

**Margaret Thatcher Infirmary – Royal Hospital Chelsea**

**Medical Centre**

**General Practice Assessment Questionnaire Survey Report 2016-17**

**January 2017**

General Practice Assessment Questionnaire Report 2016-17

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The General Practice Assessment Questionnaire (GPAQ) was developed at the National Primary Care Research and Development Centre in Manchester in preparation for the introduction of the revised General Practice contract. This questionnaire assists general practices to obtain feedback from their registered patients regarding the services they receive in relation to their care from the practice. It has been designed to specifically focus on aspects of general practice that are not covered by other methods of data collection, for example access, inter-personal aspects of care and continuity of care.

**Report Structure**

The results of the survey are summarised in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of their care was.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

**Methodology**

1. The questionnaires were offered to each patient to be completed in the surgery
2. The patients were advised that they could not be identified from the questionnaires
3. The questionnaire was returned to a box at reception specifically for this purpose and patients assured that this was emptied daily and all completed questionnaires stored in a locked cabinet until the survey could be analysed.
4. The practice commenced the questionnaire on 21st November 2016 and aimed to receive at least 10% of its registered practice population back to analyse.
5. The practice received a total of 29 completed questionnaires over a 6 week period.
6. **Report Questions**

**Number Completed Questionnaires returned: 29**

**Q1. How good was the GP at putting you at ease?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 29 |
| 2 | Good | 0 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

**Q2. Being polite and considerate?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 28 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

**Q3. Listening to you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 27 |
| 2 | Good | 2 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

**Q4. Giving you enough time?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 26 |
| 2 | Good | 3 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

**Q5. Assessing your medical condition?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 27 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 1 |

**Q6. Explaining your condition and treatment?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 27 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 1 |

**Q7. Involving you in the decisions about your care?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 25 |
| 2 | Good | 4 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

**Q8. Providing or arranging treatment for you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 25 |
| 2 | Good | 4 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 0 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes, definitely | 27 |
| 2 | Yes, to some extent | 0 |
| 3 | No, not at all | 1 |
| 4 | Don’t know/can’t say | 1 |
| 7 | Did not respond | 0 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes, definitely | 28 |
| 2 | Yes, to some extent | 0 |
| 3 | No, not at all | 0 |
| 4 | Don’t know/can’t say | 1 |
| 7 | Did not respond | 0 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes | 28 |
| 2 | No | 0 |
| 3 | Did not answer | 1 |

**Q12. How helpful do you find the receptionists at your practice?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very helpful | 23 |
| 2 | Fairly helpful | 0 |
| 3 | Not very helpful | 0 |
| 4 | Not at all helpful | 1 |
| 5 | Don’t know | 0 |
| 6 | Did not respond | 5 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very easy | 15 |
| 2 | Fairly easy | 5 |
| 3 | Not very easy | 0 |
| 4 | Not easy at all | 0 |
| 5 | Don’t know | 1 |
| 6 | Have not tried | 2 |
| 7 | Did not respond | 6 |

**Q14. How easy is it to speak to a doctor or nurse on the telephone at the practice?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very easy | 12 |
| 2 | Fairly easy | 5 |
| 3 | Not very easy | 1 |
| 4 | Not easy at all | 0 |
| 5 | Don’t know | 3 |
| 6 | Have not tried | 2 |
| 7 | Did not respond | 6 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes | 21 |
| 2 | No | 1 |
| 3 | Don’t know/never needed to | 0 |
| 4 | Did not answer | 7 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Important | 16 |
| 2 | Not important | 8 |
| 3 | Did not answer | 5 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very easy | 21 |
| 2 | Fairly easy | 1 |
| 3 | Not very easy | 0 |
| 4 | Not easy at all | 1 |
| 5 | Don’t know | 0 |
| 6 | Have not tried | 1 |
| 7 | Did not respond | 5 |

**Q18. How do you normally book your appointments at your practice? (Please tick all boxes that apply)**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | In person | 21 |
| 2 | By telephone | 2 |
| 3 | Online | 0 |
| 4 | Does not apply | 1 |
| 5 | Did not respond | 5 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | In person | 22 |
| 2 | By telephone | 3 |
| 3 | Online | 0 |
| 4 | Does not apply | 0 |
| 5 | Did not respond | 4 |

**Q20. How quickly do you usually get seen?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Same day or next day | 17 |
| 2 | 2-4 days | 3 |
| 3 | 5 days or more | 2 |
| 4 | I don’t usually need to be seen quickly | 2 |
| 5 | Don’t know, never tried | 0 |
| 6 | Did not respond | 5 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Excellent | 16 |
| 2 | Very good | 5 |
| 3 | Good | 1 |
| 4 | Satisfactory | 0 |
| 5 | Poor | 0 |
| 6 | Very poor | 1 |
| 7 | Does not apply | 1 |
| 8 | Did not respond | 5 |

