

Patient Survey Results - OCTOBER 2016

DWA
EDINBURGH
EH10 5DD

Pinhoe & Broadclyst Practice Report

The Practice last conducted a FULL survey in 2012. This included questions about how Doctors and Nurses communicate with patients, as well as questions about more practical matters such as booking appointments, waiting times, etc. These are called ACCESS issues. In 2014 we conducted a MINI survey just looking at ACCESS questions. This report shows the results for October 2016 and also the results from 2012 which are highlighted in **YELLOW**. Some questions are new for 2016 and so there is no 2012 result. The ACCESS questions are reviewed in another report available for patients to read.

Background Information from our Survey Company

The original version of GPAQ was developed at the National Primary Care Research and Development Centre (NPCRDC) in Manchester and was widely used in UK general practice as part of the QOF for the nGMS. NPCRDC has now closed and administration has moved to Cambridge University.

GPAQ has been widely used in the UK and validated over a number of years. A new beta version of GPAQ is now available to encompass Direct Enhanced Services (DES) for Patient Participation through local surveys.

A small number of questions in GPAQ are designed to be identical to the 2011/2012 version of the national GP Patient Survey which will continue to run. This will enable practices to benchmark themselves against local and national scores.

Where available, InTime Data have listed the GPPS National scores alongside the GP / Practice GPAQ score.

Calculation of results for each question

For questions where patients have been asked to rate your services, their responses are transformed to a scale of 0 to 100 of one mark. If you are rated as "Excellent" or "Very Good" (where these are the top answers) then you will have gained 100% of 1 mark. The scaling is determined by the number of options available for each answer but always ignores answers such as "don't know" or "does not apply" etc.

Three choice questions have marks of 100, 50 and 0 percent.

Four choice questions have marks of 100, 66, 33 and 0 percent.

Five choice questions have marks of 100, 75, 50, 25, and 0 percent.

Six choice questions have marks of 100, 80, 60, 40, 20 and 0 percent.

Your score is calculated by multiplying appropriate scale rating (0 to 100) by the number of patients who awarded you that point on the scale. This figure is shown in brackets after each category. This is done for every point on the scale.

The total is calculated by adding all the subtotals and divided by the number of respondents to that question, ignoring all non-responders, including "don't know" etc. In this way your score is not affected by people who do not have an opinion.

Example:

Rating	Patients	Percentage	Sub-Total
Very poor	2	0	0
Poor	0	20	0
Fair	9	40	360
Good	30	60	1,800
Very good	53	80	4,240
Excellent	53	100	5,300
Total	147		11,700
Score		79.59 (79.6)	

A perfect score is 100%

Q1. About Your Visit to the GP Today
How good was the GP at: Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	296	84.1%
Good (75)	46	13.1%
Satisfactory (50)	9	2.6%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	14	
Total	369	

Good	Not Good
97.2%	2.8%

NOT COMPARED 2012

Q2.
Being polite and considerate?

Answer (score in brackets)	Count	Percentage
Very good (100)	313	88.9%
Good (75)	36	10.2%
Satisfactory (50)	3	0.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	3	
Did not answer	14	
Total	369	

Good	Not Good
99.1%	0.9%

91.5% 2012

Q3.
Listening to you?

Answer (score in brackets)	Count	Percentage
Very good (100)	304	86.4%
Good (75)	44	12.5%
Satisfactory (50)	4	1.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	15	
Total	369	

Mean scores for Q3		
Your patients	96.3	90.5% 2012

	Good	Not Good
GPPS	88.0%	11.0%

Q4.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	281	80.1%
Good (75)	56	16.0%
Satisfactory (50)	13	3.7%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	2	
Did not answer	16	
Total	369	

Mean scores for Q4		
Your patients	93.9	89.2% 2012

	Good	Not Good
GPPS	86.0%	12.0%

Q5.
Assessing your medical condition?

