

Grove Park Terrace Surgery**Contact Details****DES Patient Survey Report 2011 -2012****Client**

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Mean rating scores

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

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Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

·Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.

·Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.

·Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.

·Frequency tables for each question- where you can see exactly how your patients responded to each question.

·Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

91 replies were received and analysed

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Getting through on the phone

Counts Analysis % Respondents	
Base	91 100.0%
Mean	95.51
How easy is it to get through to someone at your GP pract...	
Very easy	73 80.2%
Fairly easy	16 17.6%
Not very easy	- -
Not at all easy	- -
Don't know	- -
Haven't tried	2 2.2%

Purpose of the phone contact

Counts Analysis % Respondents	
Base	90 100.0%
What is your usual telephone contact for?	
To book an appointment	89 98.9%
For my test results	47 52.2%
Prescription/medication query	46 51.1%
To request Hospital Transport	4 4.4%
To request a home visit	12 13.3%
Because I have been left a message to contact the surgery	18 20.0%
To cancel an appointment...	25 27.8%

Additional Thursday evening surgery

Counts Analysis % Respondents	
Base	91 100.0%
The surgery is planning an additional Thursday evening surgery	
Very useful	70 76.9%
Quite useful	19 20.9%
Neither	1 1.1%
Not at all useful	1 1.1%
Don't sure	- -

Awareness of Monday and Wednesday walk-ins

Counts Analysis % Respondents	
Base	91 100.0%
Are you aware that the surgery runs a walk-in service on ...	
Yes I'm aware	88 96.7%
No I'm not aware	3 3.3%

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Usefulness of the walk-ins

Counts Analysis % Respondents	
Base	91 100.0%
Mean	94.94
How useful do you find this walk-in service?	
Very useful	72 79.1%
Quite useful	16 17.6%
Neither	1 1.1%
Not at all useful	- -
Don't sure	2 2.2%

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What other methods would you like to be able to use to contact us.

repeat prescription

on line

would be good to be able to email.

all offered is fine

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Access to the Internet

Counts Analysis % Respondents	
Base	87 100.0%
Mean	95.40
Do you have access to the internet?	
Yes	71 81.6%
No	16 18.4%

The Practice web site

Counts Analysis % Respondents	Base		
		Yes	No
Base	335	134 40.0%	201 60.0%
Do you use the Practice Website to find out information about the Practice Services?	90	60 66.7%	30 33.3%
Would you like to be able to book your appointment online?	85	45 52.9%	40 47.1%
Would you like to be able to obtain your test results on line?	83	25 30.1%	58 69.9%
Are there any other Practice services you would like to access online?	77	4 5.2%	73 94.8%

Accessing other services on-line

Please state what other services these may be.
<i>repeat dispensing</i>
<i>Cancel an appt Advice line</i>

Awareness of asking for a repeat prescription

Counts Analysis % Respondents	
Base	91 100.0%
Are you aware you can ask for a repeat prescription online?	
Yes	62 68.1%
No	29 31.9%

Asking for a repeat prescription in the last 12 weeks

Counts Analysis % Respondents	
Base	91 100.0%
Have you asked for a repeat prescription via the online s...	
Yes	31 34.1%
No	60 65.9%

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Seeing a Gp urgently on the same day

Counts Analysis % Respondents	
Base	90 100.0%
If you need to see a GP urgently, can you normally get seen on the same day?	
Yes	65 72.2%
No	3 3.3%
Don't know / never needed to	22 24.4%

Importance of booking ahead

Counts Analysis % Respondents	
Base	90 100.0%
Q5 How important is it to you to be able to book appointments in advance?	
Important	89 98.9%
Not important	1 1.1%

Ease of booking ahead in the practice

Counts Analysis % Respondents	
Base	90 100.0%
Mean	96.11
How easy is it to book ahead in your practice?	
Very easy	76 84.4%
Fairly easy	14 15.6%
Not very easy	-
Not at all easy	-
Don't know	-
Haven't tried	-

Normal method of booking appointments

Counts Analysis % Respondents	
Base	90 100.0%
How do you normally book your appointments at your practice?	
In person	12 13.3%
By phone	78 86.7%
Doesn't apply	-

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Booking appointments in advance

Counts Analysis % Respondents	
Base	91 100.0%
How far ahead in advance would you like to be able to book...	
Up to 2 weeks	63 69.2%
Up to 4 weeks	24 26.4%
Up to 6 weeks	1 1.1%
Up to 8 weeks	3 3.3%

Preferred method of booking appointments

Counts Analysis % Respondents	
Base	90 100.0%
Which of the following methods would you prefer to use to...	
In person	10 11.1%
By phone	59 65.6%
Online	21 23.3%
Doesn't apply	- -

Speed of getting seen

Counts Analysis % Respondents	
Base	89 100.0%
How quickly do you usually get seen?	
Same day or next day?	58 65.2%
2-5 days?	25 28.1%
5 days or more?	2 2.2%
I Don't usually need to be seen quickly?	1 1.1%
Don't know, never tried	3 3.4%

Patients rating of speed of getting seen

Counts Analysis % Respondents	
Base	91 100.0%
Mean	97.75
How do you rate this?	
Excellent	82 90.1%
Very good	6 6.6%
Good	1 1.1%
Fair	- -
Poor	- -
Very poor	- -
Does not apply	2 2.2%

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Speed of getting seen - Any doctor

Counts Analysis % Respondents	
Base	86 100.0%
How quickly do you usually get seen?	
Same day or next day?	76 88.4%
2-5 days?	9 10.5%
5 days or more?	- -
I Don't usually need to be seen quickly?	1 1.2%
Don't know, never tried	- -

