

## Hackbridge Medical Centre General Practice Assessment Questionnaire 2014

### 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 114 surveys taken in March 2014. 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.

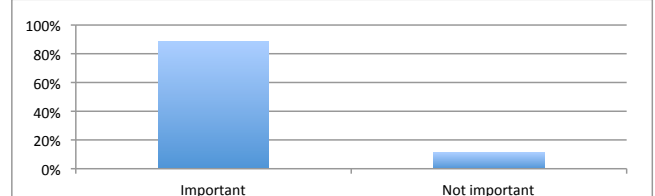
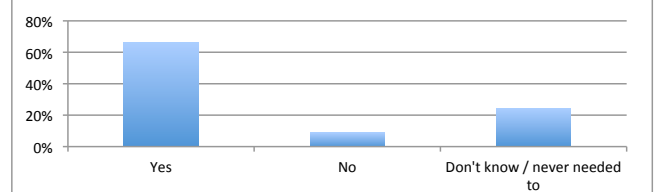
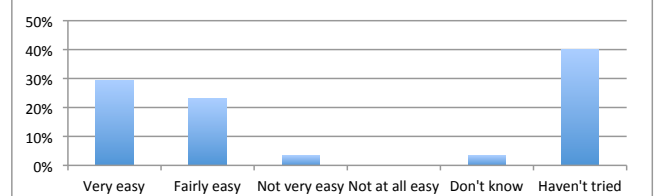
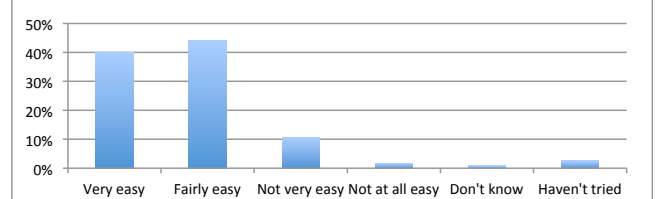
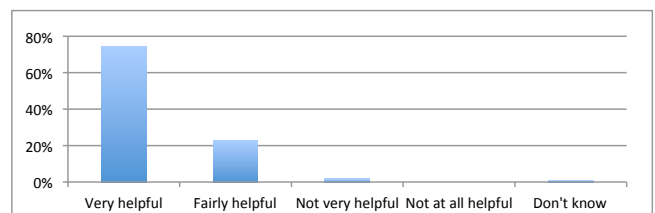
### Benchmarks

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, the latest 2013 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).

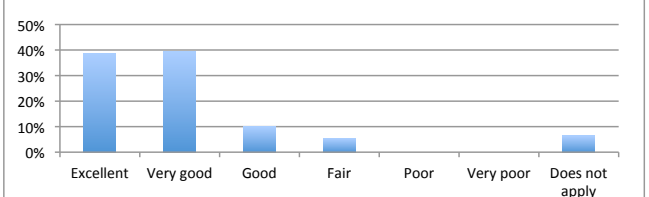
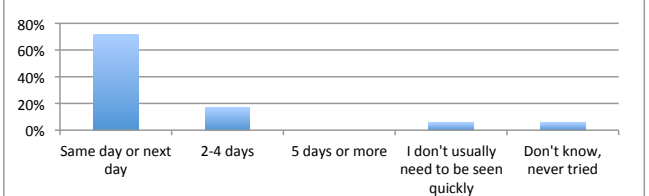
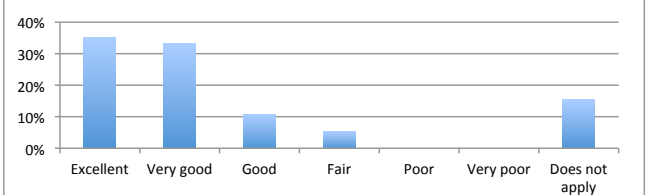
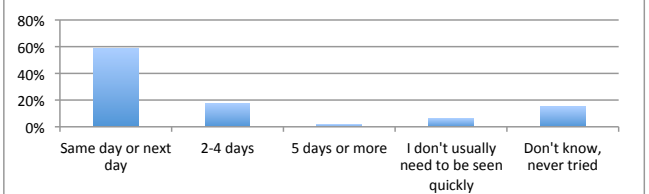
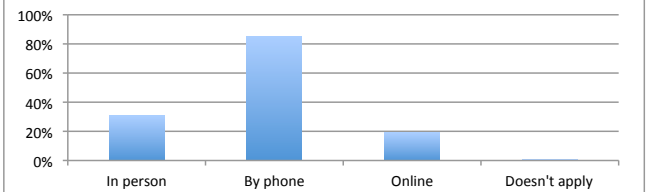
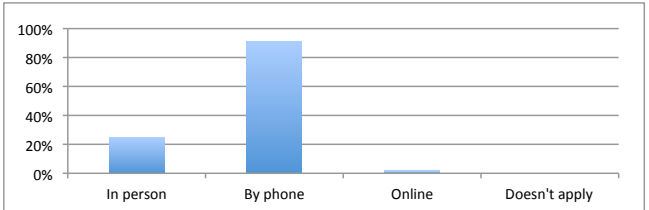
### Results