Answer (score in brackets)	Count	Percentage
Very good (100)	273	79.8%
Good (75)	55	16.1%
Satisfactory (50)	14	4.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	12	
Did not answer	15	
Total	369	

Good	Not Good
95.9%	4.1%

NOT COMPARED 2012

Q6. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	273	80.5%
Good (75)	46	13.6%
Satisfactory (50)	20	5.9%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	16	
Did not answer	14	
Total	369	

Good	Not Good
94.1%	5.9%
92.8%	2012

Q7. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	256	77.3%
Good (75)	54	16.3%
Satisfactory (50)	20	6.0%
Poor (25)	1	0.3%
Very poor (0)	0	0.0%
Does not apply	23	
Did not answer	15	
Total	369	

Mean scores for Q7		
Your patients	92.7	88.6% 2012

	Good	Not Good
GPPS	75.0%	12.0%

Q8. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	254	79.9%
Good (75)	54	17.0%
Satisfactory (50)	10	3.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	35	
Did not answer	16	
Total	369	

Good	Not Good
96.9%	3.1%
NOT COMPARED 2012	

Q9. Did you have confidence that the GP is honest and trustworthy?		
Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	332	94.6%
Yes, to some extent (50)	19	5.4%
No, not at all (0)	0	0.0%
Don't know / can't say	3	
Did not answer	15	
Total	369	

	Yes	No
GPPS	93.0%	4.0%
Your patients	100.0%	0.0%
	NOT COMPARED 2012	

Q10. Did you have confidence that the doctor will keep your information confidential?		
Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	344	97.7%
Yes, to some extent (50)	8	2.3%
No, not at all (0)	0	0.0%
Don't know / can't say	1	
Did not answer	16	
Total	369	

Yes	No
100.0%	0.0%
NOT COMPARED 2012	

Q11. Would you be completely happy to see this GP again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	352	100.0%
No (0)	0	0.0%
Did not answer	17	
Total	369	

Yes	No
100.0%	0.0%
NOT COMPARED 2012	

Q12. About Your Receptionists and Appointments
How helpful do you find the receptionists at your GP practice?

Answer (score in brackets)	Count	Percentage
Very helpful (100)	257	75.6%
Fairly helpful (66)	79	23.2%
Not very helpful (33)	4	1.2%
Not at all helpful (0)	0	0.0%
Don't know	4	
Did not answer	25	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q13.
How easy is it to get through to someone at your GP practice on the phone?

Answer (score in brackets)	Count	Percentage
Very easy (100)	119	35.1%
Fairly easy (66)	174	51.3%
Not very easy (33)	40	11.8%
Not at all easy (0)	6	1.8%
Don't know	1	
Haven't tried	7	
Did not answer	22	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q14.
How easy is it to speak to your doctor or nurse on the phone at your GP practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	74	29.4%
Fairly easy (66)	133	52.8%
Not very easy (33)	40	15.9%
Not at all easy (0)	5	2.0%
Don't know	24	
Haven't tried	70	
Did not answer	23	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q15.
If you need to see a GP urgently, can you normally get seen the same day?

Answer	Count	Percentage
Yes	229	82.4%
No	49	17.6%
Don't know / never needed to	69	
Did not answer	22	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q16.
How important is it to you to be able to book appointments ahead of time in your practice?

Answer	Count	Percentage
Important	314	91.0%
Not important	31	9.0%
Did not answer	24	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q17.
How easy is it to book ahead in your practice?

Answer (score in brackets)	Count	Percentage
Very easy (100)	142	44.1%
Fairly easy (66)	150	46.6%
Not very easy (33)	26	8.1%
Not at all easy (0)	4	1.2%
Don't know	5	
Haven't tried	18	
Did not answer	24	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q18.
How do you normally book your appointments at your practice?

Answer	Count	Percentage
In person	79	18.9%
By phone	296	70.6%
Online	43	10.3%
Doesn't apply	1	0.2%
Did not answer	22	
Total	441	

REPORTED IN 'ACCESS' REVIEW

Q19.
Which of the following methods would you prefer to use to book appointments at your practice?

Answer	Count	Percentage
In person	97	20.8%
By phone	268	57.4%
Online	101	21.6%
Doesn't apply	1	0.2%
Did not answer	25	
Total	492	

REPORTED IN 'ACCESS' REVIEW

Q20. Thinking of times when you want to see a particular doctor:
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	122	35.2%
2-4 days	119	34.3%
5 days or more	56	16.1%
I don't usually need to be seen quickly	27	7.8%
Don't know, never tried	23	6.6%
Did not answer	22	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q21.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	102	30.8%
Very good (80)	112	33.8%
Good (60)	68	20.5%
Satisfactory (40)	38	11.5%
Poor (20)	9	2.7%
Very poor (0)	2	0.6%
Does not apply	13	
Did not answer	25	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q22. Thinking of times when you are willing to see any doctor?
How quickly do you usually get seen?