**Thinking of times when you were willing to see any doctor:**

**Q22. How quickly do you usually get seen?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Same day or next day | 19 |
| 2 | 2-4 days | 2 |
| 3 | 5 days or more | 1 |
| 4 | I don’t usually need to be seen quickly | 1 |
| 5 | Don’t know, never tried | 1 |
| 6 | Did not respond | 5 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Excellent | 17 |
| 2 | Very good | 4 |
| 3 | Good | 0 |
| 4 | Satisfactory | 0 |
| 5 | Poor | 1 |
| 6 | Very poor | 1 |
| 7 | Does not apply | 1 |
| 8 | Did not respond | 5 |

**Thinking of your most recent consultation with a doctor or nurse:**

**Q24. How long did you wait for your consultation to start?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Less than 5 minutes | 3 |
| 2 | 5-10 minutes | 13 |
| 3 | 11-20 minutes | 7 |
| 4 | 21-30 minutes | 1 |
| 5 | More than 30 minutes | 0 |
| 6 | There was no set time for my consultation | 0 |
| 7 | Did not respond | 5 |

**Q25. How do you rate how long you waited?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Excellent | 7 |
| 2 | Very good | 8 |
| 3 | Good | 4 |
| 4 | Satisfactory | 2 |
| 5 | Poor | 1 |
| 6 | Very poor | 1 |
| 7 | Does not apply | 0 |
| 8 | Did not respond | 6 |

**Q26. Is your GP practice currently open at times that are convenient to you? If answered YES patient directed to Q28.**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | **Yes – directed to Q28** | 23 |
| 2 | No | 1 |
| 3 | Don’t know | 0 |
| 4 | Did not answer | 5 |

**Q27. Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply) Only to be answered if did not respond YES for question 26.**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Before 8am | 1 |
| 2 | At lunchtime | 1 |
| 3 | After 6:30pm | 1 |
| 4 | On a Saturday | 2 |
| 5 | On a Sunday | 1 |
| 6 | None of these | 0 |
| 7 | Did not respond | 0 |

**Q28. Is there a particular GP you usually prefer to see or speak to? If answered NO to this question then directed to Q30**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes | 9 |
| 2 | **No – directed to Q30** | 12 |
| 3 | There is usually only 1 doctor in my practice – directed to Q30 | 0 |
| 4 | Did not answer | 8 |

**Q29. How often do you see or speak to the GP you prefer? Only to be answered if responded YES to Q28**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Always or almost always | 6 |
| 2 | A lot of the time | 2 |
| 3 | Some of the time | 0 |
| 4 | Never or almost never | 0 |
| 5 | Not tried at this practice | 0 |
| 6 | Did not answer | 1 |

***If you have not seen a nurse in the last 6 months please go to Q37***

**How good was the Nurse you last saw at:**

**Q30. Putting you at your ease?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 22 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 6 |

**Q31. Giving you enough time?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 18 |
| 2 | Good | 5 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 6 |

**Q32. Listening to you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 20 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 8 |

**Q33. Explaining your condition and treatment?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 20 |
| 2 | Good | 2 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 1 |
| 7 | Did not respond | 6 |

**Q34. Involving you in decisions about your care?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 21 |
| 2 | Good | 1 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 1 |
| 7 | Did not respond | 6 |

**Q35. Providing or arranging treatment for you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very good | 20 |
| 2 | Good | 3 |
| 3 | Satisfactory | 0 |
| 4 | Poor | 0 |
| 5 | Very poor | 0 |
| 6 | Does not apply | 0 |
| 7 | Did not respond | 6 |

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

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes | 22 |
| 2 | No | 0 |
| 3 | Did not respond | 7 |

**Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:**

**Q37. Understand your health problems?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very well | 25 |
| 2 | Unsure | 0 |
| 3 | Not very well | 0 |
| 4 | Does not apply | 0 |
| 5 | Did not respond | 4 |

**Q38. Cope with your health problems?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very well | 24 |
| 2 | Unsure | 0 |
| 3 | Not very well | 0 |
| 4 | Does not apply | 0 |
| 5 | Did not respond | 5 |

**Q39. Keep yourself healthy?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Very well | 21 |
| 2 | Unsure | 1 |
| 3 | Not very well | 0 |
| 4 | Does not apply | 0 |
| 5 | Did not respond | 7 |

**Q40. Overall, how would you describe your experience of your GP practice?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Excellent | 20 |
| 2 | Very good | 3 |
| 3 | Good | 0 |
| 4 | Satisfactory | 0 |
| 5 | Poor | 0 |
| 6 | Very poor | 0 |
| 7 | Does not apply | 0 |
| 8 | Did not respond | 6 |