#### Receptionists and Appointments

Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.1 How helpful do you find the receptionists at your GP practice?</b>			
1 Very helpful	85	75%	45%
2 Fairly helpful	26	23%	42%
3 Not very helpful	2	2%	8%
4 Not at all helpful	0	0%	3%
5 Don't know	1	1%	2%
<b>Helpful (total)</b>		<b>97%</b>	<b>87%</b>
<b>Q.2 How easy is it to get through to someone at your GP practice on the phone?</b>			
1 Very easy	45	40%	27%
2 Fairly easy	50	44%	47%
3 Not very easy	12	11%	15%
4 Not at all easy	2	2%	7%
5 Don't know	1	1%	0%
6 Haven't tried	3	3%	3%
<b>Easy (total)</b>		<b>86%</b>	<b>76%</b>
<b>Q.3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?</b>			
1 Very easy	33	29%	
2 Fairly easy	26	23%	
3 Not very easy	4	4%	
4 Not at all easy	0	0%	
5 Don't know	4	4%	
6 Haven't tried	45	40%	
<b>Easy (total)</b>		<b>88%</b>	
<b>Q.4 If you need to see a GP urgently, can you normally get seen on the same day?</b>			
1 Yes	73	66%	
2 No	10	9%	
3 Don't know / never needed to	27	25%	
<b>Q.5 How important is it to you to be able to book appointments ahead of time in your practice?</b>			
1 Important	100	88%	
2 Not important	13	12%	
<b>Q.6 How easy is it to book ahead in your practice?</b>			
1 Very easy	51	45%	
2 Fairly easy	45	40%	
3 Not very easy	6	5%	
4 Not at all easy	2	2%	
5 Don't know	3	3%	
6 Haven't tried	6	5%	
<b>Easy (total)</b>		<b>90%</b>	

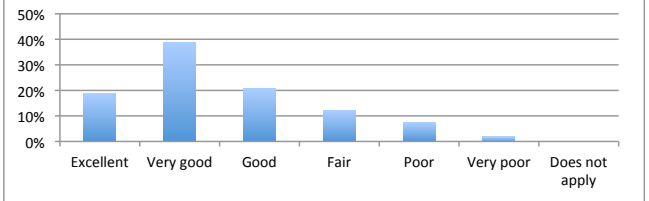
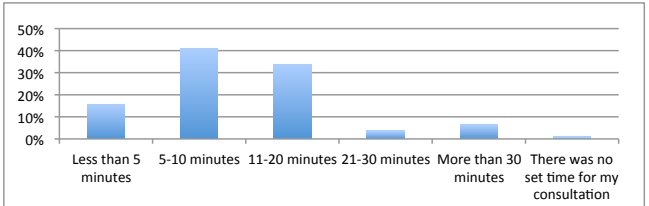


Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.7 How do you normally book your appointments at your practice? (multiple responses allowed)</b>			
1 In person	28	25%	31%
2 By phone	103	91%	90%
3 Online	2	2%	4%
4 Doesn't apply	0	0%	1%
<b>Q.8 Which of the following methods would you prefer to use to book appointments at your practice? (multiple responses allowed)</b>			
1 In person	35	31%	32%
2 By phone	97	85%	80%
3 Online	22	19%	33%
4 Doesn't apply	1	1%	4%
<b>Q.9 Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?</b>			
1 Same day or next day	63	59%	
2 2-4 days	19	18%	
3 5 days or more	2	2%	
4 I don't usually need to be seen quickly	7	7%	
5 Don't know, never tried	16	15%	
<b>Q.10 How do you rate how quickly you can see a particular doctor?</b>			
1 Excellent	39	35%	
2 Very good	37	33%	
3 Good	12	11%	
4 Fair	6	5%	
5 Poor	0	0%	
6 Very poor	0	0%	
7 Does not apply	17	15%	
<b>Good (total)</b>		<b>94%</b>	
<b>Q.11 Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?</b>			
1 Same day or next day	77	72%	
2 2-4 days	18	17%	
3 5 days or more	0	0%	
4 I don't usually need to be seen quickly	6	6%	
5 Don't know, never tried	6	6%	
<b>Q.12 How do you rate how quickly you can see any doctor?</b>			
1 Excellent	42	39%	
2 Very good	43	39%	
3 Good	11	10%	
4 Fair	6	6%	
5 Poor	0	0%	
6 Very poor	0	0%	
7 Does not apply	7	6%	
<b>Good (total)</b>		<b>94%</b>	



