

General Practice Assessment Questionnaire

Report

Princes Gardens Surgery

All Respondents
25/01/2012

Summary

In total there were 334 respondents.

Receptionists and Appointments

- 100% said that they found receptionists at the practice helpful.
- 89% said that it is easy to get through on the phone.
- 93% said that it is easy to speak to a doctor or nurse on the phone.

95% said that if they need to speak to a GP urgently they can normally get seen on the same day.

79% said that it is important to them to be able to book appointments ahead of time in the practice and 87% said that it is easy to book ahead in the practice.

23% said that they normally book appointments at the practice in person, and 81% do so by phone. When asked how they prefer to book appointments, 24% said in person, 79% said by phone and 43% 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 67% said that they usually get seen the same day or next day, and 26% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 93% said that they usually get seen on the same day or next day, and 7% said that they usually get seen within 2 to 4 days.

Overall, 74% rated the time it takes to be seen by a particular doctor as excellent or very good, and 86% 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. 30% said that it took less than 5 minutes, 51% said it took between 5 and 10 minutes, 16% said it took between 11 and 20 minutes and 3% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 71% of patients.

Opening Hours

94% 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. 54% said before 8am, 8% said at lunchtime, 62% said after 6.30pm, 62% said Saturday and 23% Sunday. 4% said that none of these times would be convenient.

Seeing Preferred Doctor

63% said that there is a particular GP who they usually prefer to speak to. Of these, 53% said that they always or almost always get to speak to that GP, and 27% 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.

- 96% rated the GP as very good or good at giving them enough time.
- 96% rated the GP as very good or good at listening.
- 95% rated the GP as very good or good at explaining tests and treatments.
- 94% rated the GP as very good or good at involving them in decisions about their care.
- 95% 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. 88% said that they definitely had confidence and trust in the GP and 11% 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.

- 99% rated the nurse as very good or good at giving them enough time.
- 96% rated the nurse as very good or good at listening.
- 96% rated the nurse as very good or good at explaining tests and treatments.
- 95% rated the nurse as very good or good at involving them in decisions about their care.
- 95% 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. 88% said that they definitely had confidence and trust in the nurse and 11% 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:

- 96% said that they felt that the practice helped them to understand their health problems very well.
- 96% said that their practice helps them to cope with health problems very well.
- 96% said that their practice helps them to keep themselves healthy very well.

Overall Ratings of Practice

Overall 93% said that they would describe their experience as excellent or very good and 89% 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.

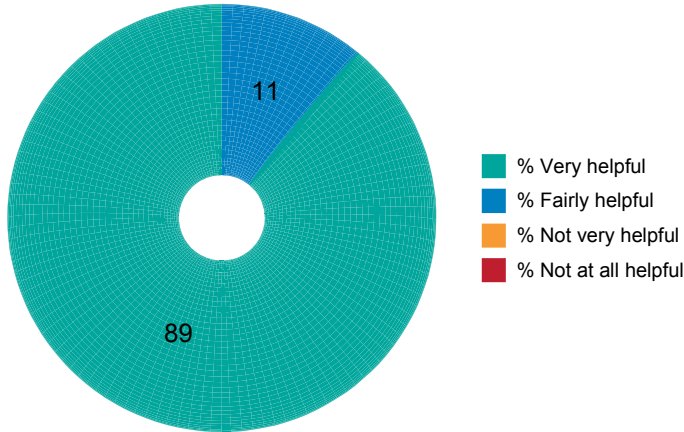
Booking Appointments & Reception

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, 100% said that they found receptionists at the practice helpful.

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

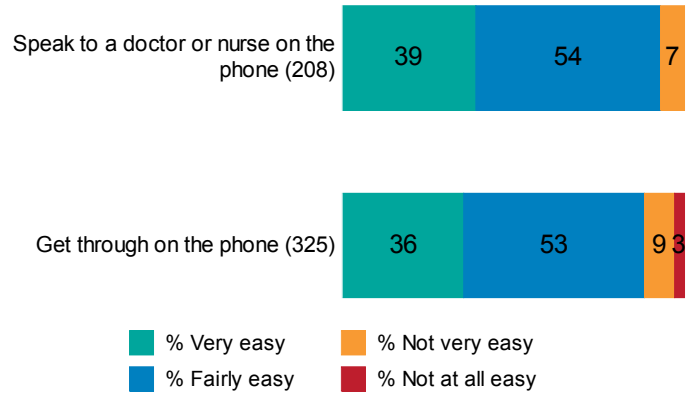
- 89% said that it is easy to get through on the phone.
- 93% said that it is easy to speak to a doctor or nurse on the phone.

Helpfulness of receptionists



Base: All Respondents excluding Don't know (333)

Dealing with calls

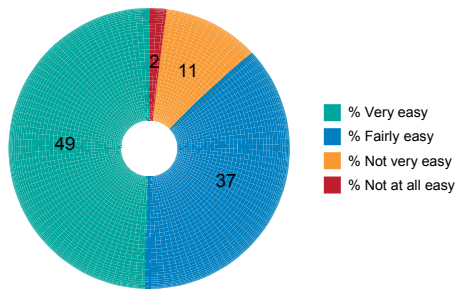


Base: All Respondents excluding Have not tried and Don't know

87% said that it is easy to book ahead in the practice, and 79% said that it is important to them to be able to book appointments ahead of time.

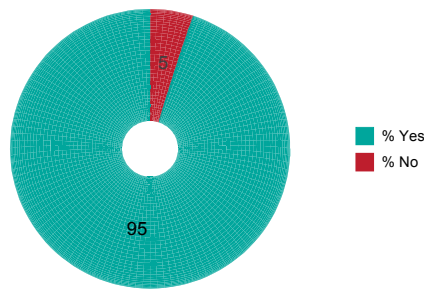
When it comes to more urgent appointments, 95% said that if they need to speak to a GP urgently they can normally get seen on the same day.

