

Andover Medical Surgery

1. INTRODUCTION

Our programme of research aims to develop various ways of helping practices contribute to improving patient experience, and involves practice teams and individuals, as well as their patients. To elicit patients' views, we have used a questionnaire entitled "Seeing the Doctor", which is a modified version of the General Practice Patient Survey (GPPS). The modifications are designed to allow patients to provide feedback about their particular doctor regarding a specific consultation, as well as their practice. This report outlines the information that has been collected and analysed from a sample of patients attending your practice. In total, questionnaires were sent to 638 patients from your practice, and overall we received a 36.7% (234) response rate. We hope that this report will offer you useful feedback on your practice and perhaps guidance for your practice development. Comparisons are provided which are based on data collected via the GPPS for Islington PCT and nationally during the period April 2010 – March 2011. A full set of data tables are attached to the end of the report, for your information.

Anonymised data has been given to the General Practice and Primary Care Research Unit of the University of Cambridge. The data has been aggregated with data from all participating doctors, and may contribute to scientific literature. The data will be held in accordance with the requirements of the Data Protection Act 1998.

2. Patient demographics

Your patient feedback is based on questionnaires completed during the period 1st October 2012 – 14th December 2012 by patients who attended a consultation with one of the participating doctors between 28th August 2012 and 16th October 2012. Patients who responded to the questionnaire (234 (36.7% response rate)), had the following characteristics:

Table 1: GENDER & AGE OF RESPONDENTS		
Gender	%	N
Male	37.8	87
Female	62.2	143
Age		
18-24	4.4	10
25-34	20.2	46
35-44	12.7	29
45-54	19.7	45
55-64	15.4	35
65-74	14.5	33
75-84	10.1	23
85 or over	3.1	7

3. ACCESS

The majority of respondents (87.4% (201)) used the phone to make an appointment at the surgery. Of people who reported they had tried to phone the practice in the last 6 months, 131 (60.4%) patients found it very easy or fairly easy to get through on the phone but 39.6% (86) reported that they found it not very easy or not at all easy to get through on the phone. 67.4% (153) of patients reported trying to see a doctor fairly quickly (on the same day or in the next 2 weekdays) within the previous six months: of these, 66.9% (97) were able to see a doctor fairly quickly the last time they wanted to. For those who could not be seen fairly quickly, the main reason (90.2% (37)) was because there weren't any appointments. 70.1% (155) of patients reported trying to book ahead for an appointment within the previous six months (by booking ahead, we mean booking an appointment more than two weekdays in advance). Of these, 58.2% (89) were able to book an appointment ahead the last time they wanted to.

4. ARRIVING FOR APPOINTMENTS

98.7% (223) patients reported they found it very easy or fairly easy to get into the practice. 94.6% (212) patients thought that the practice was very clean or fairly clean. 29.6% (66) patients reported that they could be overheard at reception by other patients, and were not happy about it. 88.3% (197) patients reported that they found the receptionists at the practice either very helpful or fairly helpful.

In terms of the times people reported they had to wait to be seen for their appointments, 28.7% (62) reported that they were normally seen at their appointment time or within 5 minutes, whilst 50.5% (109) reported having to wait 5 to 15 minutes, 14.8% (32) reported waiting 16 to 30 minutes and 5.6% (12) reported having to wait more than 30 minutes.

5. CONTINUITY OF CARE

Of the 136 (60.7%) patients expressed a preference for seeing a particular doctor, 80.3% (106) said that their responses were based on a consultation with their preferred doctor. 19.7% (26) said that the consultation referred to in the questionnaire was not with their preferred doctor.

6. OPENING HOURS

75.7% (171) said they were very satisfied or fairly satisfied with the practice's current opening times. 73.1% (155) people said they would prefer the surgery to be open at additional times.

7. SEEING THE DOCTOR

Chart 1 below shows the percentage of positive responses (i.e. "very good" or "good") to the key communication questions (shown in table 2a) that were achieved nationally and by Islington PCT. The results for the practice are included for comparison. Please note that the national and PCT scores are taken from the national GPPS which has a different sampling frame and uses a slightly different question (which does not relate to a specific consultation with a named doctor) and so are not directly comparable with the results obtained for your practice. We caution against over interpreting differences between the results from the two different surveys.

