



# General Practice Assessment Questionnaire

Report

Portugal Place Health Centre

All Respondents  
21/02/2012

## Summary

In total there were 500 respondents.

### Receptionists and Appointments

- 96% said that they found receptionists at the practice helpful.
- 70% said that it is easy to get through on the phone.
- 68% said that it is easy to speak to a doctor or nurse on the phone.

85% said that if they need to speak to a GP urgently they can normally get seen on the same day.

84% said that it is important to them to be able to book appointments ahead of time in the practice and 47% said that it is easy to book ahead in the practice.

24% said that they normally book appointments at the practice in person, and 85% do so by phone. When asked how they prefer to book appointments, 29% said in person, 81% said by phone and 34% said that they prefer to book their appointments online.

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 39% said that they usually get seen the same day or next day, and 30% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 80% said that they usually get seen on the same day or next day, and 18% said that they usually get seen within 2 to 4 days.

Overall, 37% rated the time it takes to be seen by a particular doctor as excellent or very good, and 59% rated the time it usually takes to be seen by any doctor as excellent or very good.

In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 17% said that it took less than 5 minutes, 44% said it took between 5 and 10 minutes, 25% said it took between 11 and 20 minutes and 14% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 37% of patients.

### Opening Hours

89% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for patients to see or speak to someone. 46% said before 8am, 16% said at lunchtime, 61% said after 6.30pm, 67% said Saturday and 35% Sunday. 0% said that none of these times would be convenient.

### Seeing Preferred Doctor

71% said that there is a particular GP who they usually prefer to speak to. Of these, 34% said that they always or almost always get to speak to that GP, and 32% said that they get to speak to that GP a lot of the time.

### Ratings of GP

Patients were asked a series of questions about the last GP that they saw.

- 94% rated the GP as very good or good at giving them enough time.
- 94% rated the GP as very good or good at listening.
- 92% rated the GP as very good or good at explaining tests and treatments.
- 92% rated the GP as very good or good at involving them in decisions about their care.
- 92% rated the GP as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the GP they last saw or spoke to. 81% said that they definitely had confidence and trust in the GP and 17% said that they had some confidence and trust in the GP.

### Ratings of Last Nurse Seen

Patients were asked a series of questions about the last nurse that they saw.

- 95% rated the nurse as very good or good at giving them enough time.
- 92% rated the nurse as very good or good at listening.
- 88% rated the nurse as very good or good at explaining tests and treatments.
- 90% rated the nurse as very good or good at involving them in decisions about their care.
- 93% rated the nurse as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the nurse they last saw or spoke to. 87% said that they definitely had confidence and trust in the nurse and 12% said that they had some confidence and trust in the nurse.

### **Quality of Care Received**

Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel their practice helped them:

- 89% said that they felt that the practice helped them to understand their health problems very well.
- 84% said that their practice helps them to cope with health problems very well.
- 82% said that their practice helps them to keep themselves healthy very well.

### **Overall Ratings of Practice**

Overall 73% said that they would describe their experience as excellent or very good and 62% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

### **Analysis of Data within this Report**

Figures are calculated as a proportion of respondents who answered each question - that is, excluding those that did not reply. The report also removes instances where a respondent has indicated that they don't know the answer to the question, or where they have said that the question is not applicable to them. Not all figures add to 100%. This may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, in the commentary the report often quotes a combination of scores. Due to this approach, at times, the overall '% positive' score can be slightly different to the score obtained when adding together the '% excellent' and '% very good' as displayed on the chart as a consequence of rounding of the data.

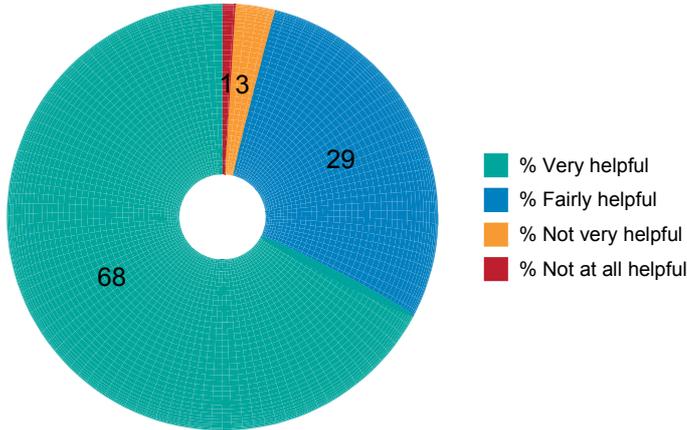
# Booking Appointments & Reception

At the beginning of the questionnaire, patients were asked a series of questions about the quality of service they receive when making appointments. To begin with, 96% said that they found receptionists at the practice helpful.