**Q41. How likely are to recommend your GP practice to friends and family if they need similar care or treatment?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Extremely likely | 18 |
| 2 | Likely | 1 |
| 3 | Neither likely nor unlikely | 2 |
| 4 | Extremely unlikely | 3 |
| 5 | Don’t know | 0 |
| 6 | Did not respond | 5 |

**It would help us to understand your answers if you could tell us a little about yourself:**

**Q42. Are you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Male | 23 |
| 2 | Female | 1 |
| 8 | Did not respond | 5 |

**Q43. How old are you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | 16-44 | 0 |
| 2 | 45-64 | 0 |
| 3 | 65-74 | 12 |
| 4 | 75 or over | 10 |
| 8 | Did not respond | 7 |

**Q44. Do you have a long-standing health condition?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Yes | 20 |
| 2 | No | 3 |
| 3 | Don’t know/can’t say | 0 |
| 4 | Did not respond | 6 |

**Q45. What is your ethnic group?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | White | 20 |
| 2 | Black or Black British | 0 |
| 3 | Asian or Asian British | 0 |
| 4 | Mixed | 1 |
| 5 | Chinese | 0 |
| 6 | Other ethnic group | 0 |
| 7 | Did not respond | 8 |

**Q46. Which of the following best describes you?**

**Number Responses**

|  |  |  |
| --- | --- | --- |
| 1 | Employed (full or part time, including self-employed) | 1 |
| 2 | Unemployed/looking for work | 0 |
| 3 | At school or in full time education | 0 |
| 4 | Unable to work due to long term sickness |  |
| 5 | Looking after your home / family | 0 |
| 6 | Retired from paid work | 22 |
| 7 | Other |  |
| 8 | Did not respond | 6 |

**Patients were asked to add any comments they would like to make about their GP practice and below are the comments received:**

Was able to confide with 100% confidence

Best available in the UK

Could not wish for better

Very very good doctor

I am very confident my GP will continue to provide the care presently provided

We are so lucky to have such care! Reception is always cheerful & helpful

Very good

Very satisfied, I can’t fault the staff or the doctor 10/10

Dr Keating is one of the best I have had in my life time

Excellent GP practice, always ready to help you and get the correct medical response

GP practice is brilliant!

They are wonderful – they are the best GP practice I have ever had

Doctors and Nurses first class, Practice Manager outstanding and Physiotherapists department excellent

I cannot really fault the health care of the MTI; they do their best under the circumstances!!

Very satisfactory

**There was one negative comment received regarding the length of time one of our patients had to wait for their consultation to start with the doctor which was 5-10 minutes and the patient rated this as ‘poor’ and commented that ‘does anybody like waiting?’ This patient had ticked that they were able to be seen on the same day or next day when requesting a doctor’s appointment either with a particular doctor or if willing to see any doctor. The national average wait for a GP appointment is a fortnight.**

**Report conclusion**

The practice objective in undertaking this annual questionnaire was to ascertain how our patients perceived the service we provide to them, to identify areas in which we perform well but also to identify areas which require review and improvement.

Prior to undertaking our annual patient survey a meeting was held with our Patient Reference Group (PRG) members in October 2016 to discuss the methodology and question template to be used to ensure we collected information relevant to the services we provide and would help us identify any areas requiring improvement in the practice. It was agreed by the PRG members present to use the identical General Practice Assessment Questionnaire (GPAQ) as for 2015-16.

The results of the survey of the 29 completed GPAQ forms submitted, which equates to 10.3% of our practice population as of the last day questionnaires collected, have demonstrated that the practice continues to provide our patients with a good level of service, however there remain some areas which were highlighted as requiring review i.e. ease of speaking to a doctor or nurse over the telephone which as a team we will discuss to determine how any improvements can be made. Our patients continue to prefer to make their appointments in person and to have the facility to book their appointments in advance and the majority are then seen either on the same day or the next day. They found appointments were easy to make and when attending for their appointments the average wait to be seen was 5-10 minutes. We sent all our practice Patient Reference Group (PRG) members a copy of this summary to comment upon and invited them to a meeting if they felt that this would be appropriate to discuss the outcome of our GPAQ report which was declined, the comments received from them have now been recorded below.

Our PRG members felt that overall the comments were a true reflection of the care they receive from the medical centre, however they were surprised that a small minority of patients appear to be unaware of our opening hours and several questionnaires had been returned with unanswered questions. Positive feedback was received as to the format and presentation of this report.

The practice contract opening hours with NHS England remain as 08:00-18:30hrs Monday – Friday with no lunch time closing, it was therefore of interest to note that there remain a small minority of patients who appear to be unaware of this.

We would like to take this opportunity to thank our patients and PRG members for taking the time to complete our GPAQ questionnaires and attending our meetings, as the service we provide is for them and without their feedback we would not be in position to determine areas in which we perform well and areas in which we need to review and improve.