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



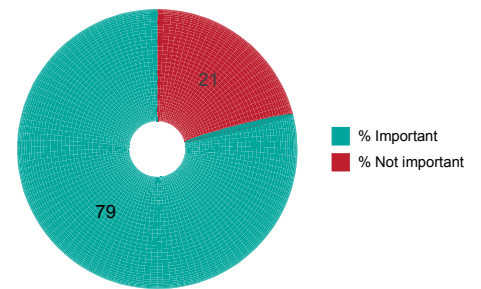
Base: All Respondents excluding Have not tried (285)

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



Base: All Respondents excluding Don't know (290)

How important is it to book appointments ahead of time?



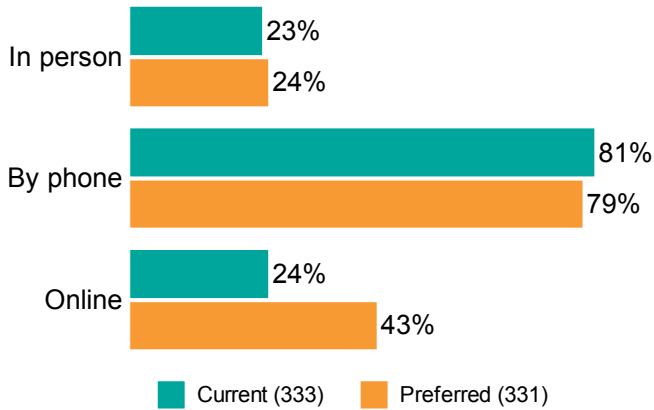
Base: All Respondents (332)

Current & Preferred Methods of Contact

23% said that they normally book appointments at the practice in person, 81% do so by phone and 24% do so online. When asked how they prefer to book appointments, 24% said in person, 79% said by phone, and 43% 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



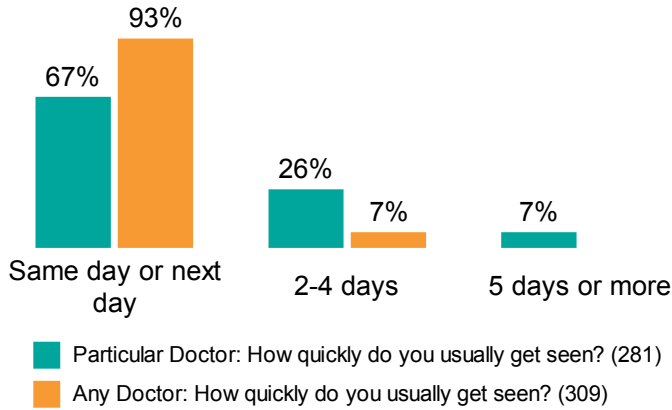
Base: All Respondents excluding Doesn't apply

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 67% said that they usually get seen the same day or next day, and 26% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 93% said that they usually get seen on the same day or next day, and 7% said that they usually get seen within 2 to 4 days.

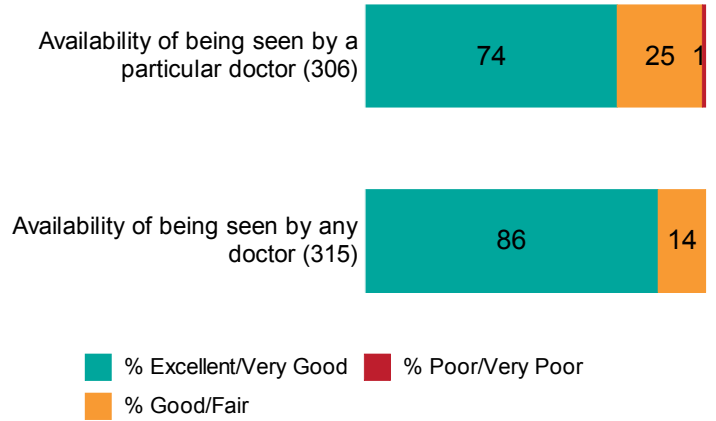
Overall, 74% rated the time it takes to be seen by a particular doctor as excellent or very good, and 86% rated the time it usually takes to be seen by any doctor as excellent or very good. When looking at the ratings for speed of being seen by any doctor, the overall length of wait was rated as excellent or very good by 86% 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



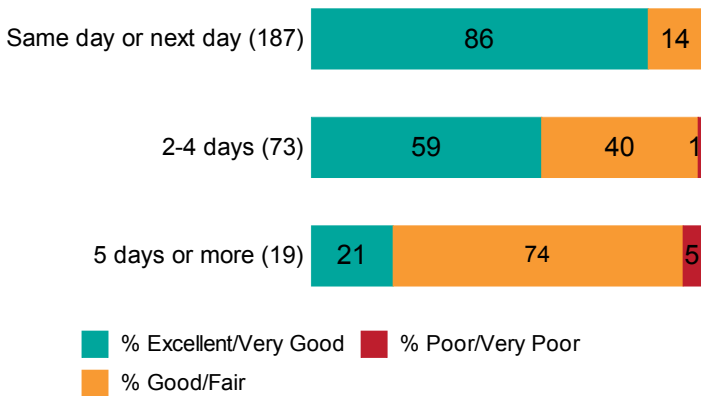
Base: All Respondents excluding Does not apply

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, 86% said that they rated this length of wait as excellent or very good. This compares to 59% for those who waited 2-4 days, and 21% of those who waited more than 5 days or more.

