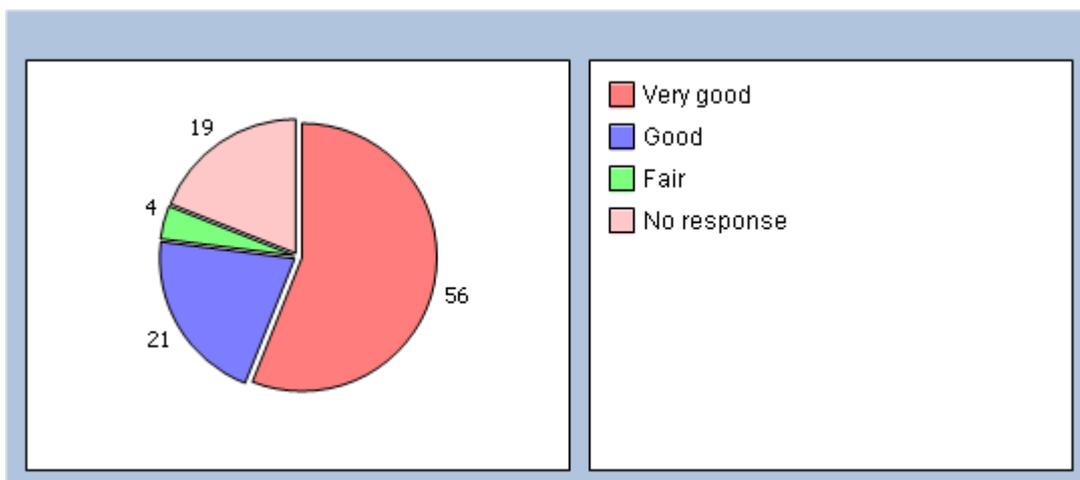
How good was the last GP you saw at each of the following?

(If you haven't seen a GP in your practice in the last 6 months, please go to Q15)

Q9 Giving you enough time

Very good 56%
 Good 21%
 Fair 4%
 Poor 0%
 Very poor 0%
 Does not apply 0%

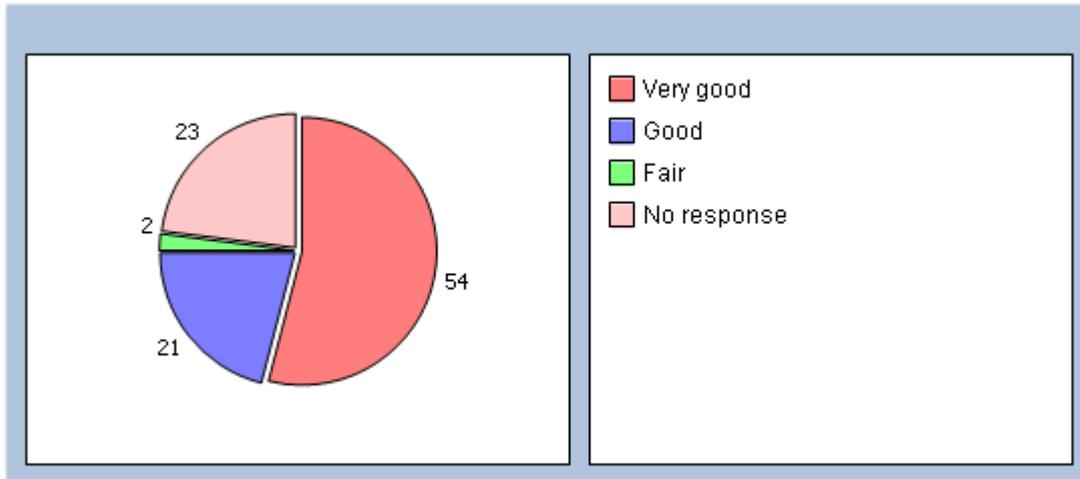
Comment: 100% of those patients who were able to respond considered the GP was fair-very good in giving them enough time.



