

## Patient Survey Feedback Streatham High Practice.

The survey was carried out by Streatham High Practice in January 2013. Questionnaires were distributed to patients following consultations with all employed Doctors over a two week period. Completed surveys were collated and analysed for discussion internally within the practice and with our Patient Group. The practice achieved a response of 160 questionnaires. GPAQ version 3 questions were included as these reflected the issues we and patients wanted to explore further. GPAQ Questions included from GPAQ are copyright of the University of Cambridge/University of Manchester. GPAQ was originally developed from the PCAS survey with the permission of Dr Dana Gelb Safran.

The following tables summarise the individual scores for the evaluation questions in the survey, i.e. the ones where patients made a judgment about how good that aspect of care was.

**Q1 How helpful do you find the receptionists at your GP practice?**

Very helpful	<b>86</b>
Fairly helpful	<b>45</b>
Not very helpful	<b>2</b>
Not at all helpful	
Don't know	<b>1</b>

**Q2 How easy is it to get through to someone at your GP practice on the phone?**

Very easy	<b>95</b>
Fairly easy	<b>50</b>
Not very easy	<b>8</b>
Not at all easy	<b>1</b>
Don't know	<b>1</b>
Haven't tried	<b>4</b>

**Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

Very easy	<b>66</b>
Fairly easy	<b>36</b>
Not very easy	<b>10</b>
Not at all easy	<b>4</b>
Don't know	<b>8</b>
Haven't tried	<b>46</b>

**Q4 If you need to see a GP urgently, can you normally get seen on the same day?**

Yes	<b>122</b>
No	<b>11</b>
Don't know / never needed to	<b>23</b>

**Q5** How important is it to you to be able to book appointments ahead of time in your practice?

Important	<b>136</b>
Not important	<b>14</b>

**Q6** How easy is it to book ahead in your practice?

Very easy	<b>69</b>
Fairly easy	<b>57</b>
Not very easy	<b>13</b>
Not at all easy	<b>2</b>
Don't know	<b>5</b>
Haven't tried	<b>8</b>

**Q7** How do you normally book your appointments at your practice? (please X all boxes that apply)

In person	<b>32</b>
By phone	<b>125</b>
Online	<b>1</b>
Doesn't apply	

**Q8** Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person	<b>32</b>
By phone	<b>104</b>
Online	<b>24</b>
Doesn't apply	<b>2</b>

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

**Q9** How quickly do you usually get seen?

Same day or next day	<b>87</b>
2-4 days	<b>27</b>
5 days or more	<b>10</b>
I don't usually need to be seen quickly	<b>5</b>
Don't know, never tried	<b>23</b>

**Q10** How do you rate this?

Excellent	<b>54</b>
Very good	<b>46</b>
Good	<b>18</b>
Fair	<b>13</b>
Poor	<b>2</b>
Very poor	
Does not apply	<b>23</b>

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

**Q11** How quickly do you usually get seen?

Same day or next day	<b>117</b>
2-4 days	<b>25</b>
5 days or more	<b>6</b>
I don't usually need to be seen quickly	
Don't know, never tried	<b>7</b>

**Q12** How do you rate this?

Excellent	<b>87</b>
Very good	<b>36</b>
Good	<b>15</b>
Fair	<b>6</b>
Poor	
Very poor	
Does not apply	<b>6</b>

## Thinking of your most recent consultation with a doctor or nurse

**Q13** How long did you wait for your consultation to start?

Less than 5 minutes	<b>49</b>
5 – 10 minutes	<b>68</b>
11 – 20 minutes	<b>25</b>
21 – 30 minutes	<b>6</b>
More than 30 minutes	
There was no set time for my Consultation	<b>3</b>

**Q14** How do you rate this?

Excellent	<b>47</b>
Very good	<b>46</b>
Good	<b>34</b>
Fair	<b>14</b>
Poor	<b>9</b>
Very poor	<b>3</b>
Does not apply	

## About opening times

**Q15** Is your GP practice currently open at times that are convenient to you?

Yes	<b>137</b>
No	<b>8</b>
Don't know	<b>5</b>

**Q16** Which of the following additional opening hours would make it easier for you to see or speak to someone?

Before 8am	<b>13</b>
At lunchtime	<b>13</b>
After 6.30pm	<b>13</b>
On a Saturday	<b>10</b>
On a Sunday	<b>7</b>
None of these	<b>8</b>