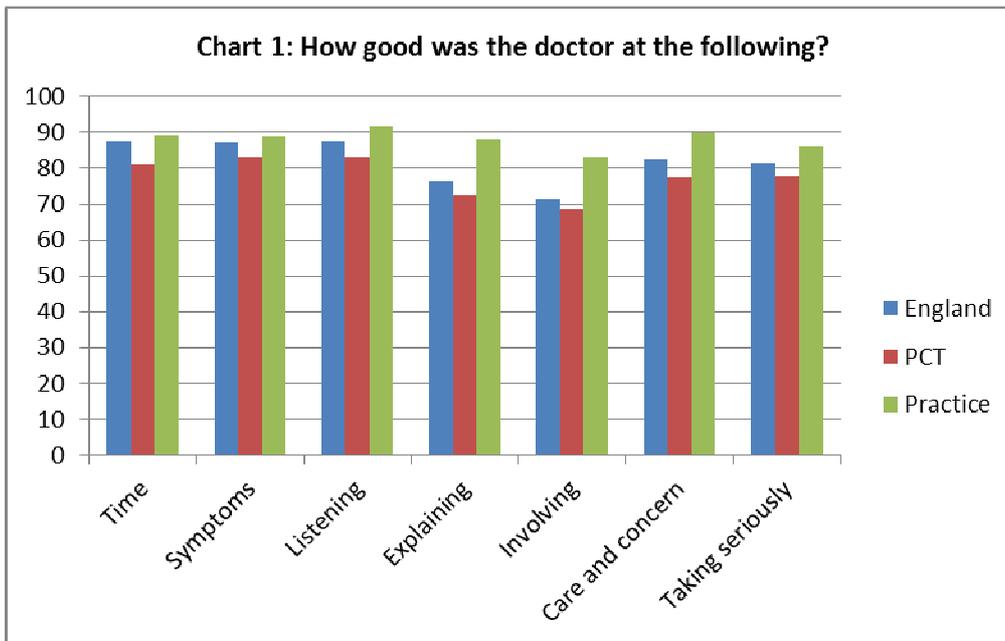
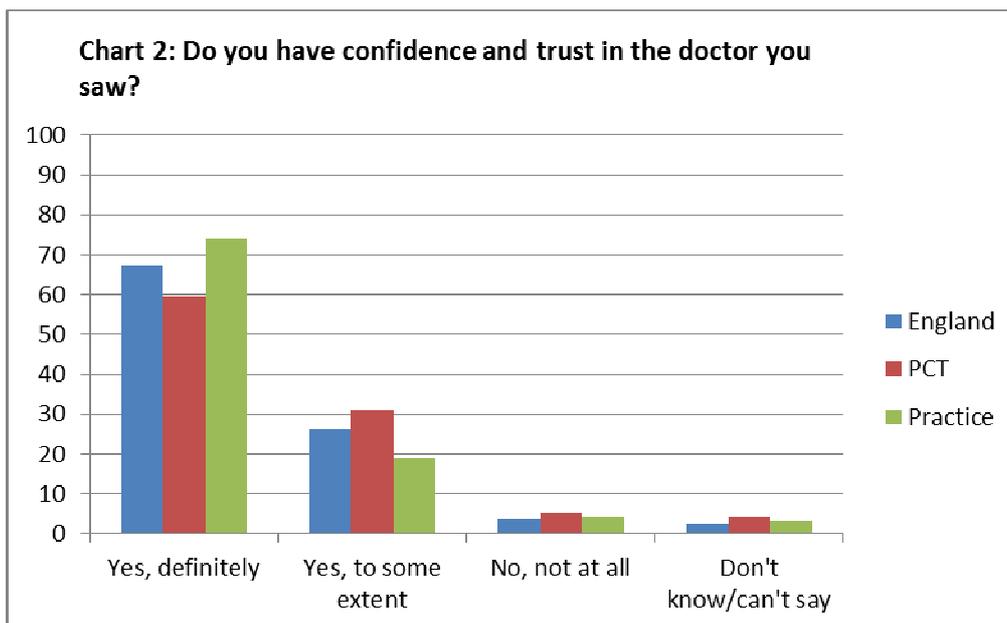


Chart 2 below shows national and PCT percentage scores for the questionnaire item relating to trust and confidence in the doctor. The results for your practice are included for comparison. Again, we caution against over interpretation of differences between your practice results and the national and PCT results due to the different sources.