They were then asked about how easy it is to get through to the practice:

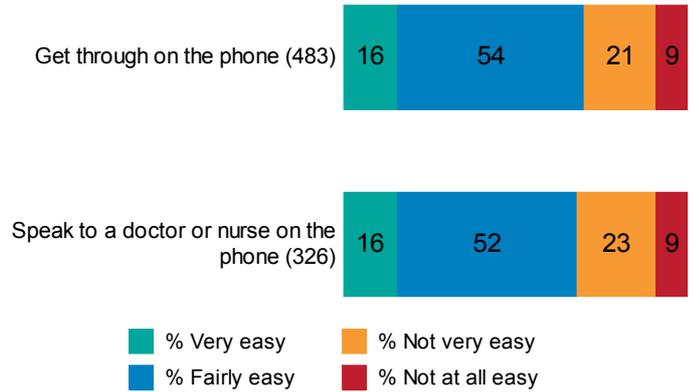
- 70% said that it is easy to get through on the phone.
- 68% said that it is easy to speak to a doctor or nurse on the phone.

## Helpfulness of receptionists



Base: All Respondents excluding Don't know (493)

## Dealing with calls

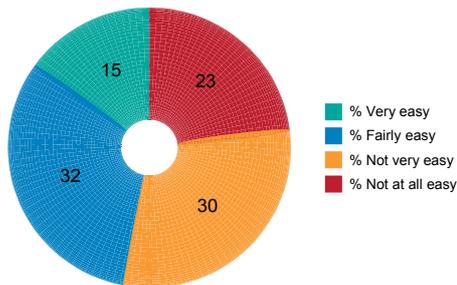


Base: All Respondents excluding Have not tried and Don't know

47% said that it is easy to book ahead in the practice, and 84% said that it is important to them to be able to book appointments ahead of time.

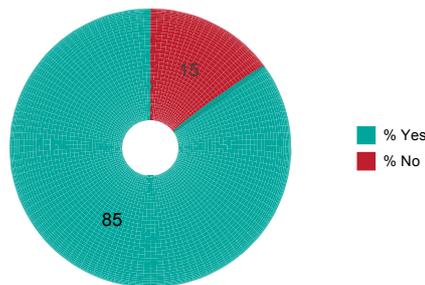
When it comes to more urgent appointments, 85% said that if they need to speak to a GP urgently they can normally get seen on the same day.

Thinking about your practice, how easy is it to book ahead?



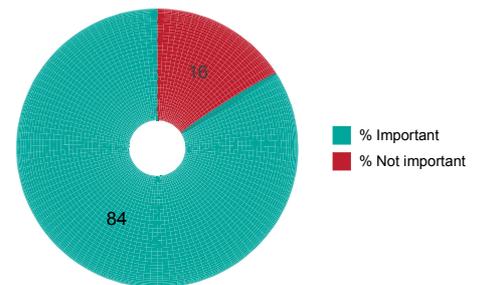
Base: All Respondents excluding Have not tried (421)

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



Base: All Respondents excluding Don't know (432)

How important is it to book appointments ahead of time?



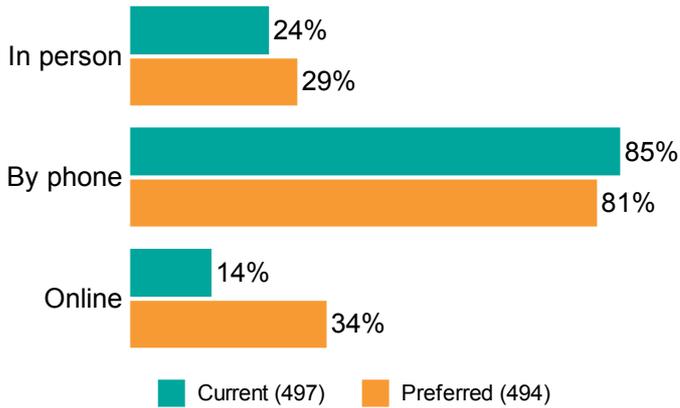
Base: All Respondents (500)

## Current & Preferred Methods of Contact

24% said that they normally book appointments at the practice in person, 85% do so by phone and 14% do so online. When asked how they prefer to book appointments, 29% said in person, 81% said by phone, and 34% said that they prefer to book their appointments online.

The practice manager should look at the findings to these questions to see if there is a large gap between how customers currently book and how they would like to book. One way of doing this is to simply identify the size of the gap between the two findings; i.e. by subtracting the 'preferred' proportion from the 'current' proportion.