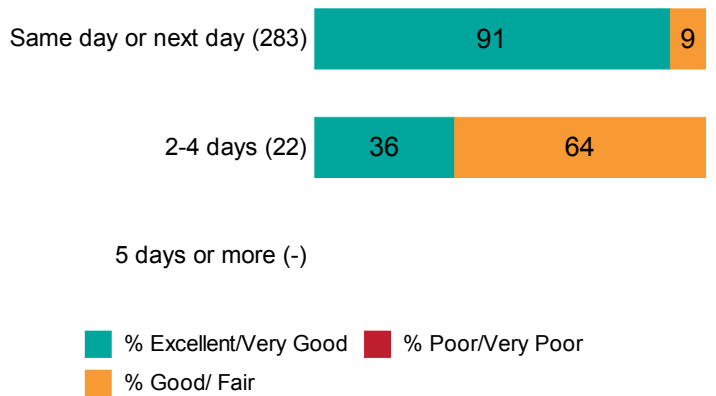
When looking at the same questions and analysis for any doctor; of those who were seen on the same day or the next day 91% said that they rated this length of wait as very good or excellent, this compares to 36% for those who waited 2-4 days and - of those who waited 5 days or more.

Rating availability of appointments: To see a particular doctor



Base: All Respondents excluding Does not apply

Rating availability of appointments: To see any doctor

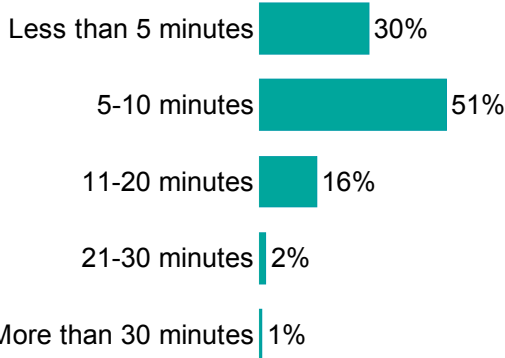


Base: All Respondents excluding Does not apply

Waiting Times

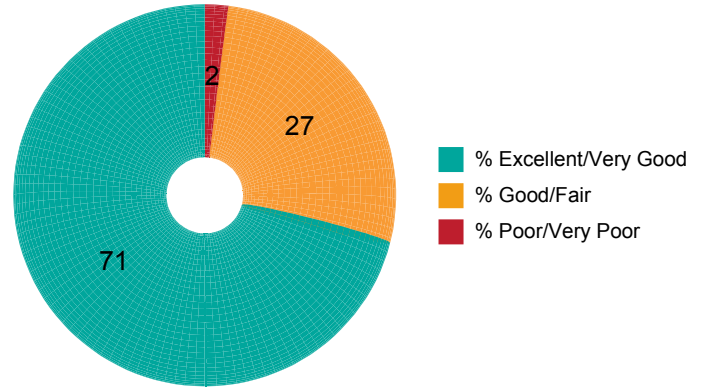
In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 30% said that it took less than 5 minutes, 51% said it took between 5 and 10 minutes, 16% said it took between 11 and 20 minutes and 3% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 71% of patients.

How long did you wait for your consultation to start?



Base: All Respondents excluding There was no set time for my consultation (329)

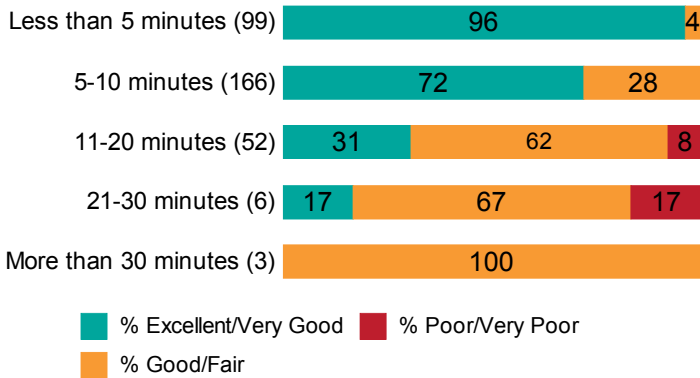
Speed of being seen for most recent consultation



Base: All Respondents excluding There was no set time for my consultation (327)

Of those who waited less than 5 minutes, 96% rated the speed of wait as excellent or very good, while 72% who said they waited 5-10 minutes rated the speed of being seen as excellent or very good and 31% of those who waited 11-20 minutes rated the speed with which they were seen as excellent or very good. 17% of those who waited 21-30 minutes before being seen rated the length of wait as excellent or very good, and - 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 (%)



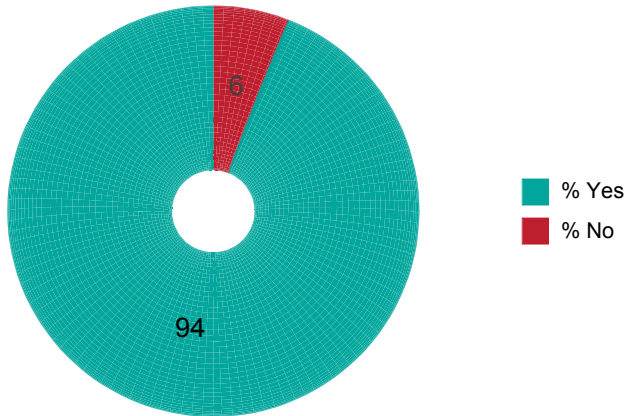
Base: All Respondents excluding There was no set time for my consultation

Accessing the GP

Opening Hours

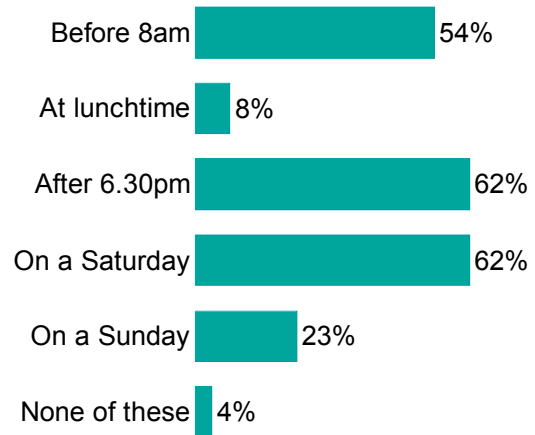
94% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for them to see or speak to someone. 54% said before 8am, 8% said at lunchtime, 62% said after 6.30pm, 62% said Saturday and 23% Sunday. 4% 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 (320)