Patients rating of speed of getting seen - any doctor

Counts Analysis % Respondents	
Base	86 100.0%
How do you rate this?	
Mean	97.67
Excellent	78 90.7%
Very good	8 9.3%
Good	- -
Fair	- -
Poor	- -
Very poor	- -
Does not apply	- -

Patients rating of speed of getting seen - any doctor

Counts Analysis % Respondents	
Base	90 100.0%
How easy is it to speak to a doctor or nurse on the phone...	
Mean	95.63
Very easy	66 73.3%
Fairly easy	14 15.6%
Not very easy	- -
Not at all easy	- -
Don't know	1 1.1%
Haven't tried	9 10.0%

Experiencing a telephone consultation

Counts Analysis % Respondents	
Base	89 100.0%
Have you ever had a telephone Consultation?	
Mean	91.29
Yes	58 65.2%
No	31 34.8%

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Purpose of the telephone consultation

Counts Analysis % Respondents	
Base	58 100.0%
If yes was the consultation for	
A new urgent problem	21 36.2%
New routine problem	17 29.3%
Follow-up	11 19.0%
Other	9 15.5%

Dealing with the problem by the Gp

Counts Analysis % Respondents	
Base	57 100.0%
Was the GP able to deal with your problem on the phone?	
Yes	56 98.2%
No	1 1.8%

Requesting a telephone consultation again

Counts Analysis % Respondents	
Base	58 100.0%
Would you request a telephone consultation again?	
Yes	58 100.0%
No	- -

Finding out about the practice and the services

Counts Analysis % Respondents	
Base	91 100.0%
Which of the following do you use to find out information...	
Telephone contact	31 34.1%
Face to face contact	9 9.9%
Practice website	34 37.4%
Practice leaflet	14 15.4%
NHS Choices website	- -
Practice Notice Boards	3 3.3%

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Practice updates via email

Counts Analysis % Respondents	
Base	91 100.0%
Would you like to receive Practice updates via email?	
Yes	51 56.0%
No	40 44.0%

Free text messages

Counts Analysis % Respondents	
Base	90 100.0%
Occasionally we would like to send you information via ou...	
Yes	66 73.3%
No	24 26.7%

Practice's role in helping you with the following

Counts Analysis % Respondents	Base	Mean				
			Very well	Unsure	Not very well	Does not apply
Base	260	99.23	256 98.5%	4 1.5%	-	-
Understand your health problems?	91	99.45	90 98.9%	1 1.1%	-	-
Cope with your health problems	86	99.42	85 98.8%	1 1.2%	-	-
Help you to self manage your health problem	83	98.80	81 97.6%	2 2.4%	-	-

Overall experience of the GP surgery

Counts Analysis % Respondents	
Base	91 100.0%
Mean	97.80
Overall, how would you describe your experience of your G...	
Excellent	83 91.2%
Very good	8 8.8%
Good	-
Fair	-
Poor	-
Very poor	-

Other services

What other services would you like to be able to access a...
<i>Alternative complimentary treatments</i>

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Overall experience of the GP surgery - comments

Any other comments
<i>this is the first doctors surgery I have attended where all the reception staff are very helpful and friendly and it makes such a difference. appointments are easy to arrange. keep up the good work please!</i>
<i>Very friendly reception staff, always polite and professional. The Doctors are kind and caring and never a problem it seems with getting an appointment.</i>
<i>- the best surgery where I have been a patient. - receptionists, nurses, health care assistant & doctors all have a consistent friendly & accommodating approach. - makes you feel comfortable being a patient as you attend a surgery only when you are vulnerable - please keep up the good work & thank you</i>
<i>It would be nice to always see the same doctor when booking in advance (unless in an emergency etc)</i>

Recommending the surgery

Counts Analysis % Respondents	
Base	90 100.0%
Mean	98.89
Would you recommend your GP surgery to someone who has ju...	
Yes, definitely	86 95.6%
Yes, probably	4 4.4%
No, probably not	- -
No, definitely not	- -
Don't know	- -

Patients gender

Counts Analysis % Respondents	
Base	90 100.0%
Are you ?	
Male	24 26.7%
Female	66 73.3%

Patients age

Counts Analysis % Respondents	
Base	90 100.0%
Are you ?	
Male	24 26.7%
Female	66 73.3%

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Patients long standing condition

Counts Analysis % Respondents	
Base	90 100.0%
Are you ?	
Male	24 26.7%
Female	66 73.3%

Patients ethnic group

Counts Analysis % Respondents	
Base	88 100.0%
What is your ethnic group?	
White	64 72.7%
Black or Black British	10 11.4%
Asian or Asian British	4 4.5%
Mixed	5 5.7%
Chinese	3 3.4%
Other ethnic group	2 2.3%

Patients daily activity

Counts Analysis % Respondents	
Base	91 100.0%
Which of the following best describes you?	
Employed (full or part time,including self-employed)?	49 53.8%
Unemployed / looking for work?	3 3.3%
At school or in full time education?	1 1.1%
Unable to work due to long term sickness?	8 8.8%
Looking after your home/family?	8 8.8%
Retired from paid work?	18 19.8%
Other	4 4.4%

Patients comments

Finally, please add any other comments you would like to ...
<p><i>ABACUS why?</i></p> <p><i>This is a great practice. We really do appreciate the ability to book appointments in advance, please don't reduce this in any way. Thanks for all you do for us!</i></p> <p><i>Excellent service. Extremely nice staff</i></p> <p><i>very well run and friendly practice</i></p> <p><i>A great GP practice and I hope you value your hardworking staff. As they provide an excellent service, great surgery & great team</i></p> <p><i>Generally, an excellent, caring, professional practice who have always helped me promptly and correctly. All staff e.g. doctors, nurse and receptionists are excellent compared with other practices I've attended.</i></p>