### Current and preferred methods of contact



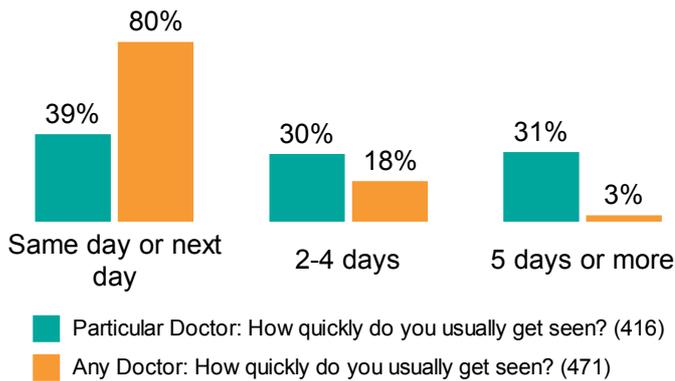
*Base: All Respondents excluding Doesn't apply*

# Availability of GPs

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 39% said that they usually get seen the same day or next day, and 30% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 80% said that they usually get seen on the same day or next day, and 18% said that they usually get seen within 2 to 4 days.

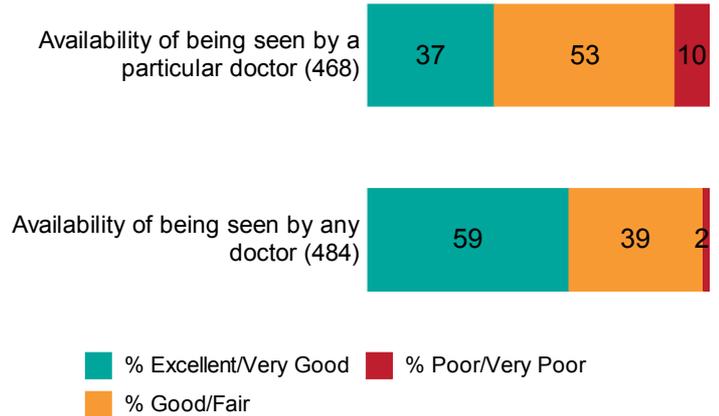
Overall, 37% rated the time it takes to be seen by a particular doctor as excellent or very good, and 59% rated the time it usually takes to be seen by any doctor as excellent or very good. When looking at the ratings for speed of being seen by any doctor, the overall length of wait was rated as excellent or very good by 59% of patients.

## Availability of appointments



Base: All Respondents excluding Don't know, never tried and Don't need to be seen quickly

## Rating availability of appointments



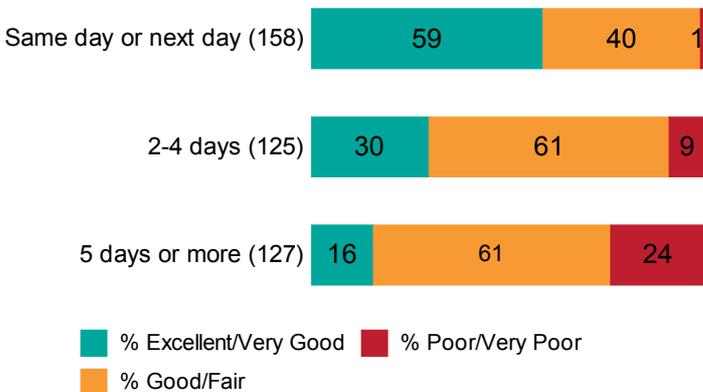
Base: All Respondents excluding Does not apply

In the following chart, the data has been broken down, so that we can see whether those who waited less time to be seen by a doctor were more satisfied than those who waited for longer.

Of those who saw a particular doctor on the same day or the next day, 59% said that they rated this length of wait as excellent or very good. This compares to 30% for those who waited 2-4 days, and 16% of those who waited more than 5 days or more.

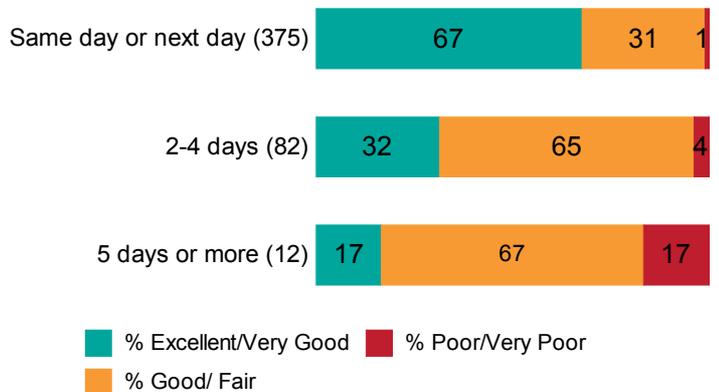
When looking at the same questions and analysis for any doctor; of those who were seen on the same day or the next day 67% said that they rated this length of wait as very good or excellent, this compares to 32% for those who waited 2-4 days and 17% of those who waited 5 days or more.

