

Bottisham Medical Practice

GPAQ 2012

Summary Report

Synopsis:

Bottisham Medical Practice utilised the General Practice Assessment Questionnaire (GPAQ) to survey the views of patients attending their surgery during winter 2012 / 2013.

This report summarises the 212 GPAQ responses that were received by 17th January 2013.

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1. Introduction:

- 1.1 Bottisham Medical Practice utilised the General Practice Assessment Questionnaire (GPAQ) to survey the views of patients attending their surgery during winter 2012 / 2013.
- 1.2 212 GPAQ forms were completed by patients and returned to Bottisham Medical Practice by 17th January 2013.
- 1.3 15 Bottisham GPAQ forms were incomplete (i.e. three or more of the GPAQ groups of questions had not been answered). These incomplete forms have not been included within this Questionnaire analysis.
- 1.4 This report summarises the responses within the aforementioned 197 (i.e. 212 – 15) completed Bottisham GPAQ forms that were returned to the Medical Practice by 17th January 2013.
- 1.5 Many Bottisham respondents did not answer all of the GPAQ questions, so the percentages within the Question summaries below refer to the total number of respondents who answered each specific question.
- 1.6 The GPAQ response percentages have been rounded to the nearest whole number for ease of comparison. In some instances, this has resulted in the percentage 'totals' equalling 99% or 101%.
- 1.7 Detailed information regarding all the data included within this summary report may be obtained from the Bottisham Practice Manager.

2. GPAQ Questions

Questions 1 - 14 : About Reception and Appointments

Question 1 : How helpful do you find the receptionists at your GP practice?

Answers		Responses	
		No	%
1.1	Very helpful	142	73 %
1.2	Fairly helpful	51	26 %
1.3	Not very helpful	1	1 %
1.4	Not at all helpful	1	1 %
1.5	Don't know	0	0%
Total =		195	101 %

Question 2 : How easy is it to get through to someone at your GP practice on the phone?

Answers		Responses	
		No	%
2.1	Very easy	45	23 %
2.2	Fairly easy	110	56 %
2.3	Not very easy	31	16 %
2.4	Not at all easy	4	2 %
2.5	Don't know	0	0 %
2.6	Haven't tried	5	3 %
Total =		195	100 %

Question 3 : How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Answers		Responses	
		No	%
3.1	Very easy	27	14 %
3.2	Fairly easy	84	43 %
3.3	Not very easy	30	15 %
3.4	Not at all easy	5	3 %
3.5	Don't know	6	3 %
3.6	Haven't tried	42	22 %
Total =		194	100 %

Question 4 : If you need to see a GP urgently, can you normally get seen on the same day?

Answers		Responses	
		No	%
4.1	Yes	131	67 %
4.2	No	28	14 %
4.3	Don't know / never needed to	37	19 %
Total =		196	100 %

Question 5 : How important is it to you to be able to book appointments ahead of time in your practice?

Answers		Responses	
		No	%
5.1	Yes	171	89 %
5.2	No	21	11 %
Total =		192	100 %

Question 6 : How easy is it to book ahead in your practice?

Answers		Responses	
		No	%
6.1	Very easy	53	28 %
6.2	Fairly easy	87	45 %
6.3	Not very easy	32	17 %
6.4	Not at all easy	10	5 %
6.5	Don't know	1	1 %
6.6	Haven't tried	9	5 %
Total =		192	101 %

Question 7 : How do you normally book your appointments at your practice?

(NB Patients could answer as many options as were relevant)

Answers		Responses	
		No	%
7.1	In person	60	25 %
7.2	By phone	175	74 %
7.3	Online	1	1 %
7.4	Doesn't apply	0	0 %
Total =		236	100 %

Question 8 : Which of the following methods would you prefer to use to book appointments at your practice?

(NB Patients could answer as many options as were relevant)

Answers		Responses	
		No	%
8.1	In person	59	21 %
8.2	By phone	166	60 %
8.3	Online	52	19 %
8.4	Doesn't apply	1	0 %
Total =		278	100 %

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

Question 9 : How quickly do you usually get seen?