Preferred opening times

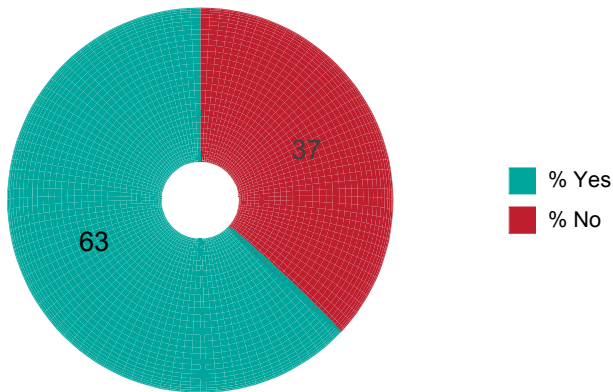


Base: All Respondents who said opening times are not convenient (26)

Seeing a Doctor of Choice

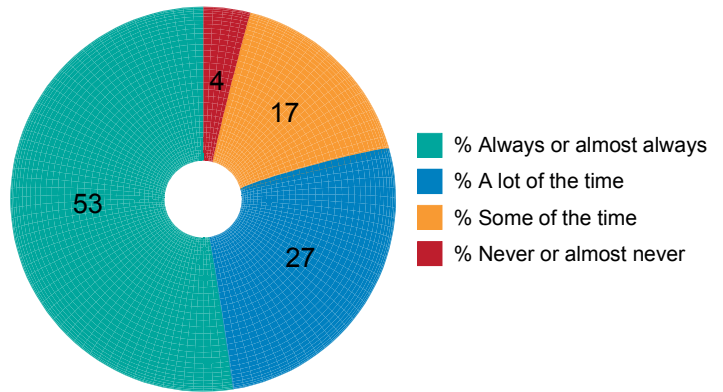
63% said that there is a particular GP who they usually prefer to see or speak to. Of these, 53% said that they always or almost always get to speak to that GP, and 27% said that they get to speak to that GP a lot of the time.

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 (324)

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

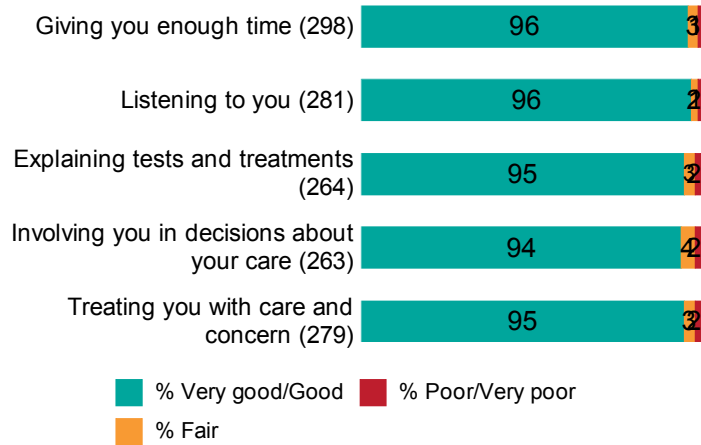


Base: All Respondents who have a preferred GP excluding Not tried (196)

Performance of GP

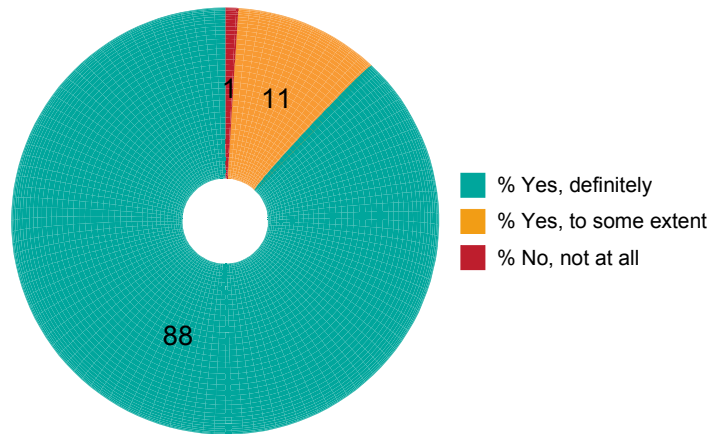
- 96% rated the GP as very good or good at giving them enough time.
- 96% rated the GP as very good or good at listening.
- 95% rated the GP as very good or good at explaining tests and treatments.
- 94% rated the GP as very good or good at involving them in decisions about their care.
- 95% rated the GP as very good or good at treating them with care and concern.
- 88% 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

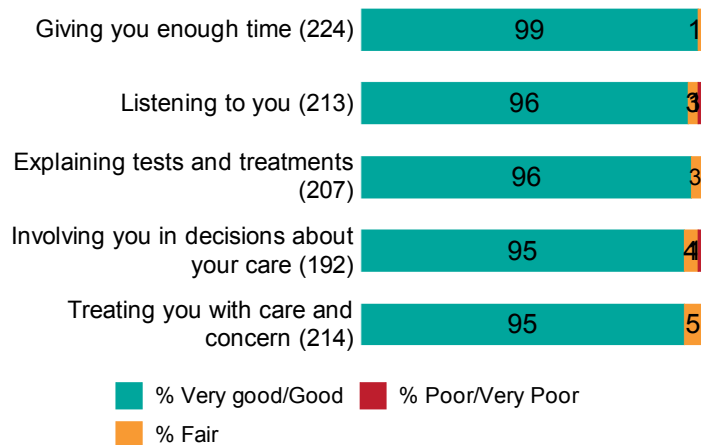


Base: All Respondents excluding Don't know (294)