## Rating availability of appointments: To see a particular doctor



Base: All Respondents excluding Does not apply

## Rating availability of appointments: To see any doctor

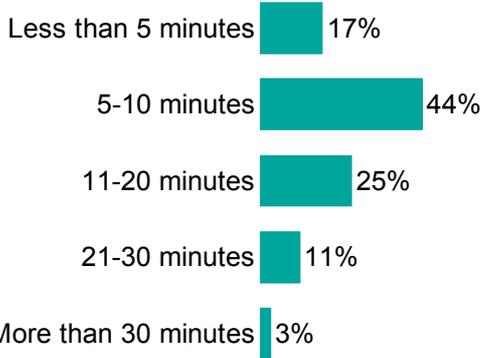


Base: All Respondents excluding Does not apply

# Waiting Times

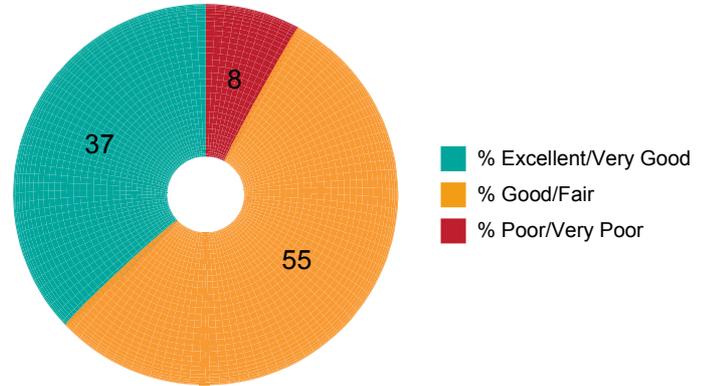
In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 17% said that it took less than 5 minutes, 44% said it took between 5 and 10 minutes, 25% said it took between 11 and 20 minutes and 14% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 37% of patients.

## How long did you wait for your consultation to start?



Base: All Respondents excluding There was no set time for my consultation (479)

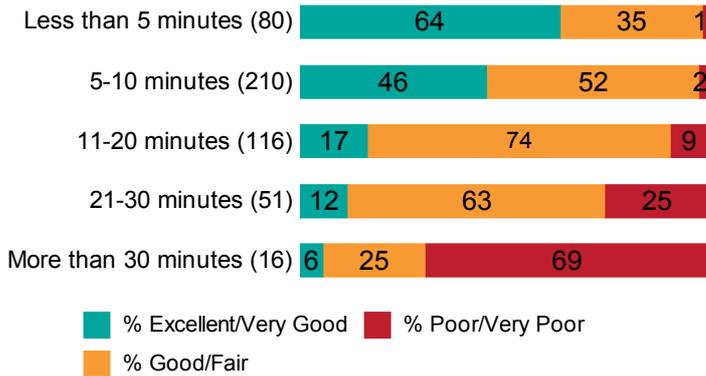
## Speed of being seen for most recent consultation



Base: All Respondents excluding There was no set time for my consultation (488)

Of those who waited less than 5 minutes, 64% rated the speed of wait as excellent or very good, while 46% who said they waited 5-10 minutes rated the speed of being seen as excellent or very good and 17% of those who waited 11-20 minutes rated the speed with which they were seen as excellent or very good. 12% of those who waited 21-30 minutes before being seen rated the length of wait as excellent or very good, and 6% of those who waited more than 30 minutes rated the length of wait as excellent or very good.

## Rating of speed with which patient was seen for this consultation (%)



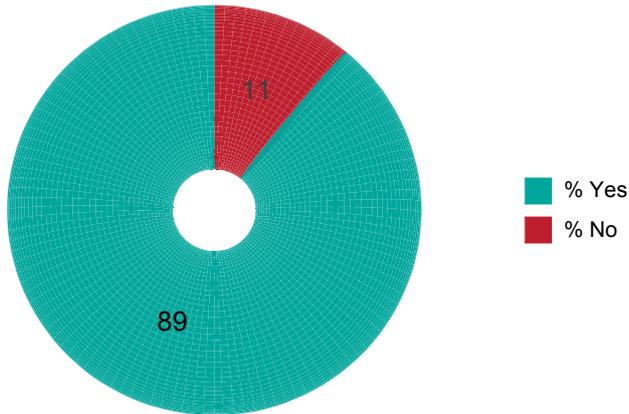
Base: All Respondents excluding There was no set time for my consultation

# Accessing the GP

## Opening Hours

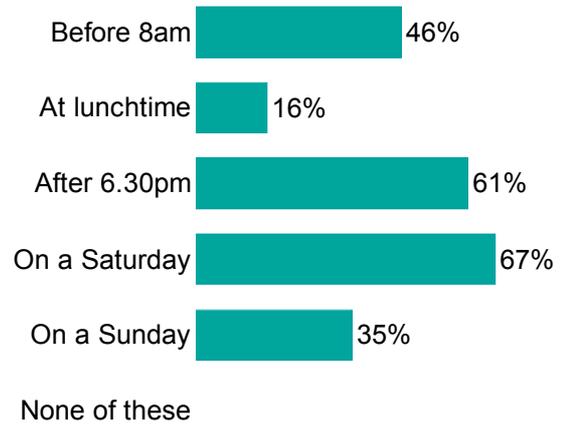
89% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for them to see or speak to someone. 46% said before 8am, 16% said at lunchtime, 61% said after 6.30pm, 67% said Saturday and 35% Sunday. 0% said that none of these times would be convenient.