Q10 Listening to you

Very good 54%
 Good 21%
 Fair 2%
 Poor 0%
 Very poor 0%
 Does not apply 0%

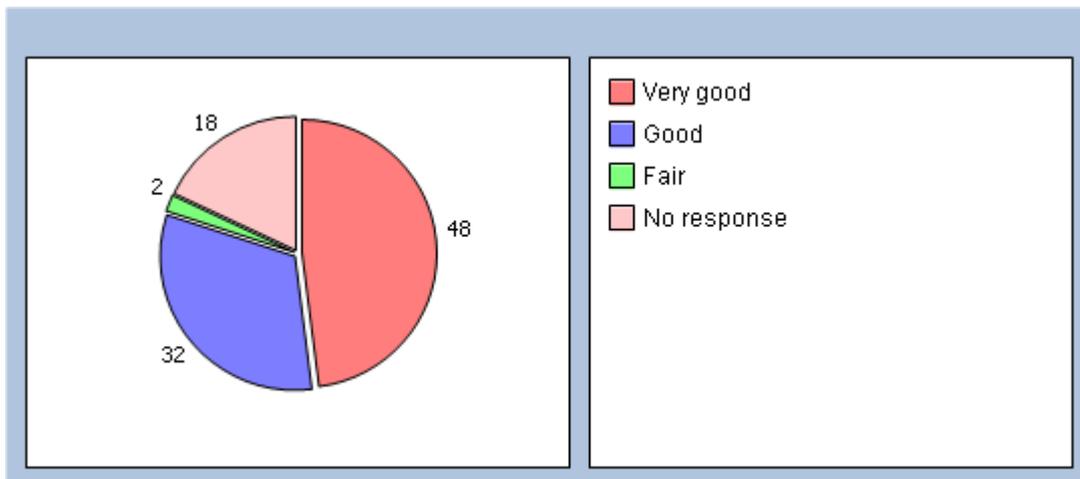
Comment: 100% of those patients who responded considered the GP was fair-very good in listening to them.



Q11 Explaining tests and treatments

Very good 48%
 Good 32%
 Fair 2%
 Poor 0%
 Very poor 0%
 Does not apply 0%

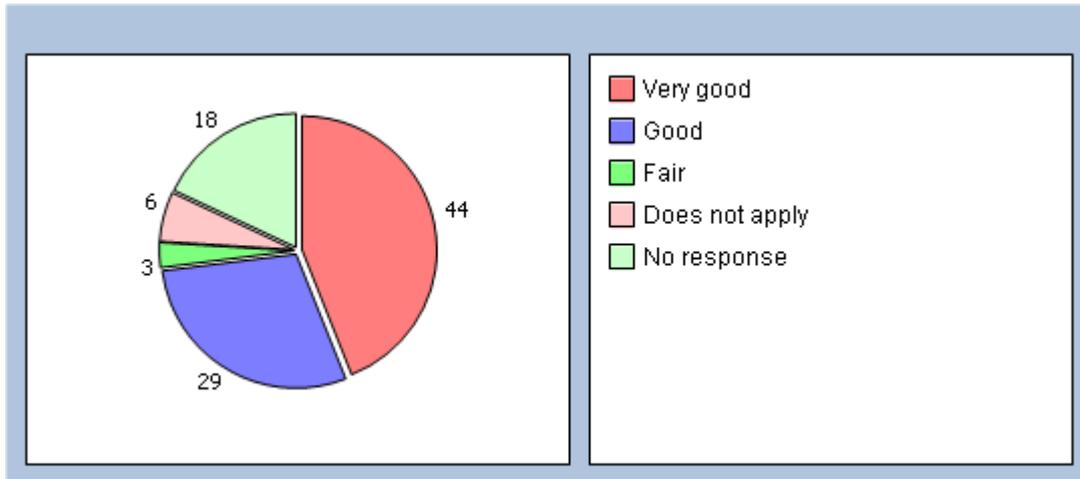
Comment: 100% of those patients who responded considered the GP was fair-very good in explaining tests and treatment.