Performance of Nurse

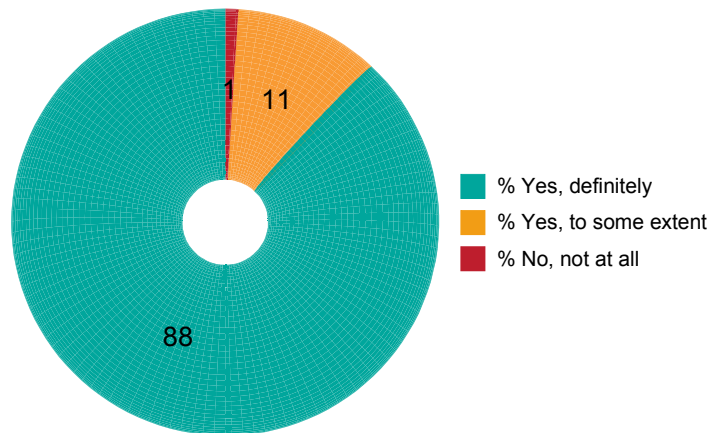
- Patients were asked a series of questions about the last Nurse that they saw.
- 99% rated the nurse as very good or good at giving them enough time.
 - 96% rated the nurse as very good or good at listening.
 - 96% rated the nurse as very good or good at explaining tests and treatments.
 - 95% rated the nurse as very good or good at involving them in decisions about their care.
 - 95% rated the nurse as very good or good at treating them with care and concern.
 - 88% 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 (226)

Overall Feelings about this Practice

Quality of Care Received

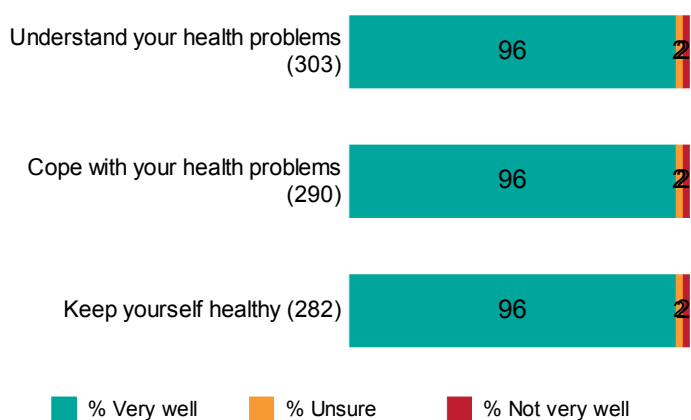
Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel that their practice helped them:

- 96% said that they felt that the practice helped them to understand their health problems very well.
- 96% said that their practice helps them to cope with health problems very well.
- 96% said that their practice helps them to keep themselves healthy very well.

Overall ratings of Practice

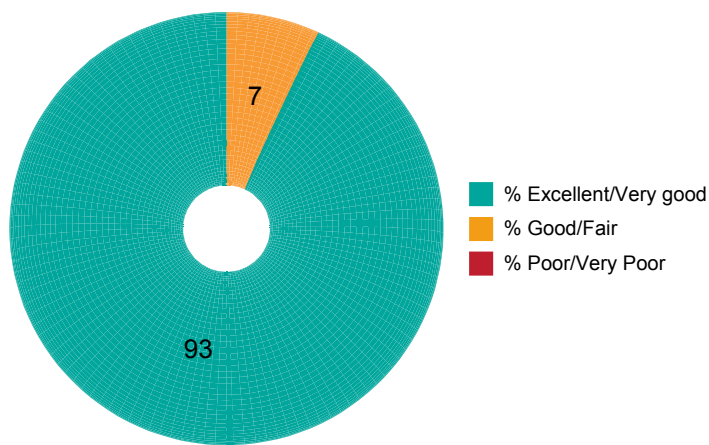
Overall, 93% said that they would describe their experience as excellent or very good.

How well does your practice help you to...



Base: All Respondents excluding Does not apply

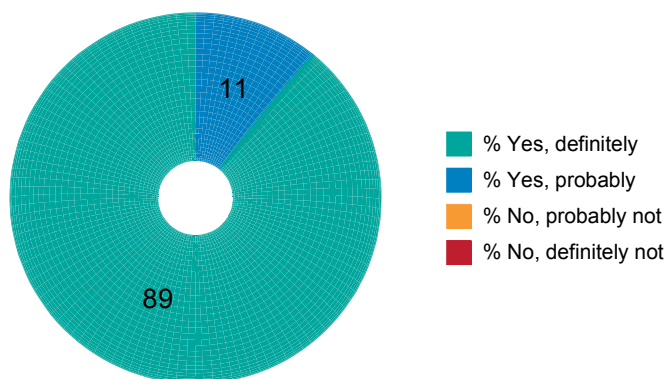
Overall experience of GP surgery



Base: All Respondents (321)

89% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

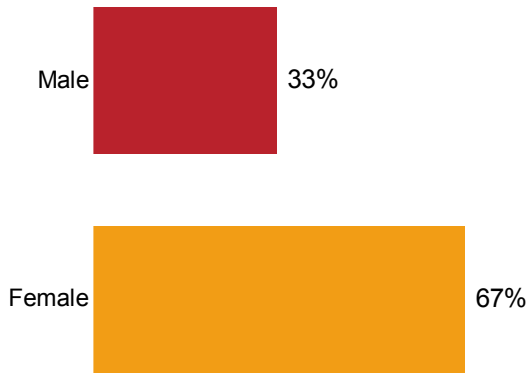
Would you recommend your GP surgery to someone who has just moved to your local area?