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



Base: All Respondents excluding Don't know (482)

Preferred opening times

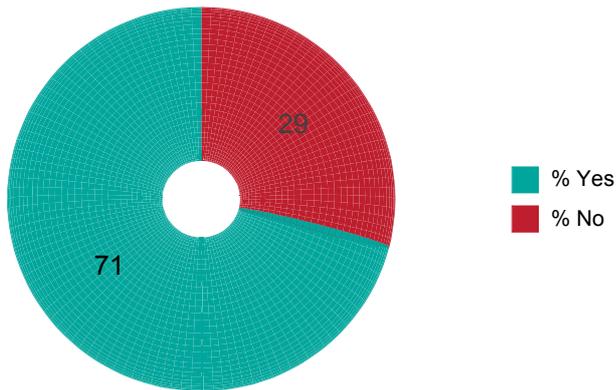


Base: All Respondents who said opening times are not convenient (57)

## Seeing a Doctor of Choice

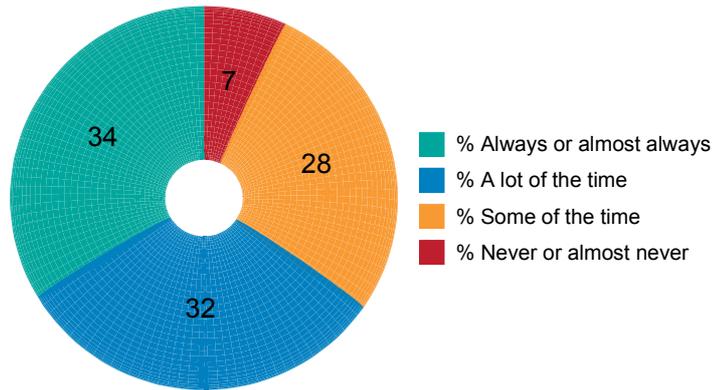
71% said that there is a particular GP who they usually prefer to see or speak to. Of these, 34% said that they always or almost always get to speak to that GP, and 32% said that they get to speak to that GP a lot of the time.

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



Base: All Respondents excluding There is usually only one doctor in my surgery (493)

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

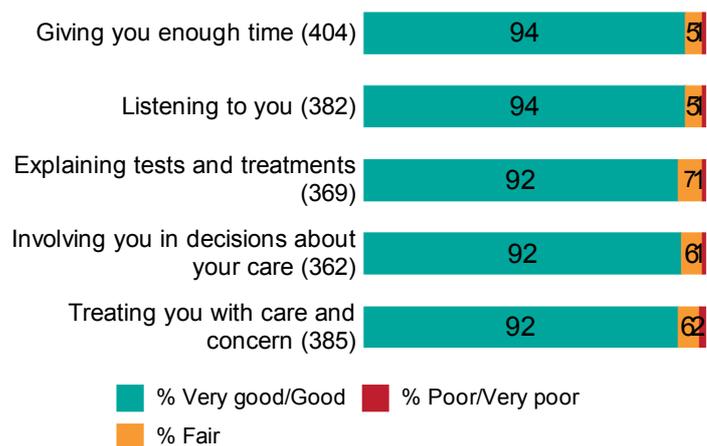


Base: All Respondents who have a preferred GP excluding Not tried (345)

## Performance of GP

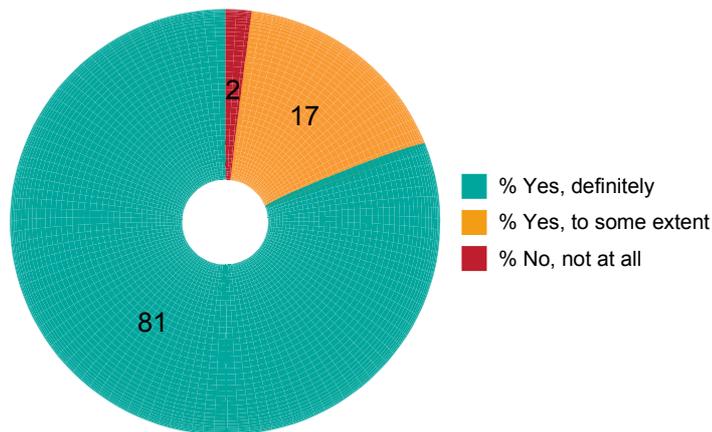
- 94% rated the GP as very good or good at giving them enough time.
- 94% rated the GP as very good or good at listening.
- 92% rated the GP as very good or good at explaining tests and treatments.
- 92% rated the GP as very good or good at involving them in decisions about their care.
- 92% rated the GP as very good or good at treating them with care and concern.
- 81% said that they definitely had confidence and trust in the GP they last saw or spoke to.

