

WHITCHURCH SURGERY

PATIENT SURVEY

2008

The Practice undertook a random patient survey during September, October and November 2008. The questionnaires and the service of collating the responses were provided by Patient Dynamics Ltd. The questionnaires used were the General Practice Assessment Questionnaires (GPAQ)

We distributed the approved GPAQ questionnaire to patients in the surgery. We obtained an anonymous random selection of patients and tried to collect at least 25 questionnaires for every General Practitioner.

The questions covered a range of aspects. Printed below is a random selection of questions with answers:

Satisfaction with receptionists	Number of responses	% of responses
Excellent	56	52
Very Good	43	39
Good	7	6
Fair	2	2
Poor	1	1
Very Poor	0	0

Satisfaction with opening hours for appointments	Number of responses	% of responses
Excellent	27	24
Very Good	56	50
Good	22	20
Fair	5	5
Poor	1	1
Very Poor	0	0

Satisfaction with time doctor spends	Number of responses	% of responses
Excellent	45	42
Very Good	44	42
Good	11	10
Fair	4	4
Poor	0	0
Very Poor	0	0
Does Not Apply	2	2

If you need to see a GP urgently, can you normally be seen the same day	Number of responses	%of response
Yes	82	75
No	1	1
Don't know/never needed to	27	24

Satisfaction with doctors caring and concern	Number of responses	% of responses
Excellent	60	55
Very Good	34	31
Good	10	9
Fair	2	2
Poor	0	0
Very Poor	0	0
Does Not Apply	3	3

Satisfaction with doctors explanations	Number of responses	% of responses
Excellent	53	48
Very Good	35	33
Good	13	12
Fair	4	4
Poor	1	1
Very Poor	0	0
Does Not Apply	3	3

How do you rate the hours that the practice is open for appointments	Number of responses	% of responses
Excellent	27	24
Very Good	56	50
Good	22	20
Fair	5	5
Poor	1	1
Very Poor	0	0

The surgery team feels that these results are very reassuring and is evidence that the majority of the practice population is very appy with the service that is being provided.

The following table summaries the individual scores for the evaluation questions in GPAQ. (the ones where patients made a judgement about how good that aspect of care was) Each score is expressed as an average for all patients who completed the individual question. They are represented as a percentage of the maximum possible score, so the best possible score in each case is 100. This highlights the areas where the practice has scored well and being able to compare against other practices.

	Rating	GPAQ Benchmark
Satisfaction with receptionists	88	77
Satisfaction with opening hours	79	67
Satisfaction with availability of a particular doctor	79	60
Satisfaction with availability of any doctor	86	69
Satisfaction with waiting times at practice	57	57
Satisfaction with phoning through to practice	83	59
Satisfaction with phoning through to doctor for advice	74	61
Satisfaction with continuity of care	81	69
Satisfaction with doctors questioning	85	81
Satisfaction with how well doctor listens	87	84
Satisfaction with how well doctor puts patient at ease	88	84
Satisfaction with how much doctor involves patient	85	81
Satisfaction with doctors explanations	85	83
Satisfaction with time doctor spends	85	80
Satisfaction with doctors patience	88	84
Satisfaction with doctors caring and concern	89	84
Ability to understand problem after visiting doctor	73	69
Ability to cope with problem after visiting doctor	72	66
Ability to keep healthy after visiting doctor	69	62
All things considered, how satisfied are you with your practice?	90	

These results provide the evidence that the Surgery continues to strive to provide the best service to the practice population.