8. WHAT THIS MEANS FOR YOU

Overall, 89.1% (204) people reported that they are either very satisfied or fairly satisfied with the practice and 51.3% (115) of respondents said they would definitely recommend the practice to someone who has just moved to the area.

9. FREE TEXT COMMENTS FROM YOUR PATIENTS

An anonymised list of **all*** the comments received from your patients who completed the free text box at the end of the “Seeing the Doctor” questionnaire are included at the end of this report. Comments are included verbatim and in no particular order. Some comments are prefaced with a question number. In these instances, patients have provided text to explain or supplement their response to a particular question. Where names were used, these have been removed.

**Comments which were made by patients about their personal situations/medical conditions which could not be easily anonymised have been removed from the list of free text comments.*

10. FURTHER INFORMATION & PROJECT TEAM DETAILS

If you would like any further information about this study and other associated research, please contact the project team via Jenni Burt at:

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APPENDIX 1: DATA TABLES – SEEING THE DOCTOR PATIENT QUESTIONNAIRE

	Questionnaires sent	Responses
Andover Medical Surgery	638	36.7% (234)

1. Appointments at your surgery or health centre

Q1. How do you normally book your appointments to see a doctor or nurse at this GP surgery or health centre?

In person	38.7% (89)	Online	1.3% (3)
By Phone	87.4% (201)	Digital TV	0.4% (1)
By fax machine	0.0% (0)	Doesn't apply	0.0% (0)

Q2. Which of the following methods would you prefer to use to book appointments at this GP surgery or health centre?

In person	39.6% (91)	Online	28.3% (65)
By Phone	70.4% (162)	Digital TV	0.0% (0)
By fax machine	0.4% (1)	Doesn't apply	2.6% (6)

2. Getting through on the phone

Q3. In the past six months, how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	2.7% (6)	20.5% (46)	37.9% (85)	25.4% (57)	12.9% (29)	0.4% (1)
Speaking to a doctor on the phone	23.2% (46)	9.6% (19)	27.3% (54)	17.7% (35)	13.1% (26)	9.1% (18)
Speaking to a nurse on the phone	35.4% (70)	8.1% (16)	20.2% (40)	11.6% (23)	7.1% (14)	17.7% (35)
Getting test results on the phone	32.3% (63)	12.3% (42)	21.5% (63)	8.2% (16)	11.8% (23)	13.8% (27)

3. Seeing a Doctor

Q4. In the past 6 months, have you tried to see a doctor fairly quickly?

Yes	67.4% (153)
No	30.0% (68)
Can't remember	2.6% (6)

Q5. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 weekdays the GP surgery or health centre was open?

Yes	66.9% (97)
No	28.3% (41)
Can't remember	4.8% (7)

Q6. If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that?

There weren't any appointments	90.2% (37)	I was offered an appointment at a different branch of my surgery	2.4% (1)
The times offered didn't suit me	17.1% (7)	Another reason	4.9% (2)
The appointment was with a doctor I didn't want to see	12.2% (5)	Can't remember	2.4% (1)
I could have seen a nurse but I wanted to see a doctor	7.3% (3)		

Q7. In the past 6 months, have you tried to book ahead for an appointment with a doctor?

Yes	70.1% (155)
No	25.8% (57)
Can't remember	4.1% (9)

Q8. Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?

Yes	58.2% (89)
No	37.3% (57)
Can't remember	4.6% (7)

4. Arriving for your appointment

Q9. How easy do you find it to get into the building at this GP surgery or health centre?	Very easy	81.0% (183)
	Fairly easy	17.7% (40)
	Not very easy	1.3% (3)
	Not at all easy	0.0% (0)
Q10. How clean is this GP surgery or health centre?	Very clean	48.9% (110)
	Fairly clean	45.3% (102)
	Not very clean	4.0% (9)
	Not at all clean	1.3% (3)
	Don't know	0.4% (1)
Q11. In the reception area, can other patients overhear what you say to the receptionist?	Yes, but I don't mind	65.5% (146)
	Yes, and I am not happy about it	29.6% (66)
	No, other patients can't overhear	1.3% (3)
	Don't know	3.6% (8)
Q12. How helpful do you find the receptionists at this GP surgery or health centre?	Very helpful	46.2% (103)
	Fairly helpful	42.2% (94)
	Not very helpful	8.5% (19)