### Performance of GP



Base: All Respondents excluding Does not apply

### Confidence & Trust in GP

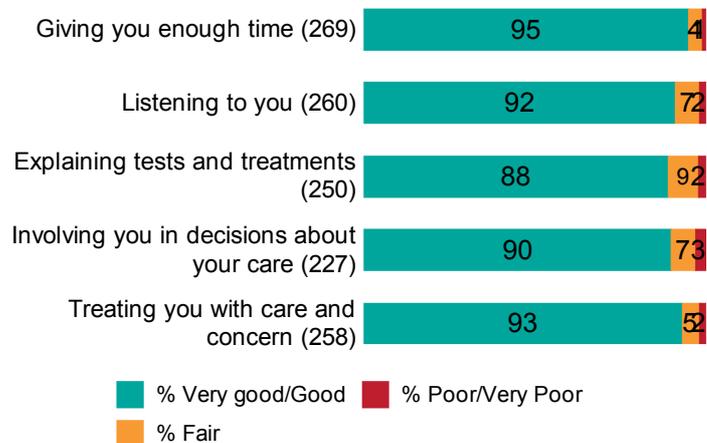


Base: All Respondents excluding Don't know (405)

## Performance of Nurse

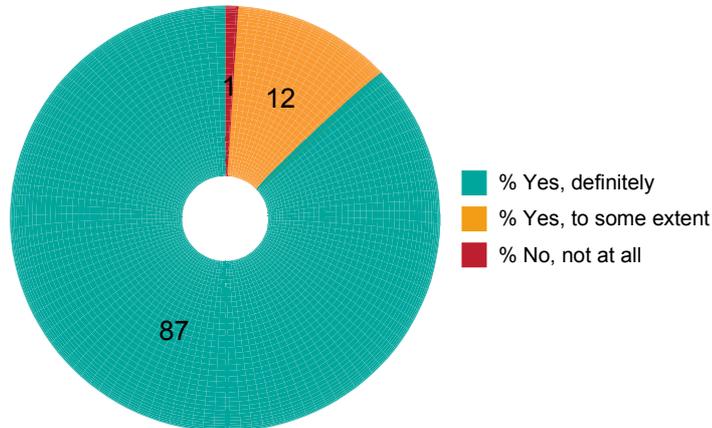
- Patients were asked a series of questions about the last Nurse that they saw.
- 95% rated the nurse as very good or good at giving them enough time.
  - 92% rated the nurse as very good or good at listening.
  - 88% rated the nurse as very good or good at explaining tests and treatments.
  - 90% rated the nurse as very good or good at involving them in decisions about their care.
  - 93% rated the nurse as very good or good at treating them with care and concern.
  - 87% said that they definitely had confidence and trust in the nurse they last saw or spoke to.

### Performance of Nurse



Base: All Respondents excluding Does not apply

### Confidence & Trust in Nurse



Base: All Respondents excluding Don't know (269)

# Overall Feelings about this Practice

## Quality of Care Received

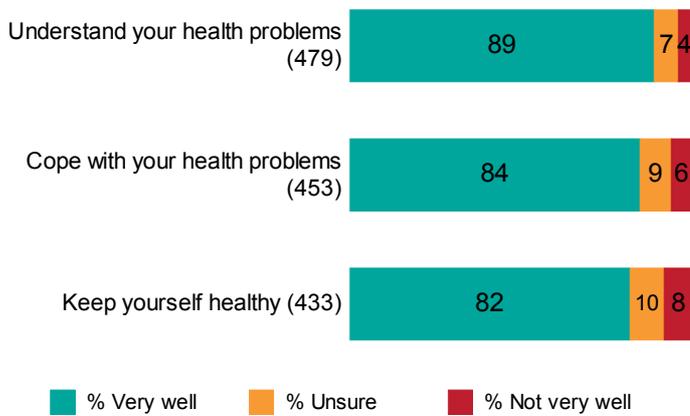
Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel that their practice helped them:

- 89% said that they felt that the practice helped them to understand their health problems very well.
- 84% said that their practice helps them to cope with health problems very well.
- 82% said that their practice helps them to keep themselves healthy very well.

