

Jorvik Medical Practice

Patient Survey 2006/07



Jorvik Patient Survey

- GPAQ (General Practice Assessment Questionnaire)
- Separate surveys at the two sites
- 168 at WH 178 at SBMC
- Analysed and reported by Patient Dynamics



Patient Survey Report Structure

- Evaluation Questions
- Report Questions
- Demographic Questions



Patient Survey Demographics

	WH	SBMC
• Male	46/172	65/178
• Female	126	113
• 16-24	13	12
• 25-34	37	24
• 35-44	26	33
• 45-54	17	31
• 55-64	39	32
• 65-74	21	26
• 75+	17	17
• Illness (long)	97	87
• No	69	80



Patient Survey Demographics

	WH	SBMC
• White	166/170	174/176
• Black		2
• Asian	1	
• Mixed	2	
• Chinese		
• Other	1	



Patient Survey Demographics

	WH	SBMC
• Owner occupied	112/167	139/173
• Rented or other arrangements	55	35
• Employed	98	100
• Unemployed	2	2
• School or student	2	5
• Long term sick	12	7
• Looking after family	10	8
• Retired	43	50
• Other		1



Patient Survey Evaluation Questions

- Patients made a judgement about how good that aspect of care was
- Each score is a mean for all patients who completed the question (% age of maximum possible score)
- Each is compared with a GPAQ benchmark



EVALUATION QUESTIONS

<u>RATING</u>	<u>SCORE</u>
Excellent	100
Very good	80
Good	60
Fair	40
Poor	20
Very Poor	0



Summary of results

Satisfaction with---

	WH	SBMC	GPAQ
Receptionists	81	83	75
Opening hours	73	70	67
Availability particular Dr	68	72	58
Availability any Dr	81	81	68
Waiting times at Practice	64	64	56
Phoning through to practice	68	67	59
Phoning Dr for advice	75	77	59



Summary of results

Satisfaction with---

	WH	SBMC	GPAQ
Continuity of care	70	68	68
Doctor's questioning	78	78	79
How well Dr listens	78	81	81
How well Dr puts Pt at ease	81	81	82
How much Dr involves Pt	78	76	79
Doctor's explanations	78	79	81
Time Dr spends	75	77	78

Summary of results

Satisfaction with---

	WH	SBMC	GPAQ
Doctor's patience	78	80	81
Doctor's caring & concern	78	80	82
How well nurse listens	81	77	76
Quality of care by nurse	81	79	78
How well nurse explains problems/treatments	81	79	77



OVERALL SATISFACTION

<u>Rating</u>	<u>Score</u>
Completely satisfied	100
Very satisfied	83.3
Fairly satisfied	66.7
Neutral	50
Fairly dissatisfied	33.3
Very dissatisfied	16.7
Completely dissatisfied	0



Woolpack House

	Number of responses	% of responses
Completely satisfied	66	38
Very satisfied	63	37
Fairly satisfied	26	15
Neutral	2	1
Fairly dissatisfied	2	1
Very dissatisfied	8	5
Completely dissatisfied	5	3
Total	172	100

South Bank Medical Centre

	Number of responses	% of responses
Completely satisfied	65	37
Very satisfied	81	46
Fairly satisfied	23	13
Neutral	3	2
Fairly dissatisfied	0	0
Very dissatisfied	3	2
Completely dissatisfied	3	2
Total	178	100



How quickly do you usually get to see a particular doctor?

	WH		SBMC	
	Number	%	Number	%
Same day	33	21	60	35
Next working day	20	13	19	11
Within 2 working days	28	18	33	19
Within 3 working days	11	7	12	7
Within 4 working days	10	6	10	6
5 or more working days	6	10	3	2
Does not apply	39	25	33	19



How quickly do you usually get seen?

	WH		SBMC	
	Number	%	Number	%
Same day	107	66	125	75
Next working day	24	15	18	11
Within 2 working days	5	3	12	7
Within 3 working days	2	1	3	2
Within 4 working days	3	2	2	1
5 or more working days	3	2	2	1
Does not apply	17	11	5	3



How long do you usually have to wait at the practice for your consultation to begin?

	WH		SBMC	
	Number	%	Number	%
5 minutes or less	44	27	29	17
6 – 10 minutes	80	48	89	52
11 – 20	34	21	53	31
21 – 30	5	3	1	1
> 30 minutes	2	1	0	0



In general, how often do you see your usual doctor?

	WH		SBMC	
	Number	%	Number	%
Always	23	14	16	10
Almost always	47	29	49	31
A lot of the time	30	18	28	18
Some of the time	31	19	46	29
Almost never	25	15	14	9
Never	7	4	5	3



Patient comments Positive WH

- I have always been happy with the service
- Includes alternative treatments
- I can have an appointment at anytime
- Efficient practice
- Everyone here are great
- Appointment system is very good
- Doctors & nurses are excellent
- The professionalism of the team



Patient comments Positive WH

- It is free and very good
- Booking and waiting times are very low
- New purpose built accommodation
- Very pleased with maternity care
- Computerised arrival
- I can always ring and talk to a doctor
- Practice is very personal
- I am extremely impressed



Patient comments Positive SBMC

- The practice is very good & I am v. happy
- First rate service, caring, responsive
- The surgery has nice staff
- Doctors offer a fantastic service
- Excellent environment
- The feeling of being cared for
- Generally can be seen the same day
- Doctors are very friendly



Patient comments Positive SBMC

- Nurses are excellent, very approachable
- Very professional – always patient and helpful
- Always get help when needed
- Good information given when needed
- I can always get a same day appointment
- Faultless
- Very efficient system
- It keeps me breathing



Patient comments Improvements

WH

- Don't like to ring at 8.00am for an appointment
- Appointment system (immediate app. for children)
- Sometimes difficult to pre-book appointments
- Weekend cover
- Car parking
- The touch screen is frustrating
- Hospital waiting times
- I am unsure who my doctor is



Patient comments Improvements SBMC

- Saturday appointments
- Waiting time to see a nurse
- Water cooler in reception
- Flexible hours for working people (a few extra hours for evening appointments)
- Better privacy at reception
- Appointments never run on time
- Long waiting list for hospital appointments
- To see the nurse on ground floor



Patient comments Improvements SBMC

- The phone system
- Prefer to have a regular doctor
- More information / advice to try to improve condition
- More leaflets
- A yearly MOT would be good
- Reviews should be more frequent
- More time with doctor, Friday pm surgery
- More care about peoples feelings



Summary for WH & SB

- Marked improvement on last year in all areas – see the trend analysis
- 83% patients are completely/ very satisfied with the whole practice at SB
- 75% patients are completely/ very satisfied with the whole practice at WH
- Patient Forum Group will come up with specific suggestions to improve ‘Communication with Patients’

