

Hackbridge Medical Centre General Practice Assessment Questionnaire 2013

This Report

The General Practice Assessment Questionnaire (GPAQ) was introduced in 2004 to survey aspects of GP care such as ease of making an appointment, satisfaction with opening hours, and communication with GPs and nurses. This report is based on GPAQ version 3, which was introduced in 2011. The report includes the results of 102 surveys taken in February 2013. For each question, the number of responses for each answer is given, along with a percentage breakdown. A graph showing the practice results is given to the right of the table.

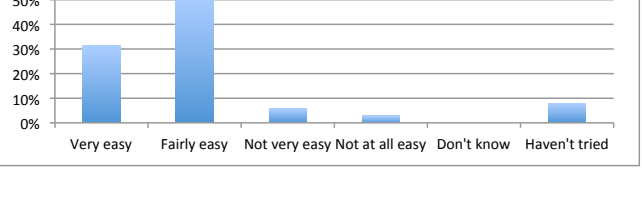
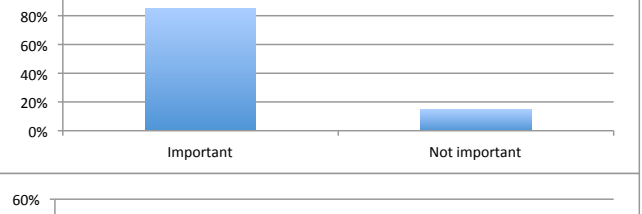
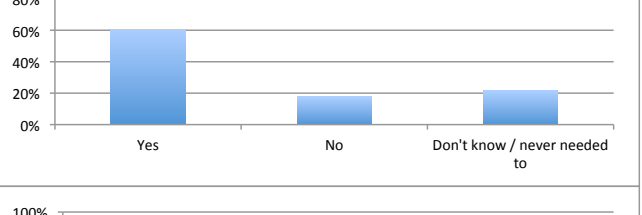
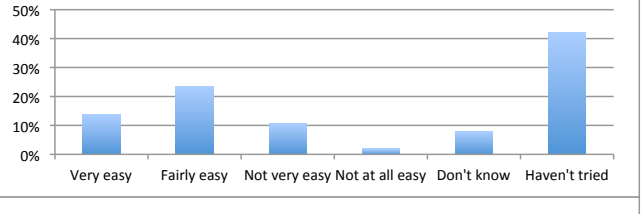
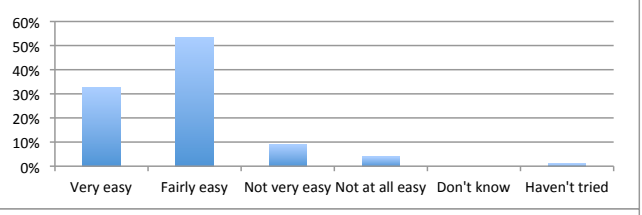
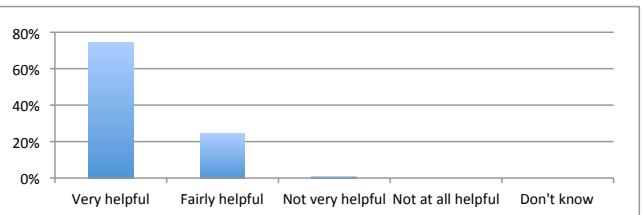
Benchmarks

GPAQ version 3 has been designed so that a number of the questions are identical to questions in the government-run GP Patient Survey (GPPS). This enables practices to benchmark themselves against national scores. For those questions identical to questions in the GPPS, July 2011-March 2012 GPPS national benchmarks are given in a column to the right of the practice results, highlighted in blue. For these questions the performance of the practice is compared to the national benchmark, with colour coding used to indicate practice performance (green = exceeds benchmark, orange = slightly below benchmark, red = significantly below benchmark).