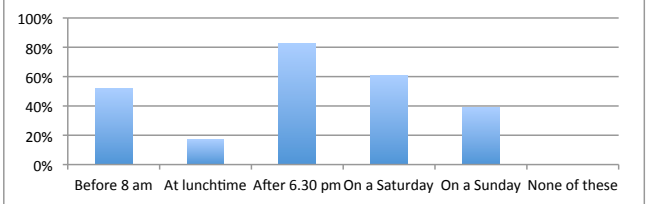
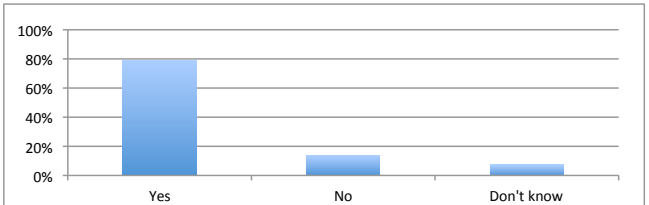
**Waiting Times**

Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.13 How long did you wait for your consultation to start?</b>			
<i>(GPPS categories)</i>			
1 Less than 5 minutes	17	15%	9%
2 5-10 minutes	45	41%	(5-15 mins) 57%
3 11-20 minutes	37	34%	(>15 mins) 26%
4 21-30 minutes	4	4%	
5 More than 30 minutes	7	6%	
6 There was no set time for my consultation	1	1%	3%
<b>Good (total)</b>		<b>78%</b>	
<b>Q.14 How do you rate this waiting time?</b>			
1 Excellent	20	19%	
2 Very good	41	39%	
3 Good	22	21%	
4 Fair	13	12%	
5 Poor	8	8%	
6 Very poor	2	2%	
7 Does not apply	0	0%	
<b>Good (total)</b>		<b>78%</b>	



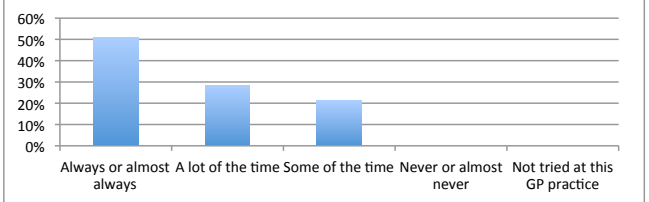
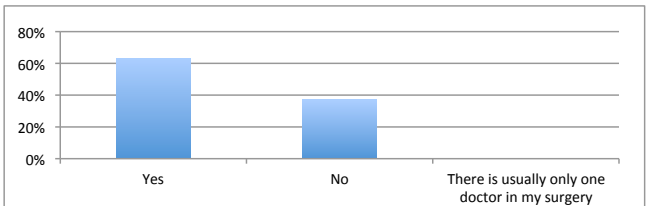
**Opening Hours**

Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.15 Is your GP practice currently open at times that are convenient to you?</b>			
1 Yes	86	79%	76%
2 No	15	14%	18%
3 Don't know	8	7%	7%
<b>Yes (total)</b>		<b>79%</b>	<b>76%</b>
<b>Q.16 Which of the following additional opening hours would make it easier for you to see or speak to someone? (multiple responses allowed)</b>			
1 Before 8 am	12	52%	34%
2 At lunchtime	4	17%	12%
3 After 6.30 pm	19	83%	70%
4 On a Saturday	14	61%	73%
5 On a Sunday	9	39%	35%
6 None of these	0	0%	3%



