

GPAQ 2014 Summary Report for Milton Surgery

INTRODUCTION

Milton Surgery used the General Practice Assessment Questionnaire (GPAQ) to collect the views of patients attending the surgery in winter 2013. This report summarises the results from the survey.

RESPONSE

There were 150 questionnaires collected by the practice which gives a response rate of 100% (based on 50 Questionnaires per GP for 3 WTE GPs).

Excellent	Very Good	Good	Fair	Poor	Very Poor
99	17	16	6	0	0
72%	12%	12%	4%	0%	0%

DEMOGRAPHICS

Male	Female
52	87
37%	63%

Under 16	16 to 44	45 to 64	65 to 74	75 or over
3	50	56	19	16
2%	35%	39%	13%	11%

Employed	Unemployed	Education	Long-term illness	Looking after home/family	Retired	Other
92	0	5	3	5	34	2
64%	0%	3%	2%	3%	24%	1%

Patients with Long-term illness, infirmity or disability		
Yes	No	Don't know/Can't say
61	69	7
45%	50%	5%

Ethnicity

White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other Ethnic Group
131	1	6	2	1	3
91%	1%	4%	1%	1%	2%

1a. When you want to see a particular doctor, how quickly do you usually get to see that doctor?

Same day or Next Day	2-4 Days	5 Days or more	I don't need to be seen quickly	Never Tried
92	17	14	13	11
63%	12%	10%	9%	7%

1b. How do you rate this?

Excellent	Very Good	Good	Fair	Poor	Very Poor	Does not apply
51	38	21	20	7	0	0
37%	28%	15%	15%	5%	0%	0%

2a. When you are willing to see any doctor, how quickly do you usually get seen?

Same day or Next day	2-4 Days	5 Days or more	I don't need to be seen quickly	Never Tried
118	9	10	4	6
80%	6%	7%	3%	4%

2b. How do you rate this?

Excellent	Very Good	Good	Fair	Poor	Very Poor	Does not apply
49	46	27	13	4	1	0
35%	33%	19%	9%	3%	1%	0%

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

Yes	No	Don't know
113	9	15
82%	7%	11%

4a. Is there a particular GP you usually prefer to see or speak to?

Yes	No
100	45
69%	31%

4b. In general how often do you see or speak to the GP you prefer?

Always or most of the time	A lot of the time	Some of the Time	Never or almost never	Not Tried
71	32	12	3	2
59%	27%	10%	3%	2%

CARE BY HEALTHCARE PROFESSIONALS

5. After a visit to the healthcare professional you saw today, would you say that you generally feel:

	Very Well	Unsure	Not Very Well	Does not apply
5a. able to understand your problems or illness	129	16	0	2
	88%	11%	0%	1%

5b. able to cope with your problems or illness?	129	10	1	3
	90%	7%	1%	2%

5c. able to keep yourself healthy?	115	19	3	5
	81%	13%	2%	4%

6. Thinking of the GP you saw today, how do you rate the following:

Question	Very Good	Good	Fair	Poor	Very Poor	Does not apply
----------	-----------	------	------	------	-----------	----------------

6a. How well the healthcare professional listens to what you say?	96	32	5	0	0	1
	72%	24%	4%	0%	0%	1%

6b. How well the healthcare professional explains your health problems or any treatment that you need?	94	34	6	1	0	1
	69%	25%	4%	0%	0%	1%

6c. How well the healthcare professional involves you in decisions about your care?	94	26	9	1	0	4
	70%	19%	7%	1%	0%	3%

6d. The amount of time the healthcare professional spends with you?	103	35	5	0	1	0
	72%	24%	3%	0%	1%	0%

6e. The healthcare professional's care and concern for you?	107	31	3	1	0	1
	75%	22%	2%	1%	0%	1%

Question	Yes, definitely	Yes, to some extent	No, not at all	Don't know/ can't say
----------	-----------------	---------------------	----------------	-----------------------

