

Comments from patients 29-Mar-2007

Practice 275: Number 18 Surgery

Sex Age Comment

Q18a: Is there anything particularly good about your health care?

F	16-39	A friendly practice.
M	60+	Attention offered.
F	16-39	Easy access. The doctors are very good with children.
F	16-39	All of the staff are helpful and polite, they are always smiling. I have never had any problems.
F	16-39	The appointment system is more efficient than at other practices.
F	16-39	I usually get the help I require.
F	16-39	I am always able to see someone.
F	16-39	Easy access.
F	16-39	I have had great support over the years.
M	60	Regular health checks in 'well' clinic.
F	16-39	Good continuity. Good feeling of equality in doctor-patient relationship.
F	16-39	Excellent midwifery service.
F	16-39	This practice is exemplary. The reception, nurses and doctors have all been caring, professional and provide the best health care.
F	16-39	The doctor is excellent and very helpful.
F	16-39	The practice is very responsive when my children are ill. They provide excellent follow-up.
F	16-39	Everyone is so friendly.
F	16-39	One receptionist has been particularly encouraging. It has made all the difference on my visits.
M	60+	The doctors I have seen have all been helpful, patient and understanding.
F	16-39	The staff are kind and polite.
M	16-39	I feel there is a real connection in the surgery between a healthy lifestyle and prevention, not just a focus on treatment after the illness.
M	40-59	All doctors in the practice that I or my family have seen are very good.
M	40-59	Friendliness and cheerful.
F	60+	The doctors are always willing to listen.
M	60+	Friendly, listening and caring.
M	60+	The nurses are very helpful and pleasant.
M	60+	Caring atmosphere.
M	60+	Very happy.
M	60+	The practice cares for body, mind and spirit in the right balance.
M	60+	An excellent, knowledgeable and empathetic doctor.
M	60+	I am perfectly happy with the excellent treatment I receive.
M	60+	Kindness, care and consideration is always shown to me.
M	60+	The service is helpful and friendly.
M	60+	I think the practice is well run and takes good care of me.

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<i>Sex</i>	<i>Age</i>	<i>Comment</i>
M	40-59	I have enjoyed good care from all of the staff at the practice.
M	60+	Quick appointments.
F	60±	Very good staff.
F	60+	The doctors and staff are very helpful and caring.
F	60+	I am satisfied.
F	60±	No further comments, excellent help from doctors and staff at this surgery.
F	60+	Everyone at the practice is helpful and caring. The practice is also looking to improve. There is always information available on health issues and preventative medicine.
F	60±	I am totally satisfied and happy with the care I have received from the surgery.
F	60+	Very satisfied.
F	60+	I have always found everyone in the practice very helpful and caring. They have always been there for me and when I was a "care?" for a friend.
F	60+	I really feel like the staff care. There is always a smile.
F	60±	Always feel confident after seeing one nurse, they are always ready to explain all problems and listens to all.
F	60+	The concern for having regular health checks.
F	60+	I am satisfied with everything.
F	60±	I am completely satisfied and happy with the care and attention I receive from all of the staff at the practice.
F	60+	A feeling of reassurance at seeing the same doctor over a number of years, both for myself and my family.
F	16-39	I can see my doctor on a regular basis and have a double appointment.
M	40-59	Ability to see a doctor or nurse fairly quickly. Not to be underestimated!
F	60÷	Nice people at this practice.
F	40-59	I think we are very lucky to attend this surgery. It is very well run. My family and I are well cared for. I really appreciate the emergency doctor appointments.
F	16-39	Calm and caring environment. Excellent with children.
F	40-59	This is an excellent practice with dedicated staff. I cannot speak highly enough of the care my family has received over the years. Thank you so much.
F	60±	This surgery has excellent receptionists, nurses and doctors. I am always confident with their support.
F	40-59	The doctor was pro-active in contacting me and checking that I was feeling okay, but not in an intrusive way.
F	60+	Excellent practice in every way.
F	40-59	I have always found everyone at the practice to be friendly and helpful.
F	40-59	Genuine care given by all the staff, never hurried. Patient with children and reassuring.
F	40-59	Since developing diabetes, I have been very impressed with the level of care and information provided, particularly by one of the nurses.
F	40-59	The doctors, nurses and receptionists are very helpful and cheerful.
F	40-59	Everything is fine. The staff is very good.
F	40-59	I am very happy with the service.
F	40-59	Caring, friendly, excellent practice.
F	40-59	Dedicated doctors. Never too busy to give full attention.
F	40-59	The doctor has always referred me to a specialist if necessary.

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Sex Age Comment

F 40-59 The surgery has been excellent.
 F 40-59 I have always been very satisfied with the doctors I have seen at the practice. They have been very caring and approachable. The receptionists are also helpful.
 F 40-59 I find the care received to be good.