Q12 Involving you in decisions about your care

Very good 44%
 Good 29%
 Fair 3%
 Poor 0%
 Very poor 0%
 Does not apply 6%

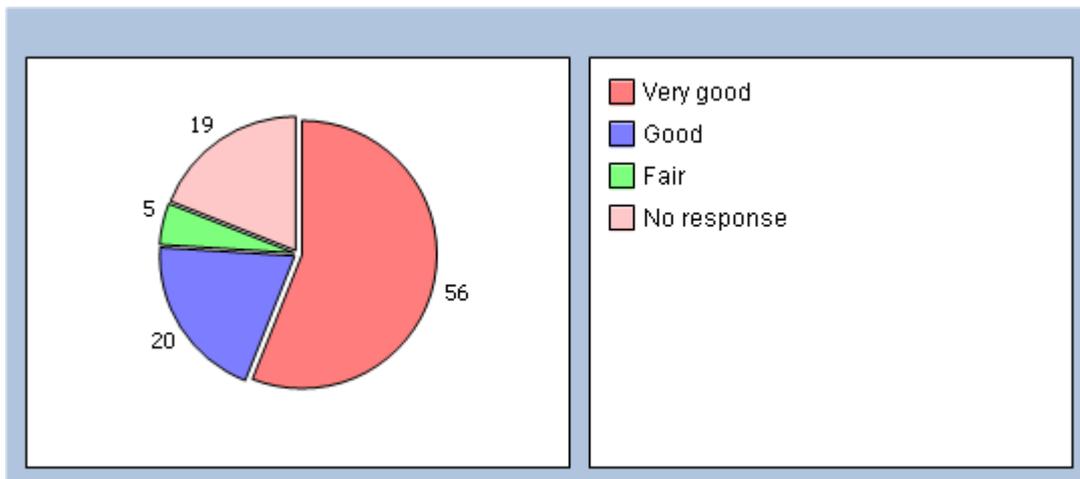
Comment: 100% of those patients who responded (or to whom it was applicable) considered the GP was fair-very good in involving them in decisions about their care.



Q13 Treating you with care and concern

Very good 56%
 Good 20%
 Fair 5%
 Poor 0%
 Very poor 0%
 Does not apply 0%

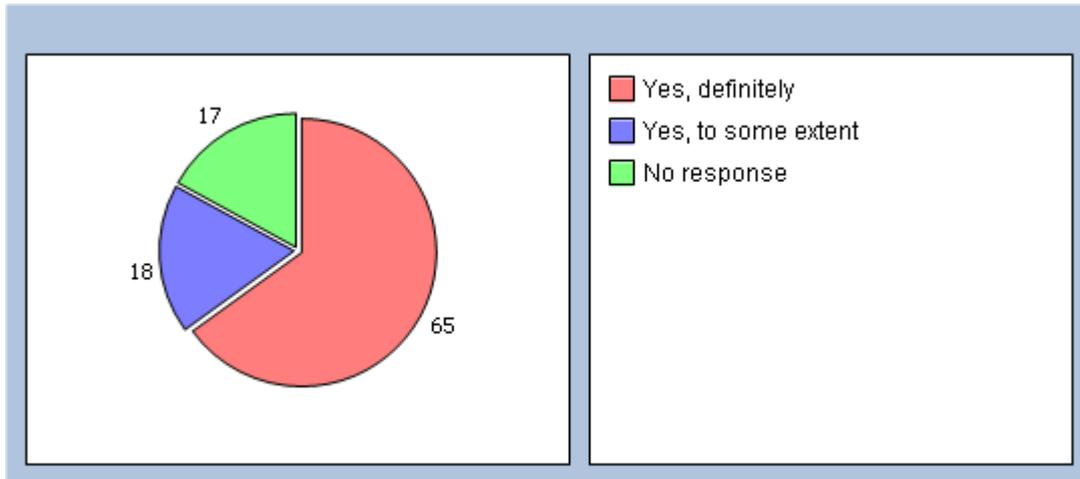
Comment: 100% of those patients who responded considered the GP was fair-very good in treating them with care and concern.



Q14 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely 65%
 Yes, to some extent 18%
 No, not at all 0%
 Don't know / can't say 0%

Comment: 100% of those patients who responded felt definitely, or to some extent, trust and confidence in their GP.



If you know the name of the GP you last saw, please write it here:

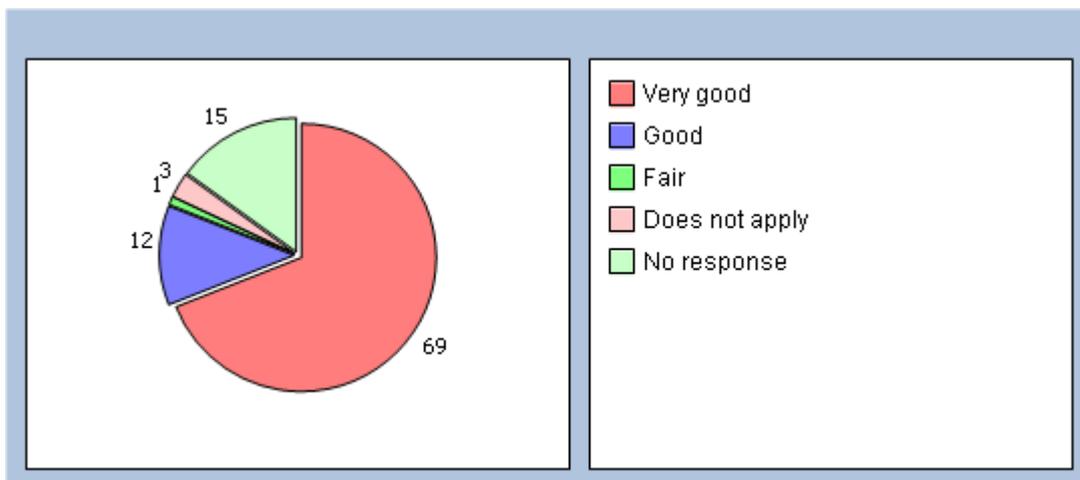
How good was the last nurse you saw at each of the following?