Answer	Count	Percentage
Same day or next day	221	63.9%
2-4 days	70	20.2%
5 days or more	9	2.6%
I don't usually need to be seen quickly	18	5.2%
Don't know, never tried	28	8.1%
Did not answer	23	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q23.
How do you rate how quickly you were seen?

Answer (score in brackets)	Count	Percentage
Excellent (100)	125	38.9%
Very good (80)	122	38.0%
Good (60)	45	14.0%
Satisfactory (40)	23	7.2%
Poor (20)	5	1.6%
Very poor (0)	1	0.3%
Does not apply	22	
Did not answer	26	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q24. Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

Answer	Count	Percentage
Less than 5 minutes	99	33.6%
5 – 10 minutes	149	50.5%
11 – 20 minutes	39	13.2%
21 – 30 minutes	6	2.0%
More than 30 minutes	0	0.0%
There was no set time for my consultation	2	0.7%
Did not answer	74	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q25.
How do you rate how long you waited?

Answer (score in brackets)	Count	Percentage
Excellent (100)	83	28.5%
Very good (80)	103	35.4%
Good (60)	61	21.0%
Satisfactory (40)	40	13.7%
Poor (20)	3	1.0%
Very poor (0)	1	0.3%
Does not apply	5	
Did not answer	73	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q26. Opening
Is your GP practice currently open at times that are convenient to you?

Answer	Count	Percentage
Yes	275	92.6%
No	22	7.4%
Don't know	14	
Did not answer	58	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q27. Opening
Which of the following additional opening hours would make it easier for you to see or speak to someone?

Answer	Count	Percentage
Before 8am	39	17.0%
At lunchtime	14	6.1%
After 6.30pm	47	20.4%
On a Saturday	76	33.0%
On a Sunday	15	6.5%
None of these	39	17.0%
Did not answer	20	
Total	431	

REPORTED IN 'ACCESS' REVIEW

Q28. Choice
Is there a particular GP you usually prefer to see or speak to?

Answer	Count	Percentage
Yes	231	74.0%
No	81	26.0%
There is usually only one doctor in my surgery	0	
Did not answer	57	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q29.
How often do you see or speak to the GP you prefer?

Answer (score in brackets)	Count	Percentage
Always or almost always (100)	133	54.1%
A lot of the time (66)	62	25.2%
Some of the time (33)	42	17.1%
Never or almost never (0)	9	3.7%
Not tried at this GP practice	14	
Did not answer	109	
Total	369	

REPORTED IN 'ACCESS' REVIEW

Q30. How good was the Nurse you last saw at:
Putting you at ease?

Answer (score in brackets)	Count	Percentage
Very good (100)	194	75.8%
Good (75)	45	17.6%
Satisfactory (50)	16	6.3%
Poor (25)	0	0.0%
Very poor (0)	1	0.4%
Does not apply	6	
Did not answer	107	
Total	369	

Good	Not Good
93.4%	6.6%
NOT COMPARED 2012	

Q31.
Giving you enough time?

Answer (score in brackets)	Count	Percentage
Very good (100)	179	71.0%
Good (75)	60	23.8%
Fair (50)	13	5.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	112	
Total	369	

Mean scores for Q31		
Your patients	91.5	89.2% 2012

	Good	Not Good
GPPS	81.0%	6.0%

Q32. Listening to you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	184	73.0%
Good (75)	55	21.8%
Fair (50)	12	4.8%
Poor (25)	1	0.4%
Very poor (0)	0	0.0%
Does not apply	5	
Did not answer	112	
Total	369	

Mean scores for Q32		
Your patients	91.9	87.8% 2012

	Good	Not Good
GPPS	80.0%	7.0%

Q33. Explaining your condition and treatment?		
Answer (score in brackets)	Count	Percentage
Very good (100)	167	68.7%
Good (75)	54	22.2%
Fair (50)	22	9.1%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	14	
Did not answer	112	
Total	369	

	Good	Not Good
GPPS	78.0%	8.0%
	91.3%	8.7%
	2012	

Q34. Involving you in decisions about your care?		
Answer (score in brackets)	Count	Percentage
Very good (100)	150	66.1%
Good (75)	63	27.8%
Fair (50)	14	6.2%
Poor (25)	0	0.0%
Very poor (0)	0	0.0%
Does not apply	29	
Did not answer	113	
Total	369	