## About seeing the doctor of your choice

**Q17** Is there a particular GP you usually prefer to see or speak to?

Yes	<b>80</b>
No	<b>67</b>
There is usually only one doctor in my surgery	

**Q18** How often do you see or speak to the GP you prefer?

Always or almost always	<b>33</b>
A lot of the time	<b>31</b>
Some of the time	<b>32</b>
Never or almost never	<b>9</b>
Not tried at this GP practice	<b>5</b>

## How good was the last GP you saw in the last six months at each of the following?

### Q19 Giving you enough time

Very good	67
Good	70
Fair	12
Poor	5
Very poor	1
Does not apply	

### Q20 Listening to you

Very good	95
Good	38
Fair	9
Poor	2
Very poor	
Does not apply	1

### Q21 Explaining tests and treatments

Very good	96
Good	32
Fair	12
Poor	1
Very poor	1
Does not apply	5

### Q22 Involving you in decisions about your care

Very good	79
Good	33
Fair	20
Poor	1
Very poor	
Does not apply	9

### Q23 Treating you with care and concern

Very good	78
Good	44
Fair	12
Poor	2
Very poor	
Does not apply	4

### Q24 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely	109
Yes, to some extent	27
No, not at all	1
Don't know / can't say	2

## How good was the last Nurse you saw in the last six months at each of the following?

### Q25 Giving you enough time

Very good	56
Good	48
Fair	10
Poor	5
Very poor	
Does not apply	11

### Q26 Listening to you

Very good	66
Good	34
Fair	9
Poor	
Very poor	
Does not apply	12

**Q27 Explaining tests and treatments**

Very good	67
Good	38
Fair	9
Poor	
Very poor	
Does not apply	9

**Q28 Involving you in decisions about your care**

Very good	60
Good	36
Fair	10
Poor	2
Very poor	
Does not apply	14

**Q29 Treating you with care and concern**

Very good	62
Good	34
Fair	16
Poor	3
Very poor	
Does not apply	11

**Q30 Did you have confidence and trust in the nurse you saw or spoke to?**

Yes, definitely	76
Yes, to some extent	24
No, not at all	3
Don't know / can't say	15

**About the care from your doctors and nurses**

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

**Q31 Understand your health problems?**

Very well	114
Unsure	24
Not very well	2
Does not apply	11

**Q32 Cope with your health problems**

Very well	115
Unsure	20
Not very well	3
Does not apply	12

**Q33 Keep yourself healthy**

Very well	97
Unsure	32
Not very well	4
Does not apply	13

**Q34 Overall, how would you describe your experience of your GP surgery?**

Excellent	71
Very good	49
Good	20
Fair	4
Poor	1
Very poor	1

**Q35 Would you recommend your GP surgery to someone who has just moved to your local area?**

Yes, definitely	109
Yes, probably	32
No, probably not	1
No, definitely not	1
Don't know	2

The following tables display the demographic data collected in the survey

**Q36 Are you ?**

Male	<b>37</b>
Female	<b>102</b>

**Q37 How old are you?**

Under 16	<b>5</b>
16 to 44	<b>102</b>
45 to 64	<b>26</b>
65 to 74	<b>10</b>
75 or over	<b>6</b>

**Q38 Do you have a long-standing health condition?**

Yes	<b>70</b>
No	<b>67</b>
Don't know / can't say	<b>10</b>

**Q39 What is your ethnic group?**

White	<b>96</b>
Black or Black British	<b>20</b>
Asian or Asian British	<b>25</b>
Mixed	<b>5</b>
Chinese	
Other ethnic group	<b>10</b>

**Q40 Which of the following best describes you?**

Employed (full or part time, including self-employed)	<b>89</b>
Unemployed / looking for work	<b>11</b>
At school or in full time education	<b>9</b>
Unable to work due to long term sickness	<b>5</b>
Looking after your home/family	<b>8</b>
Retired from paid work	<b>13</b>
Other	<b>5</b>