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q21)

Q15 Giving you enough time

Very good 69%
 Good 12%
 Fair 1%
 Poor 0%
 Very poor 0%
 Does not apply 3%

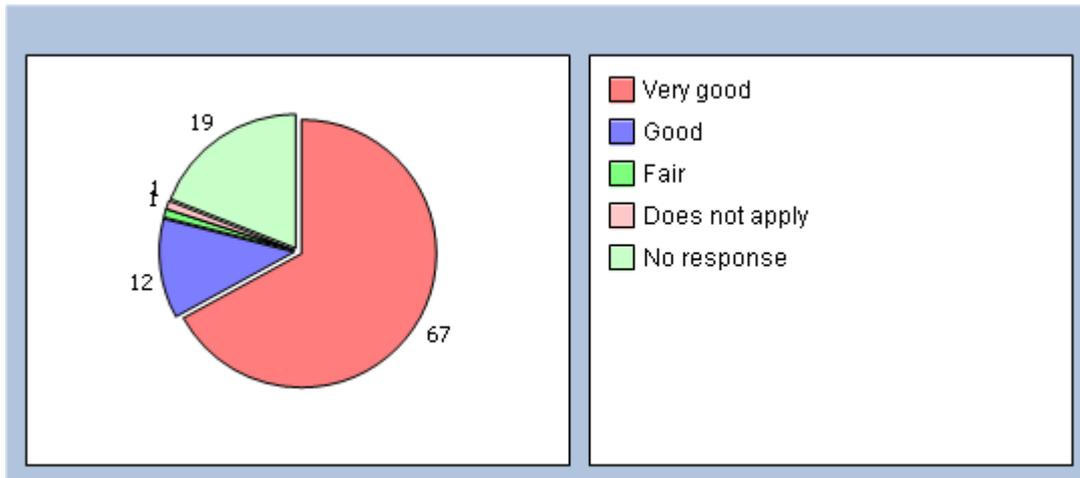
Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse was fair-very good in giving them enough time.



Q16 Listening to you

Very good 67%
 Good 12%
 Fair 1%
 Poor 0%
 Very poor 0%
 Does not apply 1%

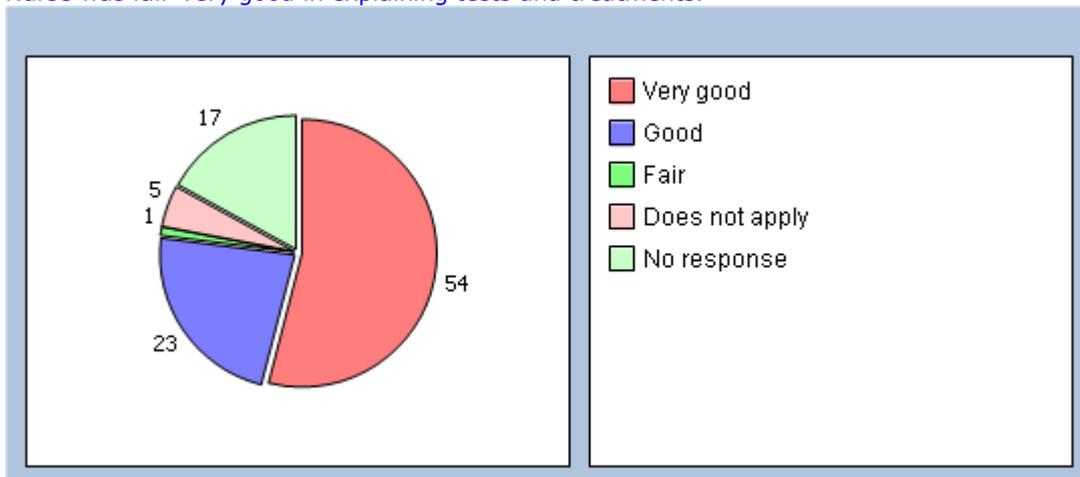
Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse was fair-very good in listening to them.