6f. Did you have confidence and trust in the GP you saw today?	113	17	2	2
	84%	12%	1%	1%

7. Thinking of the Nurse you saw today, how do you rate the following:

Question	Very Good	Good	Fair	Poor	Very Poor	Does not apply
7a. How well the healthcare professional listens to what you say?	85	30	2	0	0	2
	71%	25%	2%	0%	0%	2%
7b. How well the healthcare professional explains your health problems or any treatment that you need?	70	33	3	1	1	3
	63%	30%	3%	1%	1%	3%
7c. How well the healthcare professional involves you in decisions about your care?	62	34	7	0	0	8
	56%	31%	6%	0%	0%	7%
7d. The amount of time the healthcare professional spends with you?	93	24	1	2	0	2
	76%	20%	1%	2%	0%	2%
7e. The healthcare professional's care and concern for you?	75	31	2	0	0	3
	68%	28%	2%	0%	0%	3%

Question	Yes, definitely	Yes, to some extent	No, not at all	Don't know/ can't say
6f. Did you have confidence and trust in the Nurse you saw today?	96	13	0	3
	86%	12%	0%	3%

HEALTH CARE PROFESSIONALS SEEN BY PATIENTS

Dr Hunt	Dr Steward	Dr Scott
50	50	50
33.33%	33.33%	33.33%

SURGERY

8. How helpful do you find the receptionists at your surgery?

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Don't know
113	37	1	0	0
75%	24%	1%	0%	0%

9. When you have phoned the surgery, how do you rate the following:

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
9a. Ability to get through to the surgery on the phone?	28	75	28	16	0	4
	19%	50%	19%	11%	0%	3%

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
9b. Ability to telephone advice from a doctor or nurse?	23	41	26	1	9	50
	15%	27%	17%	1%	6%	33%

10a. Is your GP practice currently open at times that are convenient to you?

Yes	No	Don't know
114	32	3
77%	21%	2%

10b. What additional hours would you like the surgery to be open?

Before 8am	Lunch times	After 6:30pm	Saturday	Sunday	None of these
21	21	27	24	13	0
20%	20%	25%	23%	12%	0%

NOTE: Patients can choose more than one option

11a. How long did you wait for your consultation to start?

Less than 5 mins	5-10 mins	11-20 mins	21-30 mins	More than 30 mins	There was no set time for my consultation
13	30	42	21	32	0
9%	22%	30%	15%	15%	0%

11b. How do you rate the wait for your consultation to start?

Excellent	Very good	Good	Fair	Poor	Very poor	Does not apply
20	27	30	31	24	7	0
14%	19%	22%	22%	17%	5%	0%

12a. How important is it to you to be able to book appointments ahead of time at your practice?

Important	Not Important
110	31
78%	22%

12b. How easy is it to book appointments ahead of time at your practice?

Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Haven't tried
17	53	39	15	6	10
12%	38%	28%	11%	4%	7%

13. Thinking about making appointments at your practice:

Question	In person	By phone	Online	Doesn't apply
----------	-----------	----------	--------	---------------

13a. How do you normally book your appointments?	72	106	8	2
	38%	56%	4%	1%

NOTE: Patients can choose more than one option

13b. Which of the following methods would you prefer to use to book appointments?	47	109	54	2
	22%	51%	25%	1%

NOTE: Patients can choose more than one option

14a. Are you aware that Milton Surgery has a Patients Participation Group?

Yes	No
29	104
22%	78%

14b. How did you hear about Milton Patients Participation Group?

Milton Village View	Notice Board	Surgery Website	Word of Mouth	Surgery Waiting room
9	11	3	4	4
29%	35%	10%	13%	13%

15a. Overall, how would you describe the experience of your GP surgery?

Excellent	Very good	Good	Fair	Poor	Very poor
87	30	20	6	0	0
61%	21%	14%	4%	0%	0%

15b. Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely	Yes, probably	No, probably not	No, definitely not	Don't know
116	24	2	1	1
81%	17%	1%	1%	1%