Answers		Responses	
		No	%
9.1	Same day or next day	32	16 %
9.2	2 – 4 days	61	31 %
9.3	5 days or more	70	36 %
9.4	I don't usually need to be seen quickly	23	12 %
9.5	Don't know, never tried	10	5 %
Total =		196	100 %

Question 10 : How do you rate this?

Answers		Responses	
		No	%
10.1	Excellent	32	17 %
10.2	Very Good	47	25 %
10.3	Good	34	18 %
10.4	Fair	48	25 %
10.5	Poor	13	7 %
10.6	Very poor	4	2 %
10.7	Does not apply	13	7 %
Total =		191	101 %

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

Question 11 : How quickly do you usually get seen?

Answers		Responses	
		No	%
11.1	Same day or next day	114	59 %
11.2	2 – 4 days	45	23 %
11.3	5 days or more	19	10 %
11.4	I don't usually need to be seen quickly	11	6 %
11.5	Don't know, never tried	5	3 %
Total =		194	101 %

Question 12 : How do you rate this?

Answers		Responses	
		No	%
12.1	Excellent	65	34 %
12.2	Very Good	49	26 %
12.3	Good	36	19 %
12.4	Fair	25	13 %
12.5	Poor	3	2 %
12.6	Very poor	3	2 %
12.7	Does not apply	8	4 %
Total =		189	100 %

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

Question 13 : How long did you wait for your consultation to start?

Answers		Responses	
		No	%
13.1	Less than 5 Minutes	14	7 %
13.2	5 – 10 minutes	65	34 %
13.3	11 – 20 minutes	63	33 %
13.4	21 – 30 minutes	32	17 %
13.5	More than 30 minutes	16	8 %
13.6	There was no set time for my consultation	1	1 %
Total =		191	100 %

Question 14 : How do you rate this?

Answers		Responses	
		No	%
14.1	Excellent	26	14 %
14.2	Very Good	38	20 %
14.3	Good	46	24 %
14.4	Fair	53	28 %
14.5	Poor	19	10 %
14.6	Very poor	6	3 %
14.7	Does not apply	1	1 %
Total =		189	100 %

Questions 15 – 18 : Opening Times**Question 15 : Is your GP practice currently open at times that are convenient for you?**

Answers		Responses	
		No	%
15.1	Yes	156	83 %
15.2	No	29	15 %
15.3	Don't know	4	2 %
Total =		189	100 %

Question 16 : Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answers		Responses	
		No	%
16.1	Before 8am	17	12 %
16.2	At lunchtime	15	10 %
16.3	After 6.30pm	24	16 %
16.4	On a Saturday	49	33 %
16.5	On a Sunday	15	10 %
16.6	None of these	27	18 %
Total =		147	99 %

Question 17 : Is there a particular GP you usually prefer to see or speak to?

Answers		Responses	
		No	%
17.1	Yes	138	70 %
17.2	No	58	30 %
17.3	There is usually only one doctor in my surgery	0	0 %
Total =		196	100 %

Question 18 : How often do you see or speak to the GP you prefer?

Answers		Responses	
		No	%
18.1	Always or almost always	54	38 %
18.2	A lot of the time	44	31 %
18.3	Some of the time	33	23 %
18.4	Never or almost never	6	4 %
18.5	Not tried at this GP practice	4	3 %
Total =		141	99 %

Questions 19 – 24 : How good was the last GP you saw at each of the following?**Question 19 : Giving you enough time**

Answers		Responses	
		No	%
19.1	Very Good	145	76 %
19.2	Good	37	19 %
19.3	Fair	6	3 %
19.4	Poor	0	0 %
19.5	Very Poor	1	1 %
19.6	Does not apply	2	1 %
Total =		191	100 %

Question 20 : Listening to you

Answers		Responses	
		No	%
20.1	Very Good	153	81 %
20.2	Good	30	16 %
20.3	Fair	4	2 %
20.4	Poor	1	1 %
20.5	Very Poor	1	1 %
20.6	Does not apply	0	0 %
Total =		189	101 %