Q17 Explaining tests and treatments

Very good 54%
 Good 23%
 Fair 1%
 Poor 0%
 Very poor 0%
 Does not apply 5%

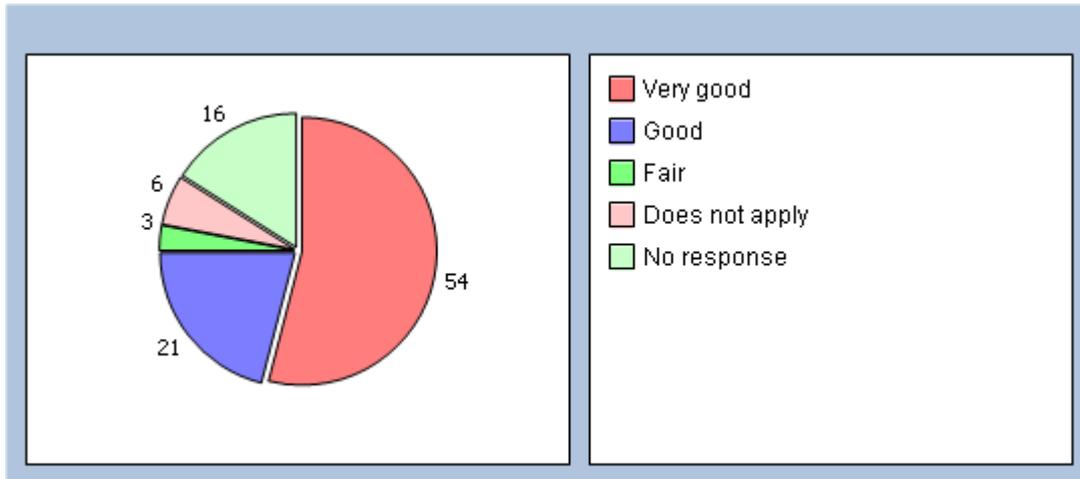
Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse was fair-very good in explaining tests and treatments.



Q18 Involving you in decisions about your care

Very good 54%
 Good 21%
 Fair 3%
 Poor 0%
 Very poor 0%
 Does not apply 6%

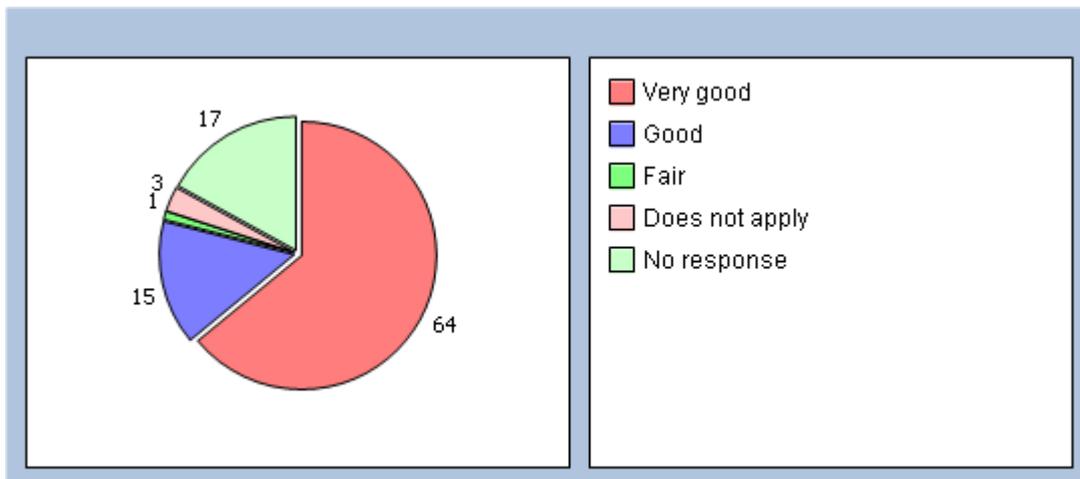
Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse was fair-very good in involving them in decisions about their care.