Mean scores for Q34		
Your patients	90.0	86.7% 2012

	Good	Not Good
GPPS	68.0%	11.0%

Q35. Providing or arranging treatment for you?		
Answer (score in brackets)	Count	Percentage
Very good (100)	151	69.3%
Good (75)	52	23.9%
Fair (50)	14	6.4%
Poor (25)	1	0.5%
Very poor (0)	0	0.0%
Does not apply	35	
Did not answer	116	
Total	369	

Good	Not Good
93.1%	6.9%
NOT COMPARED 2012	

Q36. Would you be completely happy to see this nurse again?		
Answer (score in brackets)	Count	Percentage
Yes (100)	238	98.3%
No (0)	4	1.7%
Did not answer	127	
Total	369	

Yes	No
98.3%	1.7%
NOT COMPARED 2012	

Q37. Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:
Understand your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	268	85.6%
Unsure (50)	37	11.8%
Not very well (0)	8	2.6%
Does not apply	7	
Did not answer	49	
Total	369	

Mean scores for Q37		
Your patients	91.5	92.3% 2012

Q38.
Cope with your health problems?

Answer (score in brackets)	Count	Percentage
Very well (100)	256	84.5%
Unsure (50)	39	12.9%
Not very well (0)	8	2.6%
Does not apply	14	
Did not answer	52	
Total	369	

Mean scores for Q38		
Your patients	90.9	91.6% 2012

Q39.
Keep yourself healthy?

Answer (score in brackets)	Count	Percentage
Very well (100)	225	78.4%
Unsure (50)	52	18.1%
Not very well (0)	10	3.5%
Does not apply	29	
Did not answer	53	
Total	369	

Mean scores for Q39		
Your patients	87.5	88.6% 2012

Q40. Satisfaction
Overall, how would you describe your experience of your GP surgery?

Answer (score in brackets)	Count	Percentage
Excellent (100)	160	50.3%
Very good (80)	108	34.0%
Good (60)	39	12.3%
Fair (40)	10	3.1%
Poor (20)	1	0.3%
Very poor (0)	0	0.0%
Did not answer	51	
Total	369	

	Good	Not Good
Your patients	96.5%	3.5%
GPPS	87.0%	13.0%
	96.7%	3.3%
	2012	

Q41.
Would you recommend your GP surgery to someone who has just moved to your area?

Answer (score in brackets)	Count	Percentage
Yes, definitely (100)	186	59.4%
Yes, probably (66)	105	33.5%
No, probably not (33)	20	6.4%
No, definitely not (0)	2	0.6%
Don't know	1	
Did not answer	55	
Total	369	

	Yes	No
Your patients	93.0%	7.00%
GPPS	80.0%	20.00%
	98.3%	1.7%
	2012	

Q42. Demographics		
Are you male/female?		
Answer	Count	Percentage
Male	99	31.0%
Female	220	69.0%
Did not answer	50	
Total	369	

Q43.		
How old are you?		
Answer	Count	Percentage
Under 16	3	0.9%
16 to 44	116	36.6%
45 to 64	95	30.0%
65 to 74	62	19.6%
75 and over	41	12.9%
Did not answer	52	
Total	369	

Q44.		
Do you have a long-standing health condition?		
Answer	Count	Percentage
Yes	183	60.4%
No	120	39.6%
Don't know / never needed to	15	
Did not answer	51	
Total	369	

Q45.		
What is your ethnic group?		
Answer	Count	Percentage
White	314	98.7%
Black or Black British	1	0.3%
Asian or Asian British	1	0.3%
Mixed	1	0.3%
Chinese	1	0.3%
Other ethnic group	0	0.0%
Did not answer	51	
Total	369	

Q46.		
Which of the following best describes you?		
Answer	Count	Percentage
Employed (full or part time, including self-employed)	172	54.1%
Unemployed / looking for work	2	0.6%
At school or in full time education	9	2.8%
Unable to work due to long term sickness	13	4.1%
Looking after your home/family	18	5.7%
Retired from paid work	98	30.8%
Other	6	1.9%
Did not answer	51	
Total	369	

Comments

My wife and I have been patients at this practice for 45 years and received very good treatment etc.

We transferred here due to previous issues with a previous GP surgery. This surgery is outstanding

We haven't lived here long but have found the surgery & staff very good

1). Recently it has been increasingly difficult to get appointments. 2) Not sure why GPs seem not to want to refer. After 4 consultants and no joy I visit to a dermatology specialist and bingo. An earlier referral would have saved everybody time and money. 3) some of the procedures slow things down, having to speak to a nurse (10 days) before getting an appointment (nearly a month wait)

GPs that work so part time they are almost invisible, therefore you always have to go to any GP which is not good for continuity of care

This is an excellent practice

I often feel am wasting doctors time and sometimes don't get that feeling "my health needs have been met"

Overall an excellent service, we are most fortunate

He's great!

