

General Practice Assessment Questionnaire GPAQ v3

ASPLEY MEDICAL CENTRE MARCH 2013

About Receptionists and Appointments

<u>How helpful do you find the receptionists at your practice ?</u>	Actual Count	Percentage
Very helpful	74	81.32%
Fairly helpful	12	13.18%
Not very helpful	2	2.20%
Not at all helpful	3	3.30%
Don't know		
	91	100.00%

<u>How easy is it to get through to someone at your GP practice on the phone ?</u>		
Very easy	66	72.53%
Fairly easy	18	19.78%
Not very easy	6	6.59%
Not at all easy		
Don't know		
Haven't tried		
Not answered	1	1.10%
	91	100.00%

<u>How easy is it to speak to a doctor or nurse on the phone at your GP practice ?</u>		
Very easy	38	41.76%
Fairly easy	29	31.87%
Not very easy	9	9.89%
Not at all easy	5	5.49%
Don't know		
Haven't tried	9	9.89%
Not answered	1	1.10%
	91	100.00%

<u>If you need to see a GP urgently, can you normally get seen on the same day ?</u>		
Yes	54	59.34%
No	15	16.48%
Don't know/never needed to	20	21.98%
Not answered	2	2.20%
	91	100.00%

<u>How important is it to you to be able to book appointments ahead of time in your practice ?</u>		
Important	78	85.71%

Not important	13	14.29%
	91	100.00%

How easy is it to book ahead in your practice ?

Very easy	50	54.95%
Fairly easy	31	34.07%
Not very easy	5	5.49%
Not at all easy	2	2.20%
Don't know		
Haven't tried	2	2.20%
Not answered	1	1.09%
	91	100.00%

How do you normally book your appointments at your practice ?

In person	36	30.25%
By phone	78	65.55%
Online	2	1.68%
Doesn't apply	3	2.52%
	119	100.00%

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

In person	39	30.71%
By phone	80	62.99%
Online	8	6.30%
Doesn't apply		
	127	100.00%

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

Same day or next day	17	18.48%
2-4 days	47	51.09%
5 days or more	15	16.30%
I don't usually need to be seen quickly	3	3.26%
Never tried	2	2.17%
Not answered	8	8.70%
	92	100.00%

How do you rate this?

Excellent	24	26.37%
Very good	23	25.27%
Good	12	13.19%
Fair	14	15.38%
Poor	5	5.49%
Very poor	2	2.20%
Does not apply	3	3.30%

Not answered	8	8.80%
	91	100.00%

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

Same day or next day	34	36.17%
2-4 days	41	43.62%
5 days or more	2	2.13%
I don't usually need to be seen quickly	6	6.38%
Don't know, never tried	4	4.26%
Not answered	7	7.44%
	94	100.00%

How do you rate this ?

Excellent	31	33.33%
Very good	25	26.88%
Good	10	10.75%
Fair	10	10.75%
Poor	4	4.30%
Very poor	1	1.08%
Does not apply	5	5.38%
Not answered	7	7.53%
	93	100.00%

Thinking of your most recent consultation with a doctor or nurse

How long did you wait for your consultation to start?

Less than 5 minutes	21	22.83%
5 - 10 minutes	35	38.04%
11 - 20 minutes	15	16.30%
21 - 30 minutes	9	9.78%
More than 30 minutes	6	6.52%
There was no set time for my consultation		
Not answered	6	6.53%
	92	100.00%

How do you rate this ?

Excellent	23	25.55%
Very good	26	28.89%
Good	8	8.89%
Fair	15	16.67%
Poor	5	5.56%
Very poor	6	6.67%
Does not apply		
Not answered	7	7.77%

90 100.00%

About Opening Times

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

Yes	74	81.32%
No	6	6.59%
Don't know	2	2.20%
Not answered	9	9.89%
	91	100.00%

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

Before 8am	9	9.89%
At lunchtime	5	5.49%
After 6.30pm	10	10.99%
On a Saturday	11	12.09%
On a Sunday	4	4.40%
None of these	4	4.40%

About seeing the Doctor of your choice

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

Yes	62	68.13%
No	22	24.18%

There is usually only one doctor in my surgery		
Not answered	7	7.69%
	91	100.00%

How good was the last GP you saw at each of the following ?

Giving you enough time

Very good	54	59.34%
Good	15	16.48%
Fair	9	9.89%
Poor	2	2.20%
Very poor	1	1.10%
Does not apply		
Not answered	10	10.99%

91 100.00%

Listening to you

Very good	55	60.44%
Good	19	20.88%
Fair	4	4.40%
Poor	2	2.20%
Very poor	1	1.10%
Does not apply		
Not answered	10	10.98%
	91	100.00%

Explaining tests and treatments

Very good	52	57.14%
Good	20	21.98%
Fair	5	5.49%
Poor	3	3.30%
Very poor	1	1.10%
Does not apply		
Not answered	10	10.99%
	91	100.00%

Involving you in decisions about your care

Very good	52	56.52%
Good	18	19.57%
Fair	6	6.52%
Poor	3	3.26%
Very poor	1	1.09%
Does not apply	2	2.17%
Not answered	10	10.87%
	92	100.00%

Treating you with care and concern

Very good	53	60.23%
Good	19	21.59%
Fair	3	3.40%
Poor	2	2.27%
Very poor	1	1.14%
Does not apply		
Not answered	10	11.37%
Good	88	100.00%