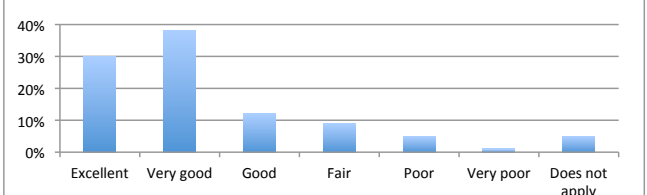
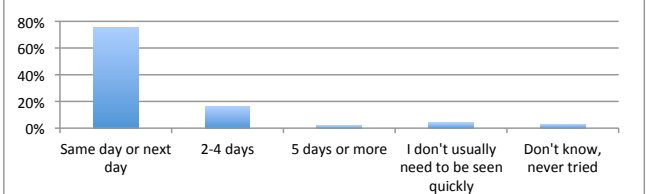
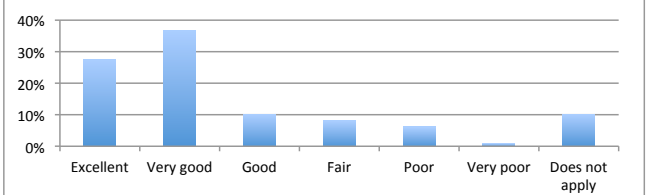
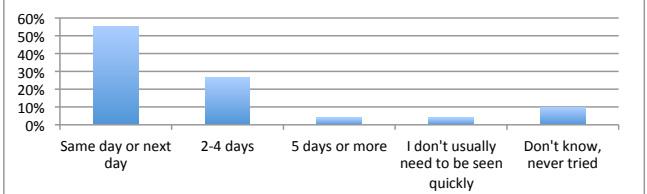
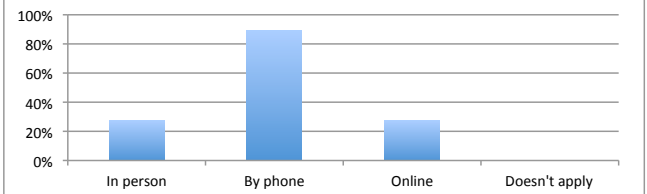
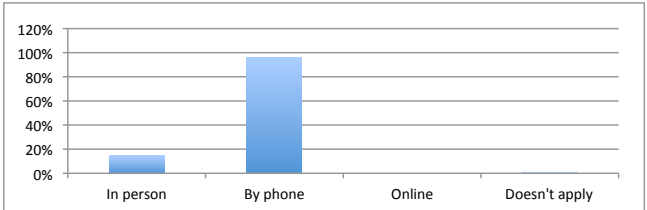
Results

Receptionists and Appointments

Option	Total Responses	% of Responses	GPPS Benchmark
Q.1 How helpful do you find the receptionists at your GP practice?			
1 Very helpful	76	75%	48%
2 Fairly helpful	25	25%	41%
3 Not very helpful	1	1%	7%
4 Not at all helpful	0	0%	2%
5 Don't know	0	0%	2%
Helpful (total)		99%	89%
Q.2 How easy is it to get through to someone at your GP practice on the phone?			
1 Very easy	33	33%	31%
2 Fairly easy	54	53%	47%
3 Not very easy	9	9%	13%
4 Not at all easy	4	4%	5%
5 Don't know	0	0%	0%
6 Haven't tried	1	1%	4%
Easy (total)		87%	81%
Q.3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?			
1 Very easy	14	14%	
2 Fairly easy	24	24%	
3 Not very easy	11	11%	
4 Not at all easy	2	2%	
5 Don't know	8	8%	
6 Haven't tried	43	42%	
Easy (total)		64%	
Q.4 If you need to see a GP urgently, can you normally get seen on the same day?			
1 Yes	62	61%	
2 No	18	18%	
3 Don't know / never needed to	22	22%	
Q.5 How important is it to you to be able to book appointments ahead of time in your practice?			
1 Important	87	85%	
2 Not important	15	15%	
Q.6 How easy is it to book ahead in your practice?			
1 Very easy	32	31%	
2 Fairly easy	53	52%	
3 Not very easy	6	6%	
4 Not at all easy	3	3%	
5 Don't know	0	0%	
6 Haven't tried	8	8%	
Easy (total)		90%	

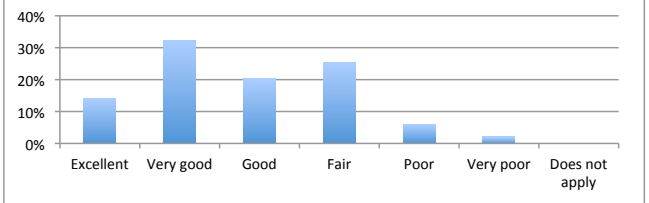
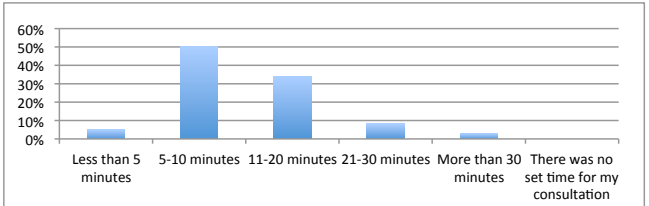