	Not at all helpful	3.1% (7)
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Q13. How long after your appointment time do you normally wait to be seen?			
I am normally seen at my appointment time	11.1% (24)	16 to 30 minutes	14.8% (32)
Less than 5 minutes	17.6% (38)	More than 30 minutes	5.6% (12)
5 to 15 minutes	50.5% (109)	Can't remember	0.5% (1)

Q14. How do you feel about how long you normally have to wait?	I don't normally have to wait too long	62.2% (6)
	I have to wait a bit too long	29.3% (65)
	I have to wait far too long	5.9% (13)
	No opinion/doesn't apply	2.7% (6)

5. Seeing the doctor you prefer

Q15. Is there are particular doctor you prefer to see at this GP surgery or health centre?	
Yes	60.7% (136)
No	38.4% (86)
There is usually on one doctor in my GP surgery or health centre	0.9% (2)

Q16. How often do you see the doctor you prefer to see?	Always or almost always	38.3% (51)
	A lot of the time	22.6% (30)
	Some of the time	33.8% (45)
	Never or almost never	4.5% (6)
	Not tried at this GP surgery or health centre	0.8% (1)

Q17. Was your consultation, which took place on the date referred to in the accompanying letter, with the doctor you prefer to see?	
Yes	80.3% (106)
No	19.7% (26)

6. Opening hours

Q18. How satisfied are you with the hours that this GP surgery or health centre is open?			
Very satisfied	35.4% (80)	Fairly dissatisfied	7.5% (17)
Fairly satisfied	40.3% (91)	Very dissatisfied	2.2% (5)
Neither satisfied or dissatisfied	13.7% (31)	I'm not sure when my GP surgery or health centre is open	0.9% (2)

Q19. As far as you know, is this GP surgery or health centre open...				
	Yes	No	Sometimes	Don't know
...before 8am?	3.8% (8)	81.8% (171)	1.0% (2)	13.4% (28)
...at lunchtime?	18.1% (36)	64.3% (128)	2.5% (5)	15.1% (30)
...after 6.30pm?	14.9% (29)	46.7% (91)	20.0% (39)	18.5% (36)
...on Saturdays?	3.0% (6)	77.2% (152)	2.5% (5)	17.3% (34)

...on Sundays?	0.0% (0)	88.0% (169)	0.5% (1)	11.5% (1)
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Q20. Would you like this GP surgery or health centre to open at additional times?	
Yes	73.1% (155)
No	26.9% (57)

Q21. Which of the following additional times would you <u>most like</u> this GP surgery or health centre to be open? Please pick <u>one</u> answer showing the time you would <u>most like</u> it to be open?	Before 8am	17.6% (19)
	At lunchtime	10.2% (11)
	After 6.30pm	14.8% (16)
	On a Saturday	53.7% (58)
	On a Sunday	3.7% (4)

7. Seeing a doctor at the GP surgery or health centre

Q22. How good was the doctor at each of the following?					
	% Very good (n)	% Good (n)	% Neither good/ poor (n)	% Poor (n)	% Very poor (n)
Giving you enough time	57.7 (127)	31.4 (69)	6.4 (14)	4.1 (9)	0.5 (1)
Asking about your symptoms	55.8 (120)	33.0 (71)	7.4 (16)	3.3 (7)	0.5 (1)
Listening to you	63.0 (138)	28.8 (63)	4.1 (9)	3.2 (7)	0.9 (2)
Explaining tests and treatments	58.4 (115)	29.9 (59)	7.1 (14)	3.6 (7)	1.0 (2)
Involving you in decisions about your care	55.4 (112)	27.7 (56)	10.9 (22)	4.0 (8)	2.0 (4)
Treating you with care and concern	58.8 (127)	31.0 (67)	5.1 (11)	3.2 (7)	1.9 (4)
Taking your problems seriously	56.7 (122)	29.3 (63)	7.9 (17)	3.3 (7)	2.8 (6)

Do you have confidence and trust in the doctor you saw?	%	n
Yes, definitely	76.3	167
Yes, to some extent	19.6	43
No, not at all	4.1	9

8. Your overall satisfaction

Q24. In general, how satisfied are you with the care you get at this GP surgery or health centre?	Very satisfied	46.7% (107)
	Fairly satisfied	42.4% (97)
	Neither satisfied or dissatisfied	7.4% (17)
	Fairly dissatisfied	2.2% (5)
	Very dissatisfied	1.3% (3)

Q25. Would you recommend this GP surgery or health centre to someone who has just moved to your local area?