## Overall ratings of Practice

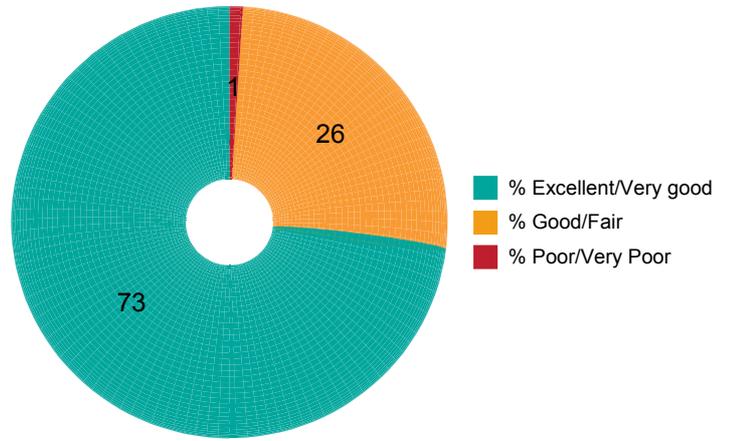
Overall, 73% said that they would describe their experience as excellent or very good.

### How well does your practice help you to...



Base: All Respondents excluding Does not apply

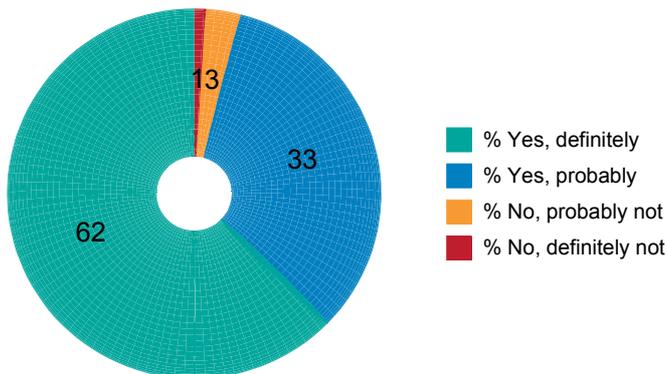
### Overall experience of GP surgery



Base: All Respondents (490)

62% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

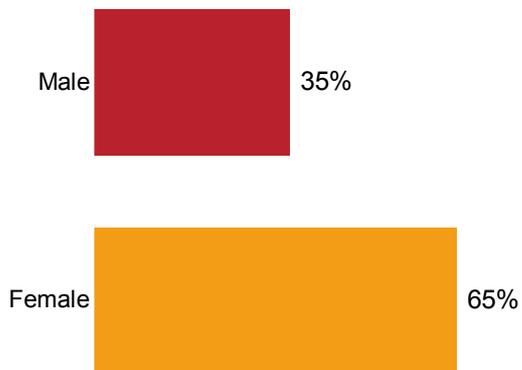
### Would you recommend your GP surgery to someone who has just moved to your local area?



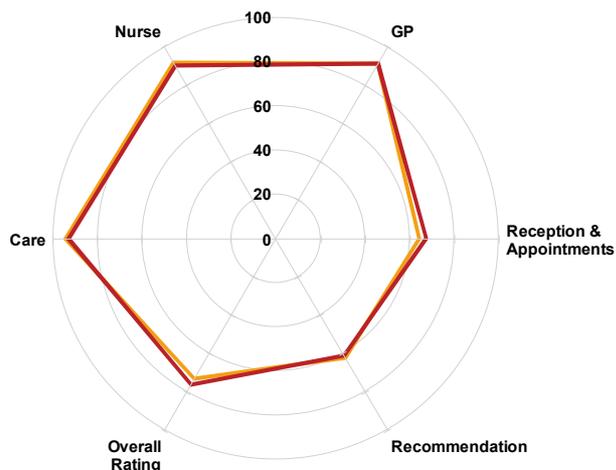
Base: All Respondents excluding Don't know (480)

# Comparison of Different Groups

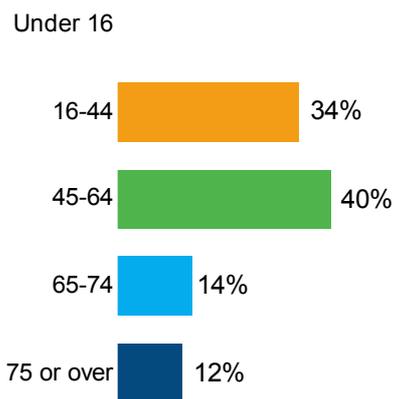
## Gender



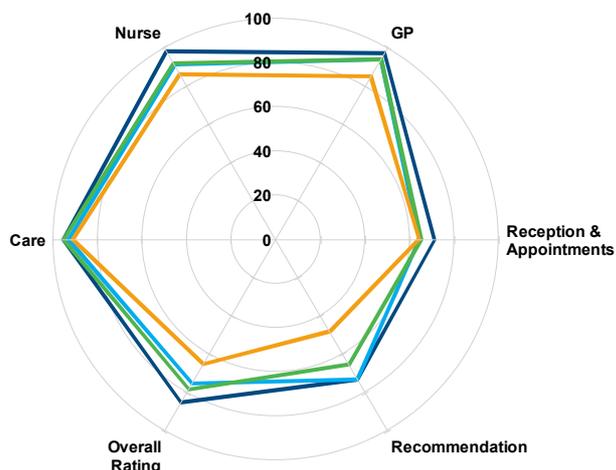
Base: All Respondents (484)