Question 21 : Explaining tests and treatments

Answers		Responses	
		No	%
21.1	Very Good	140	74 %
21.2	Good	35	19 %
21.3	Fair	11	6 %
21.4	Poor	1	1 %
21.5	Very Poor	0	0 %
21.6	Does not apply	2	1 %
Total =		189	101 %

Question 22 : Involving you in decisions about your care

Answers		Responses	
		No	%
22.1	Very Good	127	67 %
22.2	Good	43	23 %
22.3	Fair	8	4 %
22.4	Poor	1	1 %
22.5	Very Poor	1	1 %
22.6	Does not apply	9	5 %
Total =		189	101 %

Question 23 : Treating you with care and concern

Answers		Responses	
		No	%
23.1	Very Good	150	79 %
23.2	Good	34	18 %
23.3	Fair	5	3 %
23.4	Poor	0	0 %
23.5	Very Poor	0	0 %
23.6	Does not apply	0	0 %
Total =		189	100 %

Question 24 : Did you have confidence and trust in the GP you saw or spoke to?

Answers		Responses	
		No	%
24.1	Yes, definitely	161	87 %
24.2	Yes, to some extent	24	13 %
24.3	No, not at all	1	1 %
24.4	Don't know / can't say	0	0 %
Total =		186	101 %

Questions 25 – 30 : How good was the last nurse you saw at each of the following?**Question 25 : Giving you enough time**

Answers		Responses	
		No	%
25.1	Very Good	148	83 %
25.2	Good	26	15 %
25.3	Fair	4	2 %
25.4	Poor	0	0 %
25.5	Very Poor	0	0 %
25.6	Does not apply	0	0 %
Total =		178	100 %

Question 26 : Listening to you

Answers		Responses	
		No	%
26.1	Very Good	136	79 %
26.2	Good	30	17 %
26.3	Fair	6	3 %
26.4	Poor	0	0 %
26.5	Very Poor	0	0 %
26.6	Does not apply	1	1 %
Total =		173	100 %

Question 27 : Explaining tests and treatments

Answers		Responses	
		No	%
27.1	Very Good	125	71 %
27.2	Good	35	20 %
27.3	Fair	9	5 %
27.4	Poor	0	0 %
27.5	Very Poor	0	0 %
27.6	Does not apply	8	5 %
Total =		177	101 %

Question 28 : Involving you in decisions about your care

Answers		Responses	
		No	%
28.1	Very Good	111	64 %
28.2	Good	37	21 %
28.3	Fair	8	5 %
28.4	Poor	0	0 %
28.5	Very Poor	0	0 %
28.6	Does not apply	17	10 %
Total =		173	100 %

Question 29 : Treating you with care and concern

Answers		Responses	
		No	%
29.1	Very Good	139	79 %
29.2	Good	30	17 %
29.3	Fair	4	2 %
29.4	Poor	0	0 %
29.5	Very Poor	0	0 %
29.6	Does not apply	2	1 %
Total =		175	99 %

Question 30 : Did you have confidence and trust in the nurse you saw or spoke to?

Answers		Responses	
		No	%
30.1	Yes, definitely	151	86 %
30.2	Yes, to some extent	23	13 %
30.3	No, not at all	1	1 %
30.4	Don't know / can't say	0	0 %
Total =		175	100 %

Questions 31 – 35 : About 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:

Question 31 : Understand your health problems?

Answers		Responses	
		No	%
31.1	Very well	169	88 %
31.2	Unsure	18	9 %
31.3	Not very well	3	2 %
31.4	Does not apply	3	2 %
Total =		193	101 %

Question 32 : Cope with your health problems

Answers		Responses	
		No	%
32.1	Very well	162	85 %
32.2	Unsure	20	10 %
32.3	Not very well	4	2 %
32.4	Does not apply	5	3 %
Total =		191	100 %

Question 33 : Keep yourself healthy

Answers		Responses	
		No	%
33.1	Very well	144	78 %
33.2	Unsure	28	15 %
33.3	Not very well	3	2 %
33.4	Does not apply	10	5 %
Total =		185	100 %

Question 34 : Overall, how would you describe your experience of your GP surgery?