QIBb: Is there anything that can be improved?

M 60+ Saturday morning surgery.
 F 16-39 More continuity of care, and some choice in who you see.
 F 1 6-39 Not pulling my business in places where anyone can view it ie health visitors. What I tell my doctor is between them and myself NOT the rest of the team! Some of the nurses are judgemental.
 F 16-39 Waiting times.
 F 16-39 One of the receptionists is very rude, the others are good.
 F 16-39 It has been a bit disheartening to hear the midwives complaining how shortstaffed and overworked they are. It made me feel quite guilty.
 F 16-39 More opening hours at the weekend, Saturday not Sunday.
 F 16-39 Waiting times.
 M 40-59 Parking is difficult in this area, but this is not the fault of the surgery.
 M 60÷ I couldn't ask for better.
 M 60 Extend the forward appointments diary.
 M 40-59 It is sometimes difficult to get through on the phone, but this is not a big issue.
 M 16-39 The locum doctors have not been of the same high standard as the resident doctors.
 F 40-59 It would be helpful if you could ring the surgery from 8am.
 F 16-39 More could be done to support people who want to lose weight. The locum doctors have not been consistently good.
 F 16-39 Weight loss clinics. More phone lines at busy times.
 F 60+ It would be better if the practice was open on Saturday for emergencies.
 F 16-39 More diversity of times to see a doctor. Before or after working hours?
 F 60± Please could you have an extra speaker fitted in the outer waiting place? Doctors and nurses speak very distinctly when calling patients in, there's often a lot of quite legitimate talking and some of us are a bit deaf.
 F 16-39 Weight loss clinic.
 F 60+ The comfort of waiting areas i.e. conservatory.
 F 40-59 Cleaning of surgery, floors etc.
 F 40-59 Confidentiality of reception telephone, it is possible to hear conversations.
 F 40-59 Clinics could start earlier.
 F 40-59 Quicker appointments, longer time needed with the doctors not to feel rushed.
 F 40-59 Clone one of the nurses? We could do with another one.
 F 40-59 The Saturday surgery could be re-opened. At the moment we have to go to A&E at the weekend.
 F 40-59 As a family we have not been satisfied with the district nurses.
 F 40-59 It used to be possible to see a doctor on Saturday morning better than going to primary care or NHS Direct with children in particular.

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<i>Sex</i>	<i>Age</i>	<i>Comment</i>
F	40-59	Longer opening times.
F	60+	There is an unpleasant and choking perfume in the reception area. I would like this to be removed.

Q18c: Any Other Comments?

M	60+	The practice inspires confidence.
F	16-39	Very caring practice, and provides excellent care.
F	16-39	I feel lucky to have found this surgery
F	16-39	I was pleased to see this doctor and will ask to do so again.
F	16-39	I value the NHS.
F	16-39	Good, pleasant surgery.
M	60+	Always satisfied with care and attention received at the practice. Well done.
M	60+	This practice is well organised.
M	60+	Thank you for being there.
M	60+	The doctor is caring and helpful, and takes extra time to listen.
M	60+	This practice is a shining example of how a practice should be run.
F	16-39	I am satisfied.
M	60+	I have received excellent service from this practice.
F	60+	It would be nice to have another female doctor.
M	60+	Generally no complaints, keeping to appointment times could be better but not at the expense of patient care.
F	40-59	I am very happy with the support given to me by the doctor.
F	40-59	The doctor is the best I have ever had!
F	40-59	Generally very satisfied, I feel well cared for. Thank you.
F	40-59	I have no complaints about our surgery, all the doctors are good and the nurses and staff are very good.
F	40-59	Location is good for parking. My child has always been seen straight away.
F	40-59	Thanks for your services, generally very good.
F	40-59	The doctor always gives focused time. Never appears hurried even when busy.
F	60+	We are very fortunate to be registered with such a good practice. The whole team is to be congratulated. We appreciate the hard work and enthusiasm.
F	60+	This is the best surgery in the area.
F	60+	I am perfectly happy except for the telephone.
F	60+	A pleasant lively place to come. Thanks.
F	60+	I cannot praise the way my late partner was cared for enough, with patience, caring and sensitivity. I am very lucky to be a patient at this practice.
F	60+	I couldn't be in better hands.
M	40-59	This is an excellent practice.
F	40-59	The receptionists have been nicer in recent years.