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

Yes, definitely	68	75.55%
Yes, to some extent	8	8.89%
No, not at all	4	4.44%
Don't know/can't say		
Not answered	10	11.12%
	90	100.00%

**How good was the last nurse
you saw at each of the
following**

Giving you enough time

Very good	51	56.67%
Good	19	21.11%
Fair	5	5.56%
Poor		
Very poor	1	1.11%
Does not apply	2	2.22%
Not answered	12	13.33%
	90	100.00%

Listening to you

Very good	51	56.04%
Good	21	23.08%
Fair	4	4.39%
Poor		
Very poor	1	1.11%
Does not apply	2	2.20%
Not answered	12	13.18%
	91	100.00%

Explaining tests and treatments

Very good	53	58.24%
Good	19	20.88%
Fair	3	3.30%
Poor		
Very poor	1	1.10%
Does not apply	3	3.30%
Not answered	12	13.18%
	91	100.00%

Involving you in decisions about your care

Very good	44	50.57%
Good	13	14.94%
Fair	6	6.90%
Poor		
Very poor	1	1.15%
Does not apply	11	12.64%
Not answered	12	13.80%
	87	100.00%

Treating you with care and concern

Very good	51	56.67%
Good	20	22.22%
Fair	3	3.33%

Poor	1	1.11%
Very poor	1	1.11%
Does not apply	2	2.22%
Not answered	12	13.34%
	90	100.00%

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

Yes, definitely	62	68.89%
Yes, to some extent	10	11.11%
No not at all	4	4.44%
Don't know/can't say	2	2.22%
Not answered	12	13.34%
	90	100.00%

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**

Understand your health problems

Very well	78	85.71%
Unsure	7	7.69%
Not very well	2	2.20%
Does not apply		
Not answered	4	4.40%
	91	100.00%

Cope with your health problems

Very well	77	84.62%
Unsure	6	6.59%
Not very well	2	2.20%
Does not apply	2	2.20%
Not answered	4	4.39%
	91	100.00%

Keep yourself healthy

Very well	66	72.53%
Unsure	12	13.19%
Not very well	2	2.20%
Does not apply	7	7.69%
Not answered	4	4.39%
	91	100.00%

**Overall, how would you describe your
experience of your GP surgery?**

Excellent	54	59.34%
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Very good	21	23.08%
Good	7	7.69%
Fair	3	3.30%
Poor	1	1.10%
Very poor	1	1.10%
Not answered	4	4.39%
	91	100.00%

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

Yes, definitely	72	80.00%
Yes, probably	8	8.89%
No, probably not	4	4.44%
No, definitely not	1	1.11%
Don't know	1	1.11%
Not answered	4	4.45%
	90	100.00%

It will help us to understand your answers if you could tell us a little about yourself

Gender

Male	21	23.08%
Female	66	72.53%
Not answered	4	4.39%
	91	100.00%

Age

Under 16	2	2.20%
16 - 44	33	36.26%
45 - 64	26	28.57%
65 - 74	16	17.58%
75 and over	10	10.99%
Not answered	4	4.40%
	91	100.00%

Do you have a long standing health condition

Yes	52	57.78%
No	30	33.33%
Don't know/can't say	4	4.44%
Not answered	4	4.45%
	90	100.00%

What is your ethnic group?

White	71	78.89%
Black or Black British	7	7.78%
Asian or Asia British	4	4.44%
Mixed	3	3.33%

Chinese		
Other ethnic group	1	1.11%
Not answered	4	4.45%
	90	100.00%

Which of the following best describes you?

Employed (full or part time including self employed)	30	32.97%
Unemployed/looking for work	6	6.59%
At school or in full time education	5	5.49%
unable to work due to long term sickness	10	10.99%
Looking after your home/family	10	10.99%
Retired from paid work	23	25.27%
Other	3	3.30%
Not answered	4	4.40%
	91	100.00%

Comments made by patients at the end of the survey

I've been a patient at this practice since about 1989, and have had unfailingly excellent care over all those years. Up until recently about 2 years ago I was an infrequent visitor. Since developing arthritis I have a set of medications following the most thorough assessment diagnosis from Dr Harte.

Aspley Medical Centre is excellent in every respect.
Receptionists/nurses/doctors. Fully satisfied with their service in every way.

Always very helpful to me and very friendly.

Always received with courtesy and consideration.

Always found it very good.

Yes a tea machine with sugar and milk.

The Doctors nurses and staff give an excellent service.

Don't change it. It's got a good reputation and in my opinion cannot be improved.

Keep up the good work.

All the staff at Aspley Medical Centre deserve a 5*. All staff are very helpful, I've never had to go to a walk in centre, when the doctors is open. I'm very glad I chose this doctors for my family.

Waiting times need looking at for the amount of doctors here nobody should be waiting an hour + after their appointment time.

I would recommend the Aspley Medical Centre for the care and application as excellent.

The length of time that each doctor has been in post is very reassuring. It helps to build relationship and trust.

GP, nurse and reception have a lot of demands and they are all great and understanding under pressure 5 star ratings from me. Well done
Aspley Medical Centre

All your girls on reception are a credit to you.

Comments in the survey

By the nurse section

What excellent service you give. I'll bring my mini in for its next annual service!

By receptionist section

Not at all helpful - but only one of them

By booking appointments section

Text