Q19 Treating you with care and concern

Very good 64%
 Good 15%
 Fair 1%
 Poor 0%
 Very poor 0%
 Does not apply 3%

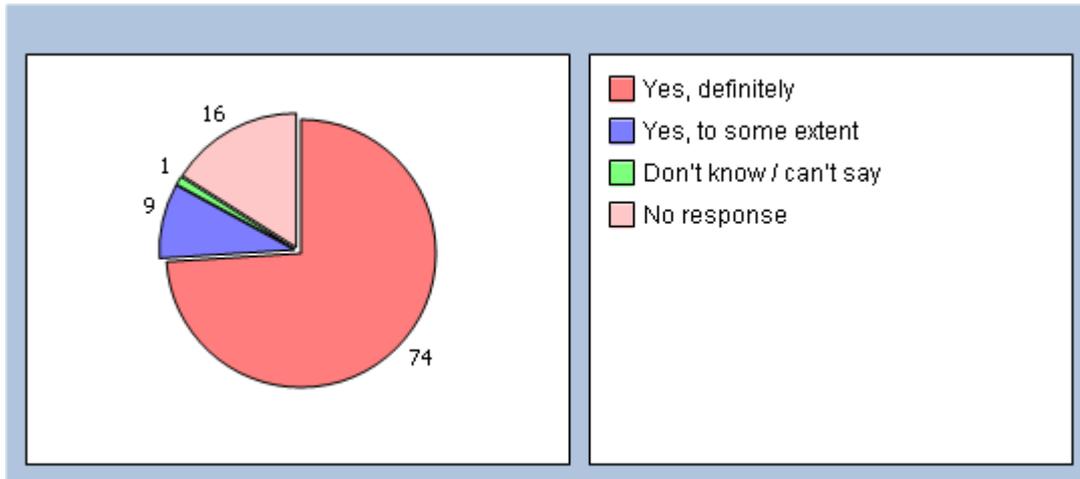
Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse was fair-very good in treating them with care and concern.



Q20 Did you have confidence and trust in the nurse you saw or spoke to?

Yes, definitely 74%
 Yes, to some extent 9%
 No, not at all 0%
 Don't know / can't say 1%

Comment: 100% of patients who responded (or to whom it was applicable) considered that the Nurse definitely, or to some extent had their confidence and trust.

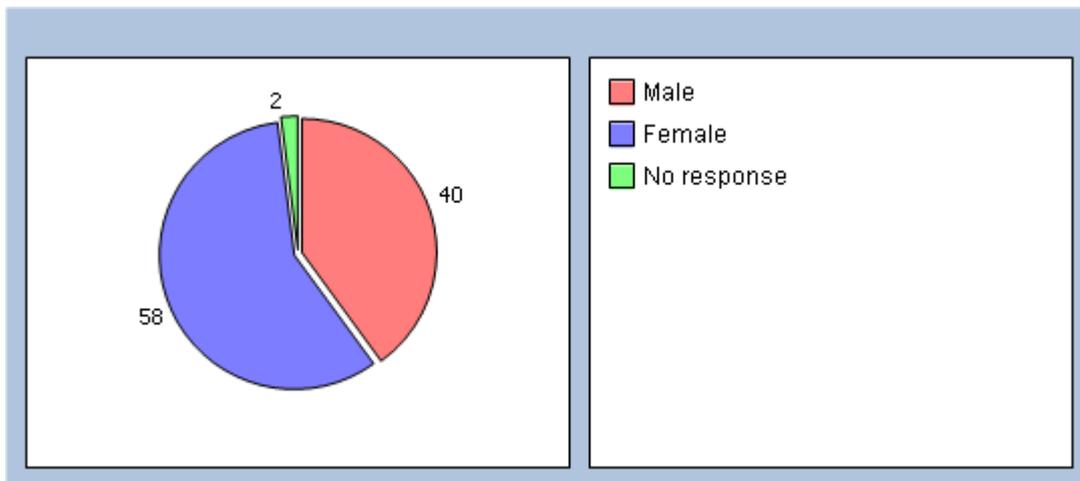


If you know the name of the nurse you last saw, please write it here:

It will help us to understand your answers if you could tell us a little about yourself

Q21 Are you?