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**Table 1: Service evaluation and satisfaction 29-Mar-2007
results and benchmarks**

Practice 275: Number 18 Surgery

Ratings referring to satisfaction with the doctors' consultation are highlighted in bold

	Mean Score	GPAQ Benchmark
Q2: Satisfaction with receptionists	82	75
Q3a: Opening hours	72	67
Q4b: Availability of PARTICULAR doctor	60	58
Q5b: Availability of ANY doctor	79	68
Q7b: Waiting times at practice	61	56
Q8a: Phoning through to practice	60	59
• Q8b: Phoning through to doctor for advice	71	59
Q9b: Continuity of care	73	68
Q10a: Doctor's questioning	85	79
Q10b: How well the doctor listens	88	81
Q10c: How well doctor puts patient at ease	88	82
Q10d: How much doctor involves patient	86	79
Q10e: Doctors explanations	88	81
Q10f: Time doctor spends	85	78
Q10g: Doctor's patience	88	81
Q10h: Doctor's caring and concern	89	82
QUa: Ability to understand problem after visit	72	69
Q11b: Ability to cope with problem after visit	68	66
Q11c: Ability to keep healthy after visit	60	61

BLANK RESPONSES ARE NOT INCLUDED IN THE ANALYSIS.

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on.

Information about GPAQ Benchmarks can be found at www.gpaq.info. The benchmarks provided relate to the 2004-5 contract year.

Table	3: Summary of	the	report questions 29-Mar-2007
<i>Practice 275: Number 18 Surgery</i>		<i>No. Patients Surveyed</i>	180

Note: Blank responses are not shown below therefore % of responses may not total 100% and the number of responses may not equal No. Patients Surveyed.

Report Question responses	%of responses	Number of
Q1a: In the past 12 months, how many times have you seen a doctor from this practice?		
None		7
	4%	
1-2 times		37
	21%	
3-4 times		66
	37%	
5-6times		38
	21%	
7ormore		31
	17%	
Q3b: What additional hours would you like the practice to open?		
Early morning		14
	8%	
Lunch times		11
	6%	
Evenings		33
	18%	
Weekends		45
	25%	
None, satisfied		82
	46%	
<i>* % values may add up to greater than 100% as more than one tick box may have been selected.</i>		
Q4a: When you want to see a particular doctor how quickly do you get to see that doctor?		
Same day		20
	11%	
Next working day		14
	8%	
Within 2 working days		29
	16%	
Within 3 working days		30
	17%	
Within 4 working days		27
	15%	
5 or more working days		43
	24%	

Does not apply	13
7%	

Q5a: When you want to see ANY doctor, how quickly do you get seen?

Same day	92
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51%

Next working day	36
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20%

Within 2 working days	22
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12%

Within 3 working days	9
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5%

Within 4 working days	5
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3%

5 or more working days	3
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2%

Does not apply	5
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3%

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Table	3: Summary of	the	report questions 29-Mar-2007
Practice 275: Number 18 Surgery		No. Patients Surveyed	180

Note: Blank responses are not shown below therefore % of responses may not total 100% and the number of responses may not equal No- Patients Surveyed.

Report Questions	% of responses	Number of responses
Q6: If you need to see a GP URGENTLY, can you normally get seen on the same day?		
Yes	86%	154
No	2%	4
Don't know/ never needed	12%	22
 Q7a: How long do you usually have to wait at the practice for your consultations to begin?		
5 minutes or less	9%	16
5-10 minutes	50%	90
11-20 minutes	33%	59
21-30 minutes	6%	10
More than 30 minutes	1%	2
 Q9a: How often do you see your USUAL doctor?		
Always	14%	26
Almost Always	42%	76
A lot of the time	14%	25
Some of the time	18%	32
Almost Never	5%	9
Never	0%	0

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Table	4: Participant profile		29103/2007	
Prac	tice 275: Nit	mber 18 Surgery	No. Patients Surveyed	180

Note: Blank responses are not shown below therefore % of responses may not total 100% and the number of responses may not equal No. Patients Surveyed.

Report Questions responses	Number of responses	% of
Q12: Are You:		
Male	56	31%
Female	117	65%
Q13: Your age is:		
16-39	55	31%
40-59	46	26%
60÷	76	42%
Q14 Do you have a longstanding illness, disability, or infirmity?		
Yes	93	52%
No	77	43%
Q15: Which ethnic group do you belong to?		
White	164	91%
Black or Black British	1	1%
Asian or Asian British	0	0%
Mixed	3	2%
Chinese	0	0%
Other Ethnic	2	1%
Q16: Is your accommodation?		
Owner-occupied/mortgaged	139	77%
Rented or other	30	17%
Q17: Which of the following best describes you?		
Employed (FT or PT)	74	41%
Unemployed or job-seeking	2	1%
In education	7	4%
Unable to work due to long-term illness	11	
6%		
Looking after home/family	12	7%
Retired	63	35%
Other	2	1%

Q17: Other Employment

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