Option	Total Responses	% of Responses	GPPS Benchmark
Q.7 How do you normally book your appointments at your practice? (multiple responses allowed)			
1 In person	15	15%	30%
2 By phone	98	96%	90%
3 Online	0	0%	3%
4 Doesn't apply	1	1%	1%
Q.8 Which of the following methods would you prefer to use to book appointments at your practice? (multiple responses allowed)			
1 In person	28	28%	31%
2 By phone	90	89%	81%
3 Online	28	28%	29%
4 Doesn't apply	0	0%	4%
Q.9 Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?			
1 Same day or next day	56	55%	
2 2-4 days	27	27%	
3 5 days or more	4	4%	
4 I don't usually need to be seen quickly	4	4%	
5 Don't know, never tried	10	10%	
Q.10 How do you rate how quickly you can see a particular doctor?			
1 Excellent	27	28%	
2 Very good	36	37%	
3 Good	10	10%	
4 Fair	8	8%	
5 Poor	6	6%	
6 Very poor	1	1%	
7 Does not apply	10	10%	
Good (total)		83%	
Q.11 Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?			
1 Same day or next day	75	75%	
2 2-4 days	16	16%	
3 5 days or more	2	2%	
4 I don't usually need to be seen quickly	4	4%	
5 Don't know, never tried	3	3%	
Q.12 How do you rate how quickly you can see any doctor?			
1 Excellent	30	30%	
2 Very good	38	38%	
3 Good	12	12%	
4 Fair	9	9%	
5 Poor	5	5%	
6 Very poor	1	1%	
7 Does not apply	5	5%	
Good (total)		84%	



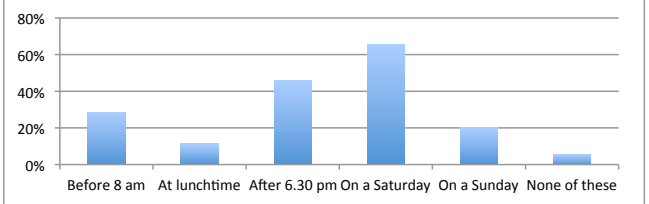
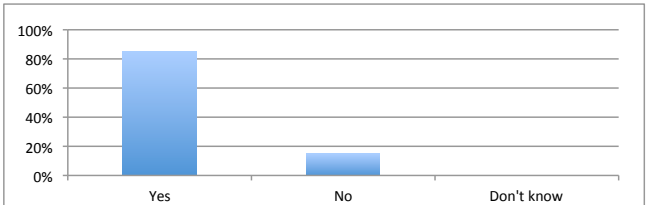
Waiting Times

Option	Total Responses	% of Responses	GPPS Benchmark
Q.13 How long did you wait for your consultation to start?			
<i>(GPPS categories)</i>			
1 Less than 5 minutes	5	5%	10%
2 5-10 minutes	49	50%	(5-15 mins) 58%
3 11-20 minutes	33	34%	(>15 mins) 24%
4 21-30 minutes	8	8%	
5 More than 30 minutes	3	3%	
6 There was no set time for my consultation	0	0%	3%
Good (total)			67%
Q.14 How do you rate this waiting time?			
1 Excellent	14	14%	
2 Very good	32	32%	
3 Good	20	20%	
4 Fair	25	25%	
5 Poor	6	6%	
6 Very poor	2	2%	
7 Does not apply	0	0%	
Good (total)			67%



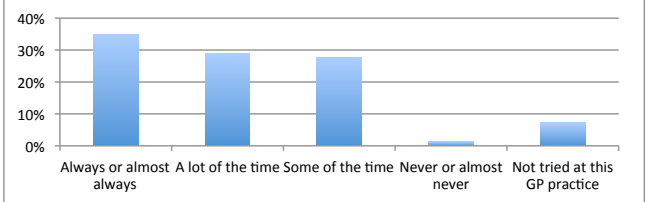
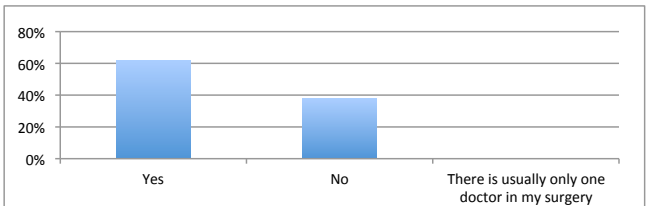
Opening Hours

Option	Total Responses	% of Responses	GPPS Benchmark
Q.15 Is your GP practice currently open at times that are convenient to you?			
1 Yes	85	85%	78%
2 No	15	15%	16%
3 Don't know	0	0%	7%
Yes (total)			85%
Q.16 Which of the following additional opening hours would make it easier for you to see or speak to someone? (multiple responses allowed)			
1 Before 8 am	10	29%	33%
2 At lunchtime	4	11%	13%
3 After 6.30 pm	16	46%	69%
4 On a Saturday	23	66%	71%
5 On a Sunday	7	20%	32%
6 None of these	2	6%	4%