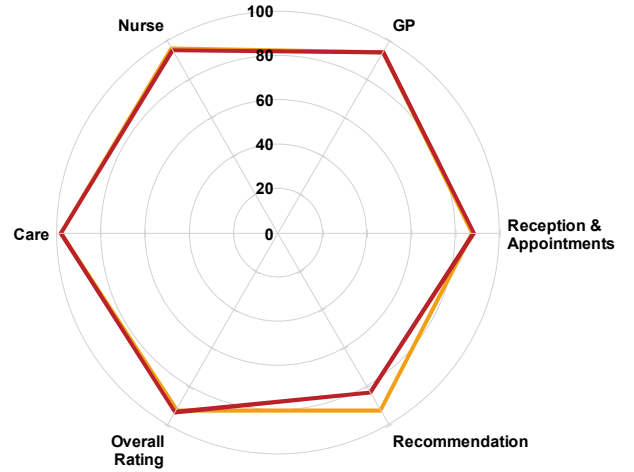
Base: All Respondents excluding Don't know (321)

Comparison of Different Groups

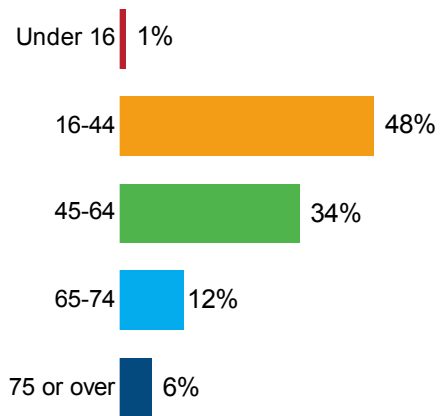
Gender



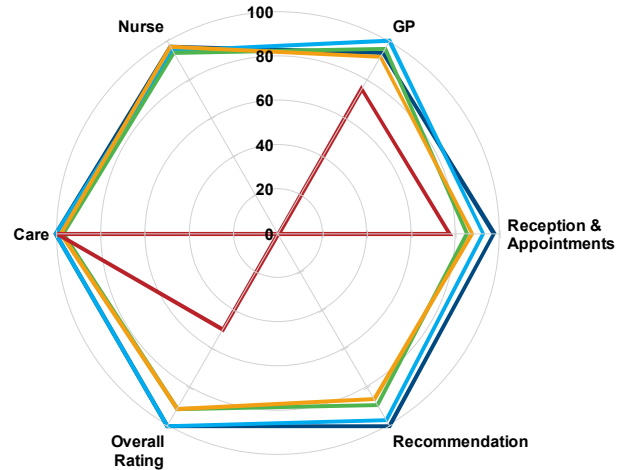
Base: All Respondents (322)



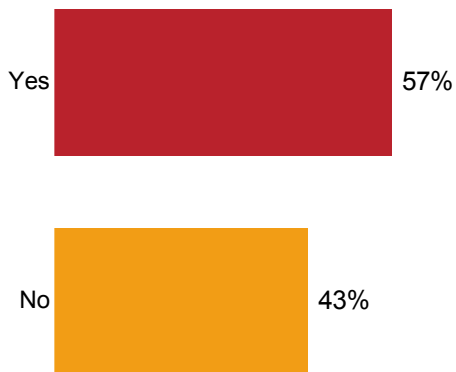
Age group



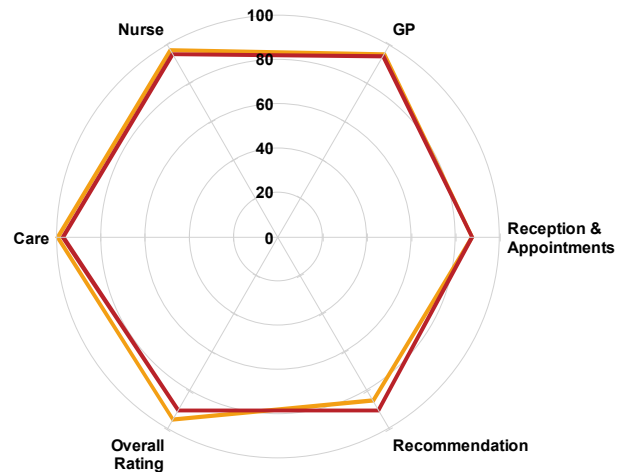
Base: All Respondents (318)



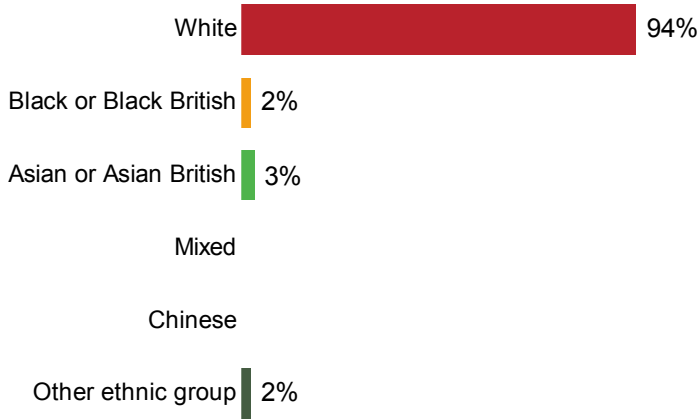
Long-standing health condition



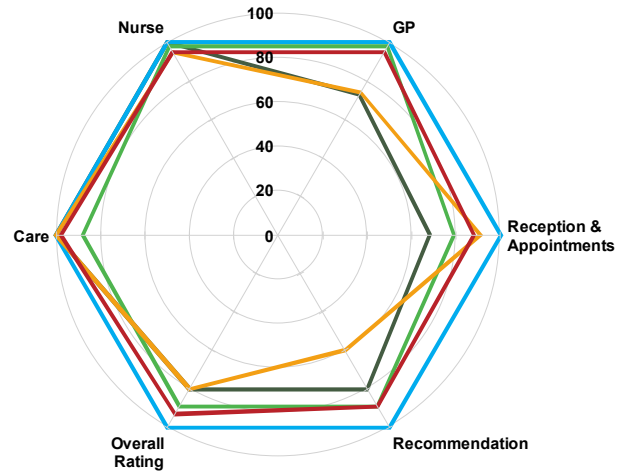
Base: All Respondents (287)