Answers		Responses	
		No	%
34.1	Excellent	95	49 %
34.2	Very Good	73	38 %
34.3	Good	17	9 %
34.4	Fair	6	3 %
34.5	Poor	1	1 %
34.6	Very Poor	0	0 %
Total =		192	100 %

Question 35 : Would you recommend your GP surgery to someone who has just moved to your local area?

Answers		Responses	
		No	%
35.1	Yes, definitely	159	83 %
35.2	Yes, probably	28	15 %
35.3	No, probably not	3	2 %
35.4	No, definitely not	0	0 %
35.5	Don't know	2	1 %
Total =		192	101 %

Questions 38 – 40 : It would help us to understand your answers if you could tell us a little about yourself

Question 36 : Are you?

Answers		Responses	
		No	%
36.1	Male	71	38 %
36.2	Female	118	62 %
Total =		189	100 %

Question 37 : How old are you?

Answers		Responses	
		No	%
37.1	Under 16	2	1 %
37.2	16 to 44	43	22 %
37.3	45 to 64	59	31 %
37.4	65 to 74	47	24 %
37.5	75 or over	41	21 %
Total =		192	99 %

Question 38 : Do you have a long-standing health condition?

Answers		Responses	
		No	%
38.1	Yes	117	61 %
38.2	No	72	38 %
38.3	Don't know / can't say	2	1 %
Total =		191	100 %

Question 39 : What is your ethnic group?

Answers		Responses	
		No	%
39.1	White	191	100 %
39.2	Black or Black British	0	0 %
39.3	Asian or Asian British	0	0 %
39.4	Mixed	0	0 %
39.5	Chinese	0	0 %
39.6	Other ethnic group	0	0 %
Total =		191	100 %

Question 40 : Which of the following best describes you?

Answers		Responses	
		No	%
40.1	Employed (full or part-time, including self-employment)	78	40 %
40.2	Unemployed / looking for work	3	2 %
40.3	At school or in full time education	5	3 %
40.4	Unable to work due to long-term sickness	7	4 %
40.5	Looking after your home / family	16	8 %
40.6	Retired from paid work	79	41 %
40.7	Other	7	4 %
Total =		195	102 %

Questions 41 – 46 : Bottisham Medical Practice specific**Question 41 : Are you aware the surgery has a Patient Participation Group (PPG)?**

Answers		Responses	
		No	%
41.1	Yes	139	75 %
41.2	No	46	25 %
Total =		185	100 %

Question 42 : Do you have regular access to the internet?

Answers		Responses	
		No	%
42.1	Yes	151	82 %
42.2	No	34	18 %
Total =		185	100 %

Question 43 : Are you aware that the PPG has a section on our website (www.bottishammedicalpractice.nhs.uk)?

Answers		Responses	
		No	%
43.1	Yes	75	41 %
43.2	No	109	59 %
Total =		184	100 %

Question 44 : Are you aware you can become a virtual member of the PPG via the website?

Answers		Responses	
		No	%
44.1	Yes	52	29 %
44.2	No	129	71 %
Total =		181	100 %

Question 45 : Are you willing to sign up as an on-line virtual member of the PPG?

Answers		Responses	
		No	%
45.1	Yes	52	30 %
45.2	No	123	70 %
Total =		175	100 %

Question 46 : Are you aware of the PPG Activities?

(NB Patients could answer as many options as were relevant)

Answers		Responses	
		No	%
46.1	Walking Group	48	21 %
46.2	Carer's Support Group	34	15 %
46.3	Articles in Village Magazines	64	28 %
46.4	Patient Group Noticeboard in Surgery	81	36 %
Total =		227	100 %

Question 47 : Are you aware that the Practice can offer help and advice to carers to access a full range of services to assist them in their important role?

Answers		Responses	
		No	%
47.1	Yes	77	45 %
47.2	No	96	55 %
Total =		173	100 %

Question 48 : Would you like to join the Carer's Support Group (Carer's Café)? Organised by the Practice and the PPG.

Answers		Responses	
		No	%
48.1	Yes	6	4 %
48.2	No	163	96 %
Total =		169	100 %