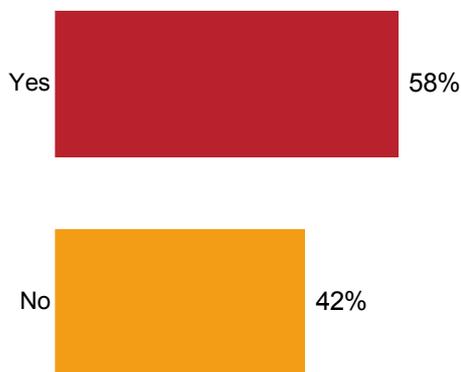
## Age group



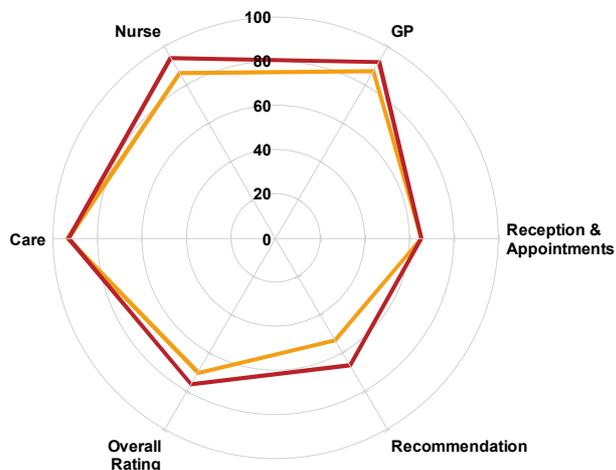
Base: All Respondents (486)



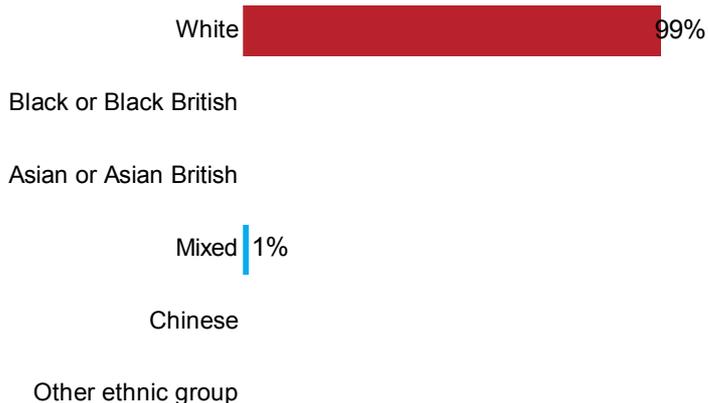
## Long-standing health condition



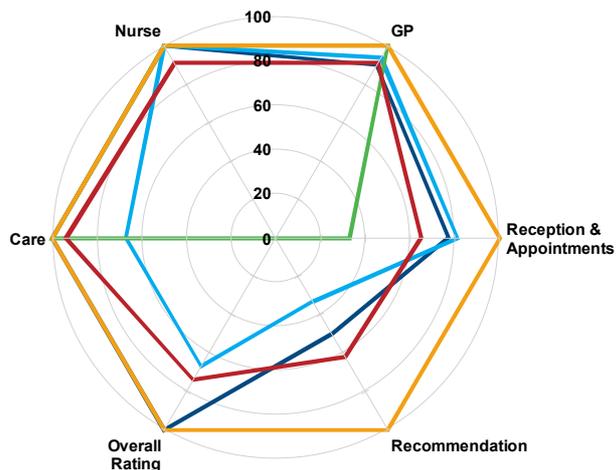
Base: All Respondents (449)



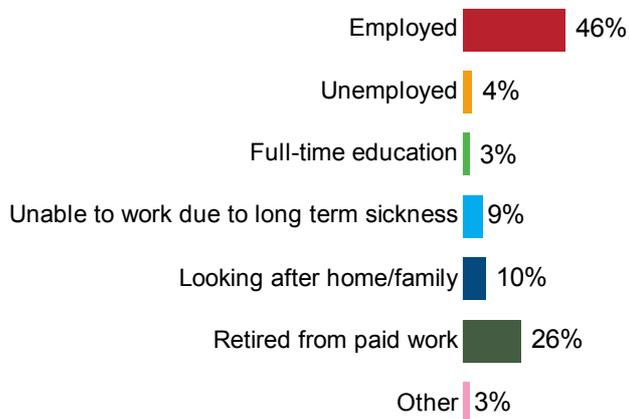
### Ethnic group



Base: All Respondents (485)



### Employment status



Base: All Respondents (486)