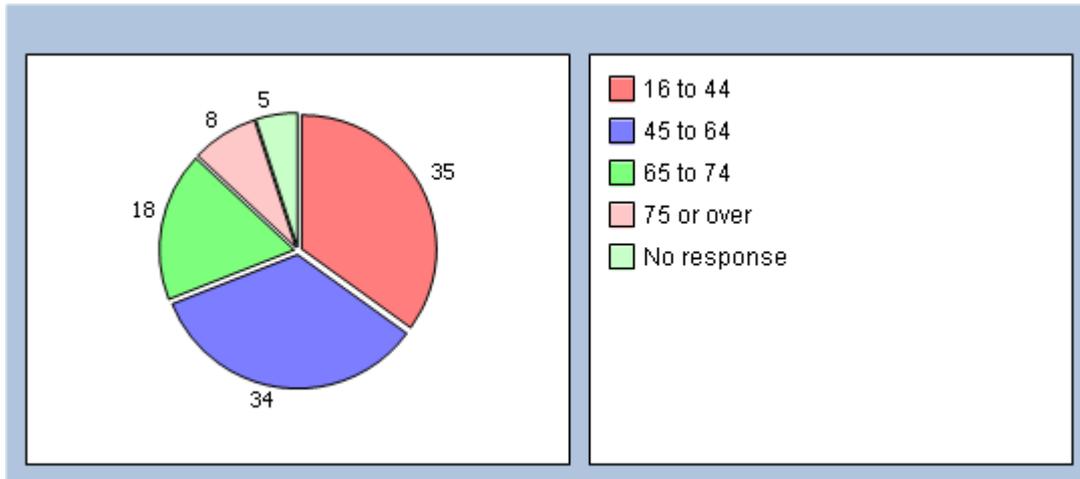
Male 40%
Female 58%



Q22 How old are you?

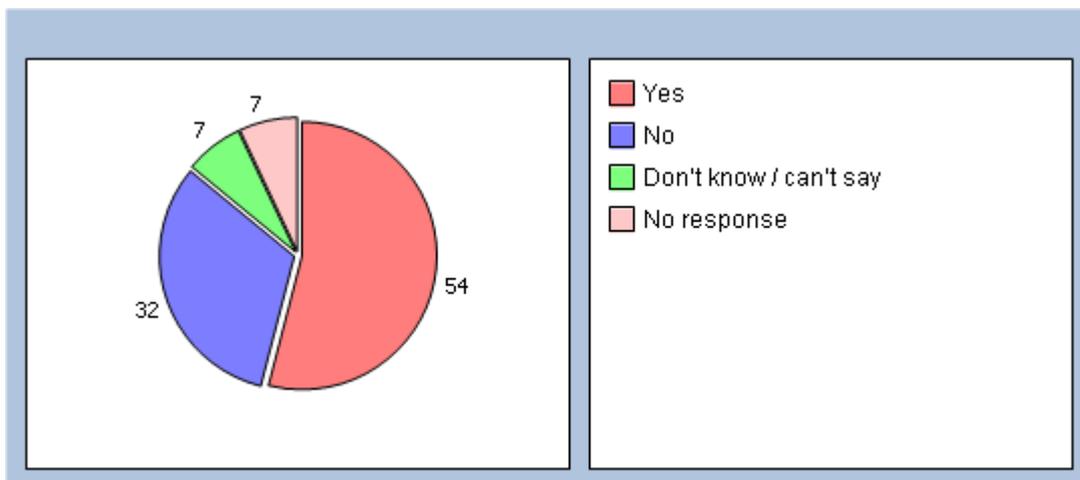
Under 16 0%
16 to 44 35%
45 to 64 34%
65 to 74 18%
75 or over 8%

Comment: it is unfortunate that <16's are not represented in the survey results. As a practice we may need to consider how we can best engage with this group when we conduct future surveys.



Q23 Do you have a long-standing health condition?

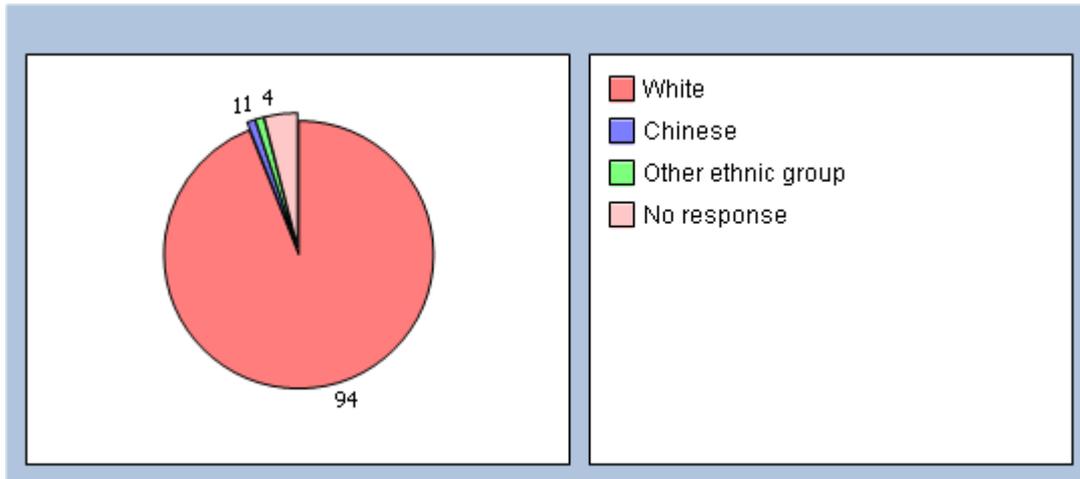
Yes 54%
 No 32%
 Don't know / can't say 7%