Seeing the Doctor of your Choice

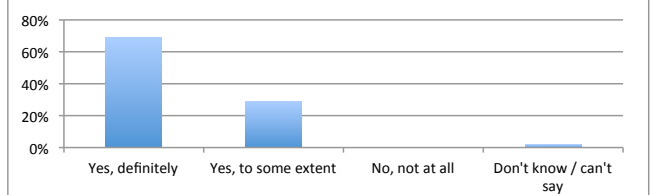
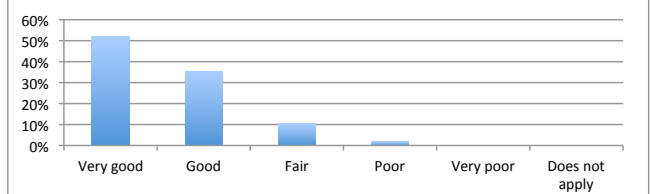
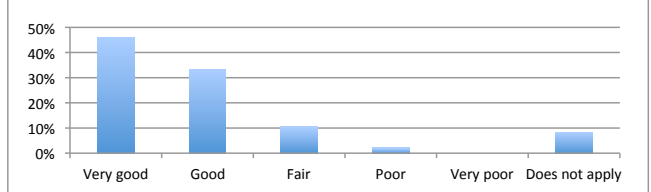
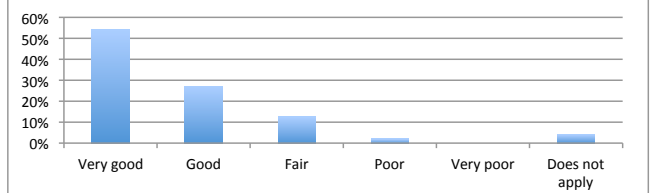
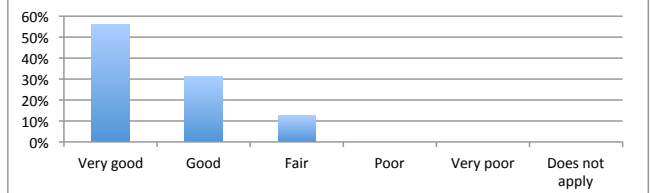
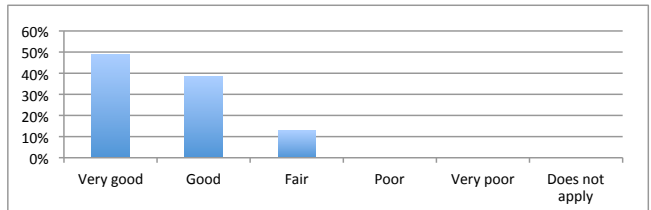
Option	Total Responses	% of Responses	GPPS Benchmark
Q.17 Is there a particular GP you usually prefer to see or speak to?			
1 Yes	62	62%	56%
2 No	38	38%	42%
3 There is usually only one doctor in my surgery	0	0%	2%
Q.18 How often do you see or speak to the GP you prefer?			
1 Always or almost always	24	35%	42%
2 A lot of the time	20	29%	23%
3 Some of the time	19	28%	28%
4 Never or almost never	1	1%	6%
5 Not tried at this GP practice	5	7%	1%
Always or almost always, or a lot of the time (total)			69%



Individual Doctor Feedback

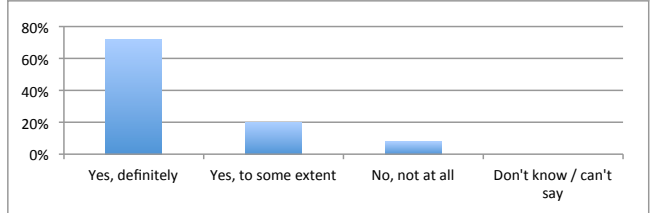
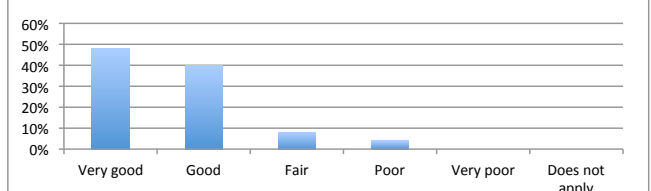
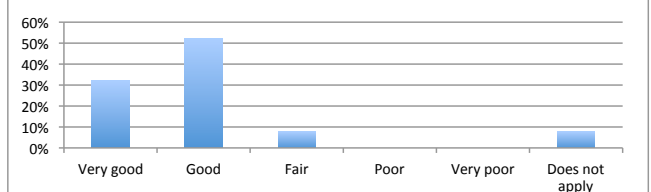
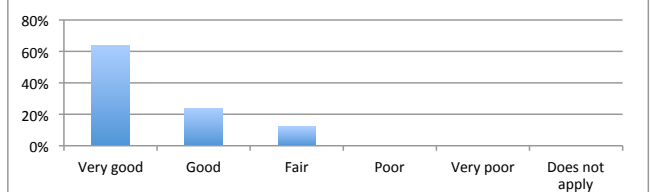
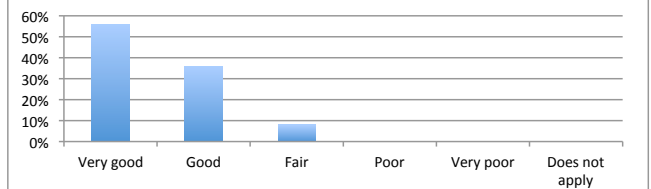
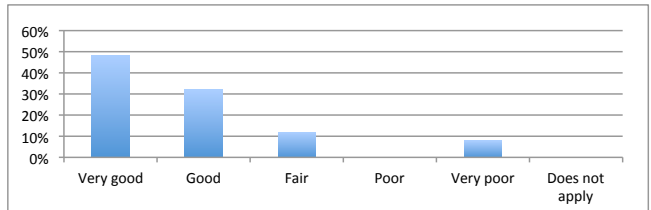
Dr Chandrika Carroll