Yes, would definitely recommend	51.3% (115)	No, would probably not recommend	3.1% (7)
Yes, might recommend	24.6% (55)	No, would definitely not recommend	4.0% (9)
Not sure	13.4% (30)	Don't know	3.6% (8)

9. Some questions about you

Q26. Gender	%	N
Male	37.8	87
Female	62.2	143
Q27. Age		
18-24	4.4	10
25-34	20.2	46
35-44	12.7	29
45-54	19.7	45
55-64	15.4	35
65-74	14.5	33
75-84	10.1	23
85 or over	3.1	7

Q28. Which of these best describes what you are doing at present?

Full-time paid work (30 hours or more each week)	27.9% (61)
Part-time paid work (under 30 hours each week)	10.5% (23)
Full-time education at school, college or university	3.2% (7)
Unemployed	11.0% (24)
Permanently sick or disabled	12.3% (27)
Fully retired from work	27.4% (60)
Looking after the home	5.9% (13)
Doing something else	1.8% (4)

Q29. In general, how long does your journey take from home to work (door to door)?

Up to 30 minutes	44.4% (59)
31 minutes to 1 hour	24.1% (32)
More than 1 hour	9.0% (12)
I live on site	22.6% (30)

Q30. If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

Yes	57.9% (62)
No	42.1% (45)

Q31. In general, would you say your health is...?

Excellent	7.2% (16)
Very good	22.0% (49)
Good	23.8% (53)
Fair	28.7% (64)
Poor	18.4% (41)

Q32. Do you have any of the following long-standing conditions? Please include problems which

are due to old age.	
Deafness or severe hearing impairment	7.8% (18)
Blindness or severe visual impairment	2.2% (5)
A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying	26.1% (60)
A learning difficulty	4.3% (10)
A long-standing psychological or emotional condition	10.9% (25)
Other, including any long-standing illness	31.3% (72)
No, I do not have a long-standing condition	36.5% (84)

Q33. Are you a deaf person who uses sign language?	
Yes	1.8% (4)
No	98.2% (214)

Q34. Are you a parent or a legal guardian for any children aged under 16 currently living in your home?	
Yes	17.3% (38)
No	82.7% (182)

Q35. Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?	
Yes	13.3% (30)
No	86.7% (195)

Q36. What is your ethnic group?		
A. White	British	47.0% (102)
	Irish	2.8% (6)
	Any other White background	16.6% (36)
B. Mixed	White and Black Caribbean	0.5% (1)
	White and Black African	0.9% (2)
	White and Asian	0.5% (1)
	Any other Mixed background	0.0% (0)
C. Asian or Asian British	Indian	2.3% (5)
	Pakistani	1.8% (4)
	Bangladeshi	1.8% (4)
	Any other Asian background	3.7% (8)
D. Black or Black British	Caribbean	6.9% (15)
	African	10.6% (23)
	Any other Black background	1.4% (3)
E. Chinese or other ethnic group	Chinese	1.4% (3)
	Any other ethnic group	1.8% (4)

Q37. Where you born in the UK?	
Yes	48.2% (105)
No	51.8% (113)

Q38. What language do you speak most often at home?	
English	80.7% (159)
Other	19.3% (38)

Other languages reportedly spoken at home:

Albanian	French	Urdo
Amhorc (Ethiopean)	Ghanaian	Punjabi
Arabic	Greek	Somali
Arnhireh	Greek Cyprio	Spanish
Bangoli/Bangila	Gujarati	Tagalog
Bengali	Irish (Jailje)	Tamil
Benglie	Japanese	Sinhala
Bulgarian	Kosovan	Tigrinya
Cantonese	Kotocoli	Turkish
Chinese	Kurdish	Turkish (Cypriot)
Creol	Turkish	Twi
Danish	Pashto	Urdu
Dari (Farsi)	Portuguese	
Italian	Poshto	