Q24 What is your ethnic group?

White 94%
 Black or Black British 0%
 Asian or Asian British 0%
 Mixed 0%
 Chinese 1%
 Other ethnic group 1%

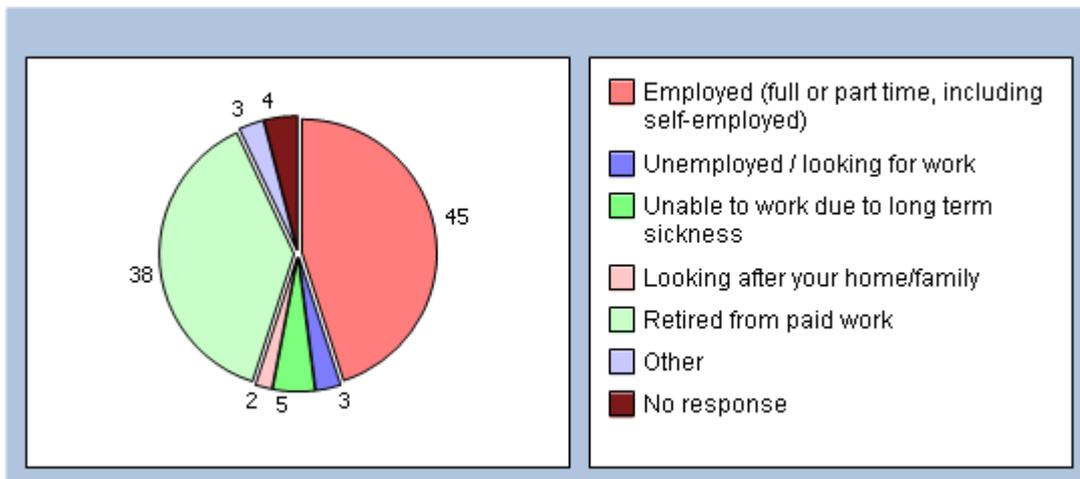
Comment: whilst 94% of the patients completing the survey are 'white' this is a true representation of the Practice demographic.



Q25 Which of the following best describes you?

- Employed (full or part time, including self-employed) 45%
- Unemployed / looking for work 3%
- At school or in full time education 0%
- Unable to work due to long term sickness 5%
- Looking after your home/family 2%
- Retired from paid work 38%
- Other 3%

Comment: patients attending school or in full time education are not represented by the patients who have completed the surveys.



Finally, we are interested in any other comments you may have regarding your experience of consultations with the GP or Nurse at Westcroft House:

Thank you for completing this survey. You will be able to view the results of the survey on the website (www.westcrofthouse.co.uk) in the near future.

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Action plan – proposal.

We are generally very pleased with the results of the survey. It is gratifying to learn that the hard work which goes on behind the scenes is appreciated and realised by patients. We will continue to try and maintain or improve our services to patients.

It is evident from the statistical analysis of the 'consultation' survey that there is one group of patients which we have not been able to gain views from. This group are the under 16 year olds. We would like to discuss ways in which we can improve communication and engagement of this age group. We need to confirm that this is a viable and realistic area to recommend for improvement.

Our proposal is:

- Discuss with members of the Primary Health Care Team to see if this could be considered as a 'priority' area for the future.
- Ensure the patient 'virtual' group is consulted regarding the results of the survey and the proposal to target 'under 16's' for further work up.
- Engage the 'school nurses' for local secondary schools to help with Practice promotion.
- Consider ways which we could 'promote' and 'advertise' services we provide for <16's. (website, posters, free gifts, newsletter)
- Copy survey report and recommendations to Primary Care Trust and publish to the website.