Option	Total Responses	% of Responses	GPPS Benchmark
Q.19 How good was the last GP you saw at giving you enough time?			
1 Very good	23	49%	49%
2 Good	18	38%	37%
3 Fair	6	13%	9%
4 Poor	0	0%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	2%
Good (total)		87%	88%
Q.20 How good was the last GP you saw at listening to you?			
1 Very good	27	56%	52%
2 Good	15	31%	36%
3 Fair	6	13%	7%
4 Poor	0	0%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	1%
Good (total)		88%	89%
Q.21 How good was the last GP you saw at explaining tests and treatments?			
1 Very good	26	54%	47%
2 Good	13	27%	36%
3 Fair	6	13%	10%
4 Poor	1	2%	2%
5 Very poor	0	0%	1%
6 Does not apply	2	4%	5%
Good (total)		85%	87%
Q.22 How good was the last GP you saw at involving you in decisions about your care?			
1 Very good	22	46%	41%
2 Good	16	33%	35%
3 Fair	5	10%	12%
4 Poor	1	2%	3%
5 Very poor	0	0%	1%
6 Does not apply	4	8%	8%
Good (total)		86%	83%
Q.23 How good was the last GP you saw at treating you with care and concern?			
1 Very good	25	52%	47%
2 Good	17	35%	36%
3 Fair	5	10%	10%
4 Poor	1	2%	3%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	3%
Good (total)		88%	86%
Q.24 Did you have confidence and trust in the GP you saw or spoke to?			
1 Yes, definitely	33	69%	66%
2 Yes, to some extent	14	29%	27%
3 No, not at all	0	0%	4%
4 Don't know / can't say	1	2%	3%
Yes (total)		98%	93%



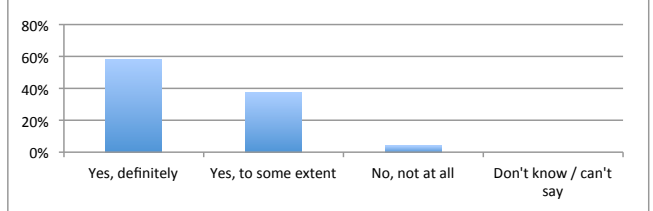
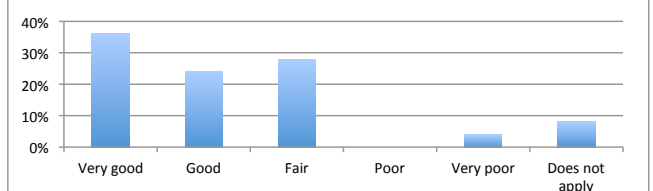
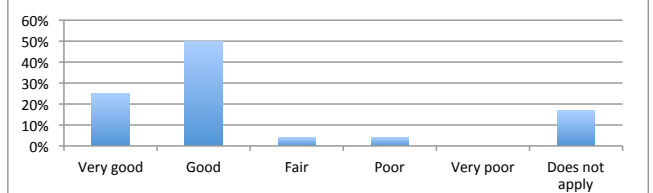
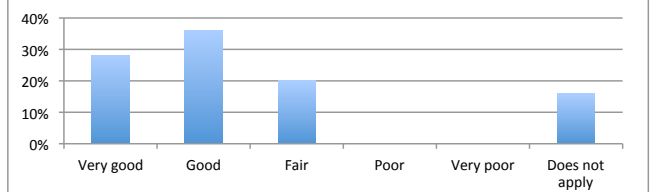
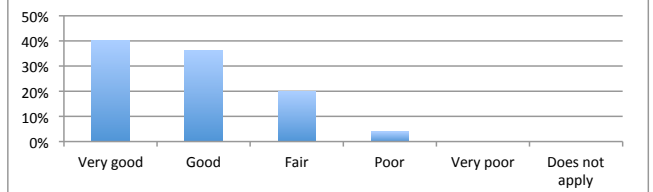
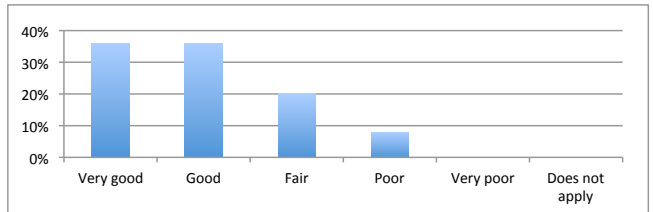
Dr Kevin Carroll