I have had many various health issues - 2 false hips, glaucoma & cataracts, breast cancer & type 2 diabetes - insulin treated and care has been excellent through it all

Excellent service and care provided by all staff

Excellent, helpful, friendly caring staff

DO NOT OPEN SATURDAYS OR SUNDAYS OR AFTER 6PM!

Normally a very good experience

I have found the GPs and nurses at this surgery are very proactive, more so than any previous GP

You are great as you are

Surgery needs updating no colour. Playroom no toys. Should take a leaf out of Ottery St Mary Surgery

The receptionists either seem to be lovely or quite short, the shortness/dismissiveness has been upsetting in the past.

I have always received first class care and attention at Pinhole & Broadclyst.

Nurses are v. good but very booked up. If they are doing more procedures this could be a problem, Nurses on line?

Very pleased with the surgery

Couple of doctors were unhelpful and unfriendly when I needed help - not Dr Duncan - this left a bad taste and I almost moved practice

I am a new client, so we need to get to know one another

I often have to use the automated booking service on the phone as the surgery isn't open before 8.50am - it is difficult to use when you only have certain times you can see Dr as you have to go through all of the options

Dr Clements has been my family doctor since I was a little girl. She is AA

Extremely happy with them

Ordering prescriptions (repeats) online can be problematic. Requests sometimes have to be duplicated. Dispensary not acting on authorised repeat medication.

Always friendly

I like to see Dr Clements, but isn't always easy. If I had a significant health problem it might be different. Seeing the same GP for ongoing problems I believe is helpful

Very good indeed

I am very happy with my GP practice

Re: question 24. It is difficult with bad traffic conditions. the wait is not usually this long

Q26 I answered yes because is open at times that are convenient but I would still have liked to answer Q27 as there are additional times that would make it even more convenient like before 8 am on a Saturday

Receptionists need to know who does what job as I was pushed around with who I need to see after nurse cancelling 6 weeks later I was seen

Difficult to get through on the phone. Sometimes difficult to make same day appointments to see GP. Extremely difficult to book appointment in advance. Extremely difficult to see nurse within a week or more.

This practice has been taking care of 5 generations of my family for years we have always experienced an excellent service and would not hesitate to recommend them to anyone. It can be difficult to get appointments at times or we may need to access the walk in centres but this is entirely due to pressures on the NHS. The care & attention of staff at the practice could not be bettered

Excellent

Support to me when my sister was seriously ill and needed residential care was excellent

Receptionists attitudes not good at all. Doctors great whenever you can get to see them

We are privileged to have such excellent care Jeremy Hunt is set to destroy thisI will do/ do all I can to uphold & support the NHS with its excellent GPs, nurses & junior doctors

A patient of many years - always satisfied with consultation

I am never able to see my doctor as they do not seem to work many days any more

All staff, including the pharmacy are always willing to help & are always polite

This is by far, on every level, the best practice I have ever attended. You all do a fantastic job!

Brilliant practice & doctor

Sometimes more time with GP would be good

Fortunate to have such an excellent practice so close to home & always welcoming and helpful reception

Compared to other practices that I hear about from friends and family, this rates very highly.

Only issue is very rarely see my own GP, usually different ones

This is well-run, a wonderful community resource and "knocks spots off" some in other parts of the country!!

1st Class

Excellent service every time

Very accomodating at any time

Nurses have been brilliant especially the local GP surgery Broadclyst & Pinhoe

I have only ever seen my GP once, would be nice to establish a relationship and see the same Dr.

I am extremely happy with my doctor and the service

Check in machine didn't work so I ended ups waiting 40 mins

No complaints at all

Dr Duncan is the best Dr I have had!

1st Class

I worry about the ability of the practice to maintain its high standards with the increasing number of residents + house building in the area

Sometimes difficult to get an appointment with a NURSE

Modern treatment for acute back pain

Its the best well organised

Can hear reception talking whilst waiting for appointment.

Very happy with the service at the practice. very efficient and I feel the doctor/nurse cater for the individuals extremely well. A lovely family practice

Nurse told me four days for bloods, receptionist shook her head & said they don't take that long. Not sure if it's helpful or undermining.