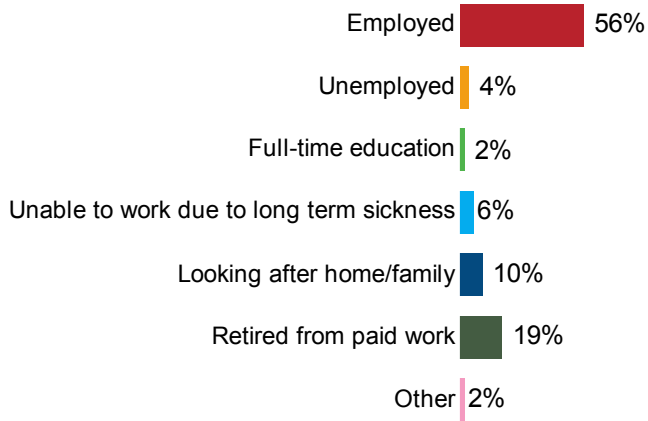
Ethnic group



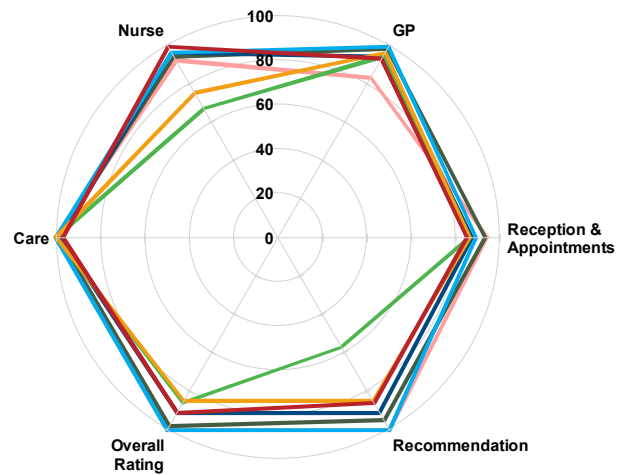
Base: All Respondents (322)



Employment status



Base: All Respondents (320)



Comments

A list of comments is included below for reference.

- *Nice people.*
- *I think the practice has been given a raw deal with regard to the move from the old premises to the new ones, in particular with regard to the parking. We used to have our own car park, and although some people used it for the convenience of going to the Police station or the Courts, there was usually enough room to park. Since the latest re-organization of the car park, it is becoming more and more difficult to find a s*
- *Just carry on doing the excellent wrk that you ALL do ..with thanks*
- *The practice is a breath of fresh air, friendly, (Always a smile.) very helpful a centre of excellence in every way.*
- *Have been with practice 10 years plus, and no praise is high enough.....Thank you!*
- *Everyone is always very helpful and polite.*
- *Very disappointed that patient's now have to pay for parking to visit the GP - fundamentally wrong for a frontline NHS service*
- *Disappointed that the car park is now difficult to use. It was free before for many years, now it's £1. I always try to see Dr Payne since Dr Riggs retired and I must say that she is an absolute star.*
- *I have been with this practice and it's previous forms for 20 years and have generally never had reason to make a complaint or even think about changing doctors. I have always found the doctors and nurses and reception staff to be patient friendly and provide a high level of customer service*
- *Only just joined the practice but know it really well as my elderley mother has been with you for 6 years - that is the reason I joined the practice because of the care she has received and the efficient workings of the practice as a whole.*
- *I hope to be moving house this year sometime and will be out of area. I am very sad that I will not be able to stay with this practice who I have been with since it opened. I have made enquiries about GP in Fleet and they do not have the same caring reputation. i do hope by the time i have moved that maybe the rules will change and I can stay with my GP who i have 100% faith in.*
- *Dr Payne and Dr pallent are fantastic she is always very good at listening and treating you. Dr Sommerville is very good with my son. The only nurse my son is happy to see is Kerry Hopkins as he knows her and trusts her as she is the person who he sees about his asthma. She is fantastic with him and he is very happy when he walks into the nurses room and sees her*
- *when I listen to other people who have different doctors who have to wait for appointments I'm so pleased I use this practice.*
- *I have no complaints about the surgery or staff except one doctor who maybe a locum, not sure. I feel he is below standard, does not listen and I have had errors on prescriptions from him in the past. Thank you for all you all do.*
- *Always helpful*
- *was a patient 2006-2008 and then returned in 2010. A brilliant practice where nothing appears to be too much trouble. As an army wife I have recommended this practice to friends. I also think that this is the best surgery I have ever been a patient at. Being ill isnt much fun but coming here makes it easier.*
- *We feel very fortunate to be patients at the practice. Although getting through (on the phone) in the morning, can take a while, the receptionists always manage to find us an appointment.....something our relatives & friends struggle with at other practices.*
- *The practice always feels calm. The staff are always helpful. The doctors are all good. The new building is great, although the parking is a bit annoying - maybe I should walk more.*
- *I am very happy with all aspects of the surgery, and would like to thank the entire team for the care I receive.*
- *Its great to have confidence that a GP knows you and can treat you from more than a medical point ie my GP and others are aware of my health needs and also my "caring"and personal life that has an effecyt on my health.I dont have to explain myself to a GP who doesnt know me or my background.This is so important as I feel I receive a very good and personal service without compromising the quality of health care.*
- *Excellent staff, excellent doctors, a credit to the NHS!*
- *I have been with Alexandra Surgery since the beginning and I do not know what I would have done without my wonderful doctor when I was under extreme stress with my family.*
- *I have always been very happy with the service our family receives from Princes Gardens - they certainly take very good care of us and help us through difficult times. Having experienced other surgeries I know how special this one is.*
- *All very nice and welcoming .*
- *A very clean and welcoming practice. Reception staff, smart, pleasant and friendly. Overall a very helpful surgery and again a big thank you for all your time and patience with me.*
- *The staff at the desk are very helpful.*
- *I feel very confident in the whole practice. I am very pleased to be a patient here. Thank you all*