Option	Total Responses	% of Responses	GPFS Benchmark
Q.19 How good was the last GP you saw at giving you enough time?			
1 Very good	12	48%	49%
2 Good	8	32%	37%
3 Fair	3	12%	9%
4 Poor	0	0%	2%
5 Very poor	2	8%	1%
6 Does not apply	0	0%	2%
Good (total)		80%	88%
Q.20 How good was the last GP you saw at listening to you?			
1 Very good	14	56%	52%
2 Good	9	36%	36%
3 Fair	2	8%	7%
4 Poor	0	0%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	1%
Good (total)		92%	89%
Q.21 How good was the last GP you saw at explaining tests and treatments?			
1 Very good	16	64%	47%
2 Good	6	24%	36%
3 Fair	3	12%	10%
4 Poor	0	0%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	5%
Good (total)		88%	87%
Q.22 How good was the last GP you saw at involving you in decisions about your care?			
1 Very good	8	32%	41%
2 Good	13	52%	35%
3 Fair	2	8%	12%
4 Poor	0	0%	3%
5 Very poor	0	0%	1%
6 Does not apply	2	8%	8%
Good (total)		91%	83%
Q.23 How good was the last GP you saw at treating you with care and concern?			
1 Very good	12	48%	47%
2 Good	10	40%	36%
3 Fair	2	8%	10%
4 Poor	1	4%	3%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	3%
Good (total)		88%	86%
Q.24 Did you have confidence and trust in the GP you saw or spoke to?			
1 Yes, definitely	18	72%	66%
2 Yes, to some extent	5	20%	27%
3 No, not at all	2	8%	4%
4 Don't know / can't say	0	0%	3%
Yes (total)		92%	93%



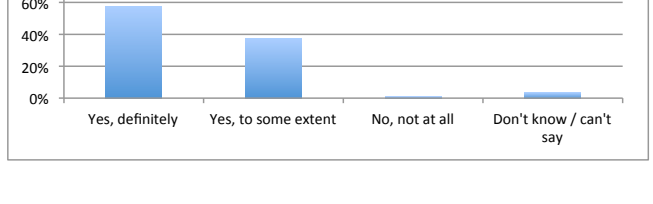
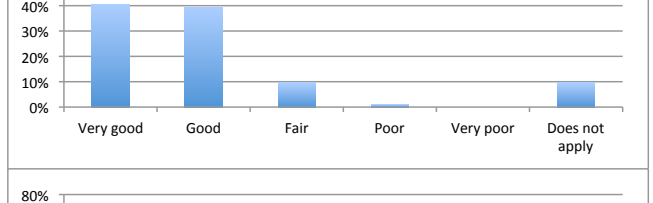
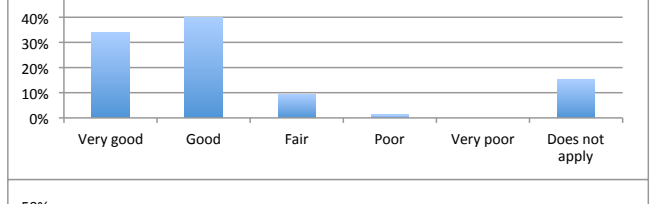
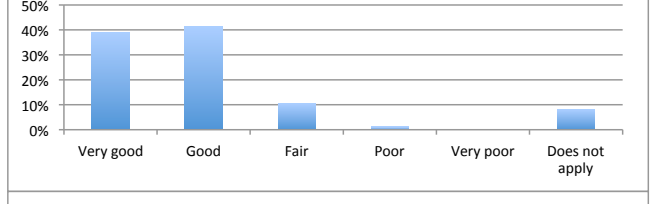
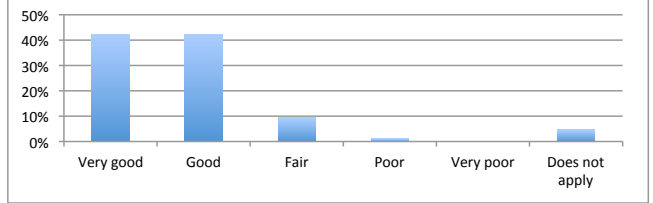
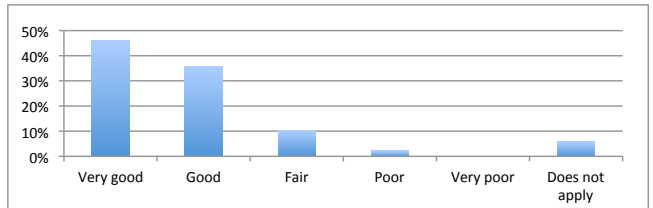
Dr Yen Lam

Option	Total Responses	% of Responses	GPPS Benchmark
Q.19 How good was the last GP you saw at giving you enough time?			
1 Very good	9	36%	49%
2 Good	9	36%	37%
3 Fair	5	20%	9%
4 Poor	2	8%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	2%
Good (total)		72%	88%
Q.20 How good was the last GP you saw at listening to you?			
1 Very good	10	40%	52%
2 Good	9	36%	36%
3 Fair	5	20%	7%
4 Poor	1	4%	2%
5 Very poor	0	0%	1%
6 Does not apply	0	0%	1%
Good (total)		76%	89%
Q.21 How good was the last GP you saw at explaining tests and treatments?			
1 Very good	7	28%	47%
2 Good	9	36%	36%
3 Fair	5	20%	10%
4 Poor	0	0%	2%
5 Very poor	0	0%	1%
6 Does not apply	4	16%	5%
Good (total)		76%	87%
Q.22 How good was the last GP you saw at involving you in decisions about your care?			
1 Very good	6	25%	41%
2 Good	12	50%	35%
3 Fair	1	4%	12%
4 Poor	1	4%	3%
5 Very poor	0	0%	1%
6 Does not apply	4	17%	8%
Good (total)		90%	83%
Q.23 How good was the last GP you saw at treating you with care and concern?			
1 Very good	9	36%	47%
2 Good	6	24%	36%
3 Fair	7	28%	10%
4 Poor	0	0%	3%
5 Very poor	1	4%	1%
6 Does not apply	2	8%	3%
Good (total)		65%	86%
Q.24 Did you have confidence and trust in the GP you saw or spoke to?			
1 Yes, definitely	14	58%	66%
2 Yes, to some extent	9	38%	27%
3 No, not at all	1	4%	4%
4 Don't know / can't say	0	0%	3%
Yes (total)		96%	93%



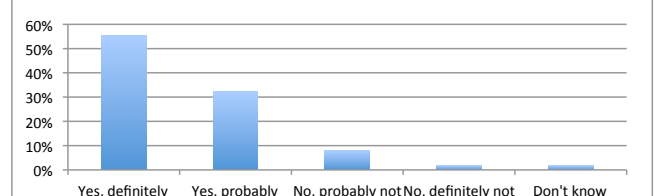
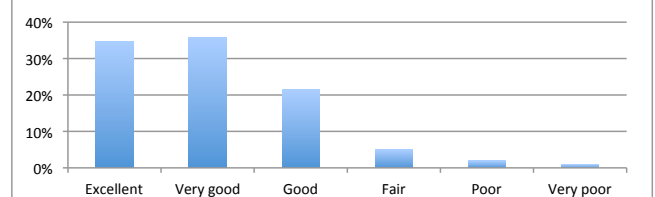
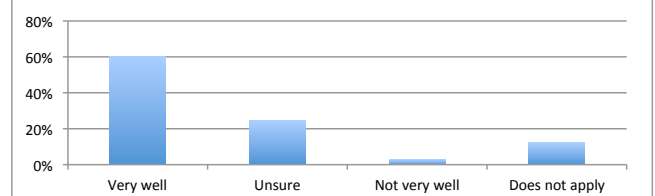
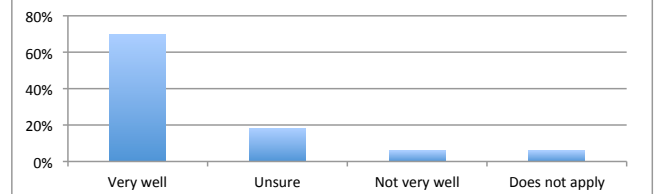
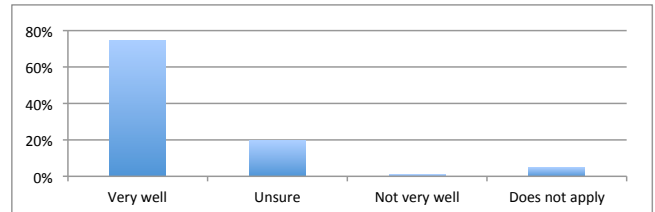
Nursing Staff

Option	Total Responses	% of Responses	GPPS Benchmark
Q.25 How good was the last nurse you saw at giving you enough time?			
1 Very good	40	46%	48%
2 Good	31	36%	33%
3 Fair	9	10%	5%
4 Poor	2	2%	1%
5 Very poor	0	0%	0%
6 Does not apply	5	6%	12%
Good (total)		87%	92%
Q.26 How good was the last nurse you saw at listening to you?			
1 Very good	36	42%	47%
2 Good	36	42%	33%
3 Fair	8	9%	6%
4 Poor	1	1%	1%
5 Very poor	0	0%	0%
6 Does not apply	4	5%	13%
Good (total)		89%	92%
Q.27 How good was the last nurse you saw at explaining tests and treatments?			
1 Very good	33	39%	46%
2 Good	35	41%	32%
3 Fair	9	11%	7%
4 Poor	1	1%	1%
5 Very poor	0	0%	0%
6 Does not apply	7	8%	14%
Good (total)		87%	91%
Q.28 How good was the last nurse you saw at involving you in decisions about your care?			
1 Very good	29	34%	38%
2 Good	34	40%	30%
3 Fair	8	9%	9%
4 Poor	1	1%	1%
5 Very poor	0	0%	1%
6 Does not apply	13	15%	21%
Good (total)		88%	86%
Q.29 How good was the last nurse you saw at treating you with care and concern?			
1 Very good	34	40%	46%
2 Good	33	39%	33%
3 Fair	8	10%	6%
4 Poor	1	1%	1%
5 Very poor	0	0%	1%
6 Does not apply	8	10%	13%
Good (total)		88%	91%
Q.30 Did you have confidence and trust in the nurse you saw or spoke to?			
1 Yes, definitely	46	58%	64%
2 Yes, to some extent	30	38%	22%
3 No, not at all	1	1%	2%
4 Don't know / can't say	3	4%	11%
Yes (total)		95%	86%