- *it would be great if you were able to book appointments with any Dr at any time. Not just two weeks in advance, online option is great but sitting up until midnight is difficult with an early work start the next day.*
- *I dont like that you can only book appointments 2 weeks in advance or only on the day. Also I hope that people on income support etc can get the car park refunded.*
- *An excellent services always given. Thank you*
- *Ten years at this surgery and still excellent care.*
- *Just excellent*
- *Very happy with the service*
- *Have been with this practice since 1979 and always been extremely happy with all staff and help given.*
- *Always first class, never a problem to be dealt with in all areas.*
- *More people on phone in the morning, free parking*
- *Getting through on the phone first thing can be very difficult, as is booking some appointments in advance.*
- *Some doctors are fantastic, some are not so good. Nurse I saw last time was brilliant - condition still not sorted though. Long delay on getting further treatment with some doctors but all round fairly good.*
- *Very good surgery. Excellent GPs, always helpful when go to see them.*
- *From my view are excellent.*
- *The surgery is very efficient.*
- *I am fortunate in not needing to see a doctor often, but when I do I have always been happy.*
- *Very good! Never a bad experience.*
- *Could be easier to obtain repeat prescriptions. Otherwise very good service.*
- *Fully supportive to the whole family.*
- *Can never get an appointment with Dr Pallant. I would prefer to see the same GP, but due to my work commitments and availability of appointments this isn't possible.*
- *All I can say is I'm very lucky to have such a caring understanding doctor! Who has helped me so much!! Thank you.*
- *patient involvement and opinion should be taken in account particularly with long term medication. apologies i cannot be sure of the names of the doctor and nurse i last saw! But some have been better.*
- *Overall everybody is helpful and considerate (especially reception).*
- *All good. It's a pleasure to be a patient her and the premises are great. Spotless! Well done.*
- *New surgery great, car parking not so great.*
- *Left surgery unhappy with future prospects re: my test results. Felt it was a case of take tablets and don't bother about it again!!*
- *The receptionist are very friendly and very helpful. Very glad I moved surgery as my last one wasn't very helpful but this surgery is fab!*
- *Receptionist absolutely brilliant.*
- *Very good.*
- *You guys rock, keep it up!! Thanx for everything.*
- *Staff, efficient and friendly.*
- *Most GP's are excellent and helpful, flexible opening hours and booking ahead are important to me as I work in London.*
- *Really good but my lat visit was very bad becuase the doctor attitude to patient*
- *They are all very friendly.*
- *Now having to pay for parking as it was previously refunded is not goods. Everything else in surgery is excellent*
- *I have always found the staff very helpful and pleasant. Dr Pallant is amazing and has always put me at ease. Overall an amazing surgery*
- *Most of the receptionists are very friendly and helpful but one could benefit for a little customer care training. However they do do a good job and probably have to deal with some difficult people!!*
- *It would be better to have a translator*
- *Not enough understanding or help for people with mental health issues.*
- *Just the best excellent beyond anything*
- *Difficult to get specific appointment*
- *I have been with the practice for 22 years and think it is excellent from reception to the doctor's and nurse's.*
- *Everyone at the surgery has always been very helpful, voerall they show care.*
- *Everything is great but just one comment It would be nice if you could receive a call whatever your test results may be. Lovely surgery overall. Great staff, thank you.*
- *Excellent with everyting they do for me and make me feel extremely secure and happy in the care I get. Always friendly, helpful and smiling.*

- *Very good, but need an interpreter for translation*
- *Arrived her in May 2011 uptill now this has been no problem.*
- *Yes, I think this is the best practice I have every had or will have. Friendliness and helpful*
- *Conversations with the receptionis aren't very private as the whole waiting froom can hear them.*
- *Excellent practice*
- *Please maintain your excellent service*
- *I am very pleaed with the service I receive a my surgery and I would have no problem or hesitation recommending them to anyone.*
- *Excellent service very pleased.*
- *Some receptionists are more approachable than others.*
- *Never had any complaints except the last visit with a locum! Reception staff always friendly and helpful. They go above and beyond.*
- *Car parking: Having to pay 80p for a 10 minute visit, also as a pharmacy delivery driver collecting and delivering scripts, 80p for 5 minutes in surgery is disgusting, my company won't reimburse. Rushmoor Borough Council should be ashamed.*
- *I am very pleased with everything. Thank you.*
- *Calm and pleasant environment - very friendly.*
- *I have been at this surgery since 1994 - excellent surgery, excellent staff, no complaints, just compliments.*
- *Practice is fantastic apart from a recent incident that the surgery is already aware and are dealing with excellently.*
- *Expensive car parking. Used to be free at Alexandra Surgery.*
- *Clean, modern and welcoming.*
- *Have no problems.*
- *I have recommended this practice to other people. I consider myself very fortunate to be with this practice.*
- *Always been very helpful.*
- *Very pleased, excellent.*
- *Parking is a pain, but that is out of the control of the staff here.*
- *I have always found if I ring at 8:30am I get to see my choice of doctor.*
- *Getting through on the phone after 8:30am, reception area still a bit cold and echo's a lot, you do not feel relaxed.*
- *Receptionist are always polite and always try their best to accommodate me when I need an appointment. Doctor's and nurse's are always understanding and approachable. An overall excellent surgery!.*
- *Most impressive compared to friends at other surgeries, I can always get seen that day, especially with the children.*
- *Excellent in every way.*
- *Very pleased so far with the overal experience.*
- *I THINK SOME EMERGENCY APPOINTMENTS COULD BE AVAILABLE AT WEEKENDS AND OR EVENING, WHEN VISITING A NURSE PRACTIONER HAVE NOT ALWAYS FELT REASSURED OR TAKEN SERIOUSLY.*
- *We are very lucky to have our practice and lovely doc's, nurses, receptionists, thank you*
- *Very good.*