Overall Experience

Option	Total Responses	% of Responses	GPSS Benchmark
Q.31 Overall, how well do the doctors and nurses help you to understand your health problems?			
1 Very well	73	74%	
2 Unsure	19	19%	
3 Not very well	1	1%	
4 Does not apply	5	5%	
Q.32 Overall, how well do the doctors and nurses help you to cope with your health problems?			
1 Very well	69	70%	
2 Unsure	18	18%	
3 Not very well	6	6%	
4 Does not apply	6	6%	
Q.33 Overall, how well do the doctors and nurses help you to keep yourself healthy?			
1 Very well	59	60%	
2 Unsure	24	24%	
3 Not very well	3	3%	
4 Does not apply	12	12%	
Q.34 Overall, how would you describe your experience of your GP surgery?			
1 Excellent	34	35%	NA
2 Very good	35	36%	46%
3 Good	21	21%	42%
4 Fair	5	5%	8%
5 Poor	2	2%	3%
6 Very poor	1	1%	1%
Good (total)		92%	88%
Q.35 Would you recommend your GP surgery to someone who has just moved to your local area?			
1 Yes, definitely	55	56%	51%
2 Yes, probably	32	32%	30%
3 No, probably not	8	8%	4%
4 No, definitely not	2	2%	2%
5 Don't know	2	2%	12%
Yes (total)		88%	81%



Written Feedback

- Since joining the practice 10 yrs ago I have never had cause to complain. The staff and Drs are helpful and understanding even when stretched. Thank you!
- Have recently noticed that can get through to reception by phone a lot easier and also can now book in advance to see the GP – much better!
- The staff and doctors at the Hackbridge Surgery are very good and helpful people
- Online appointments (bookings). More time for consultation (patient feels like has to speak quick).
- This is the best GP practice I've had where it is very easy to get an appointment quickly
- Been with this doctor for 28 years, very good
- Online facilities, easier to get on phone, more evening hours/weekend
- Too old needs to get into the 21st century
- Excellent, always very helpful
- There have been numerous occasions where prescriptions and referral letters have not been dealt with efficiently.
- Since recent changes in GP staffing I have been happier with surgery and more confident in decisions about my care. Much easier to get an appointment and get through to surgery following recent changes in appointment making process.
- Following retirement of Dr Madina I have only seen Dr K Carroll a few times. He is polite, caring and listens to you attentively.
- Modernisation of fixture & fittings – currently very tired looking. Impression is given that the practice is dirty / unhygienic. Thank you.
- Felt GP was in a hurry
- I have no problems with the doctors, nurses or reception staff and compared to my last GP surgery they are amazing. Keep up the good work.
- Well satisfied
- I have private healthcare through work and the practice are very good at recommending appropriate consultants to ease the burden on the NHS.
- Well run, professional, friendly, approachable
- Very good service
- I have had many different GPs due to moving house a lot and this is by far the best I have come across.

Sample Demographics

Option	Total Responses	% of Responses	GPFS Benchmark
Q.36 Are you?			
1 Male	33	33%	49%
2 Female	66	67%	51%
Q.37 How old are you?			
1 Under 16	0	0%	0%
2 16 to 44	56	57%	45%
3 45 to 64	26	26%	33%
4 65 to 74	12	12%	11%
5 75 or over	5	5%	10%
Q.38 Do you have a long-standing health condition?			
1 Yes	32	32%	53%
2 No	62	63%	45%
3 Don't know / can't say	5	5%	2%
Q.39 What is your ethnic group?			
1 White	78	79%	87%
2 Black or Black British	7	7%	2%
3 Asian or Asian British	9	9%	5%
4 Mixed	1	1%	0%
5 Chinese	1	1%	1%
6 Other ethnic group	3	3%	2%
Q.40 Which of the following best describes you?			
1 Employed (full or part time)	62	64%	58%
2 Unemployed / looking for work	3	3%	6%
3 At school or in full time education	0	0%	4%
4 Unable to work due to long term sickness	4	4%	5%
5 Looking after your home / family	13	13%	6%
6 Retired from paid work	14	14%	21%
7 Other	1	1%	2%