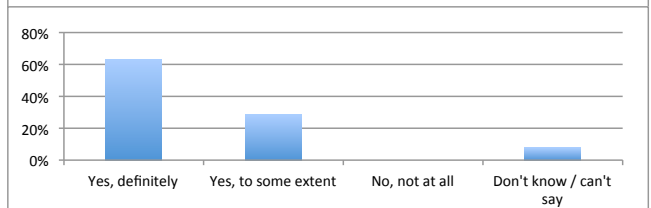
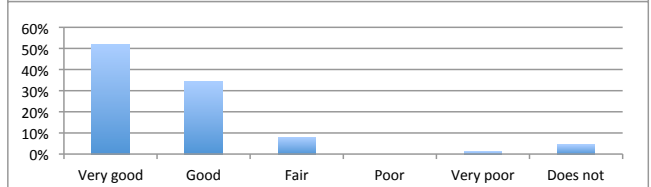
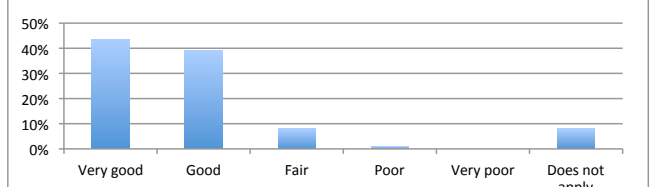
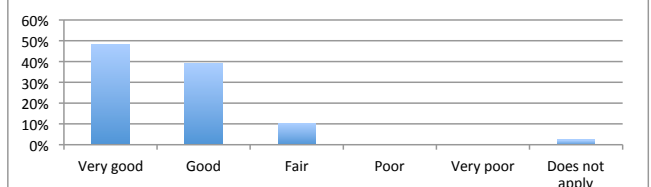
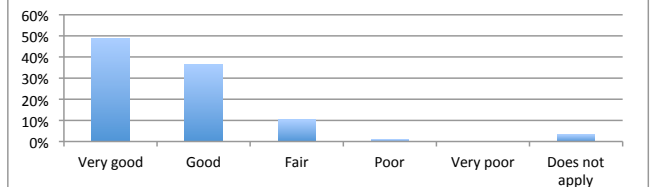
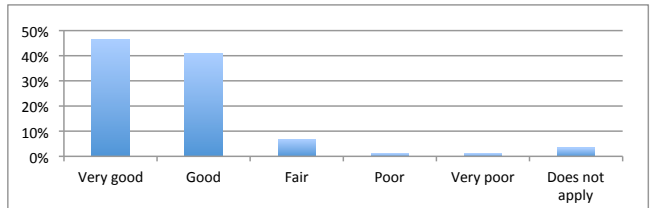
**Seeing the Doctor of your Choice**

Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.17 Is there a particular GP you usually prefer to see or speak to?</b>			
1 Yes	70	63%	55%
2 No	41	37%	43%
3 There is usually only one doctor in my surgery	0	0%	2%
<b>Q.18 How often do you see or speak to the GP you prefer?</b>			
1 Always or almost always	36	51%	38%
2 A lot of the time	20	28%	23%
3 Some of the time	15	21%	30%
4 Never or almost never	0	0%	7%
5 Not tried at this GP practice	0	0%	1%
<b>Always or almost always, or a lot of the time (total)</b>		<b>79%</b>	<b>62%</b>



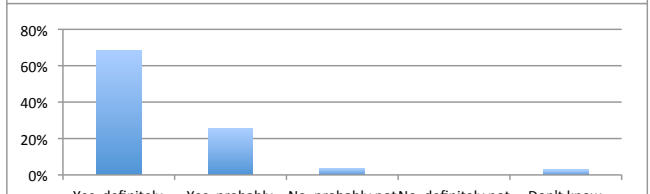
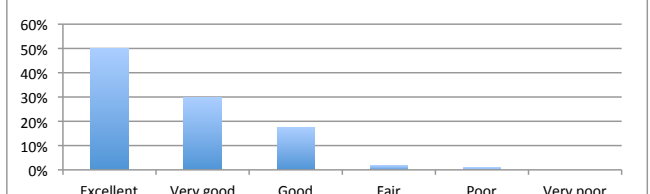
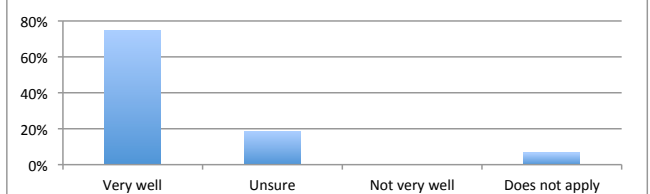
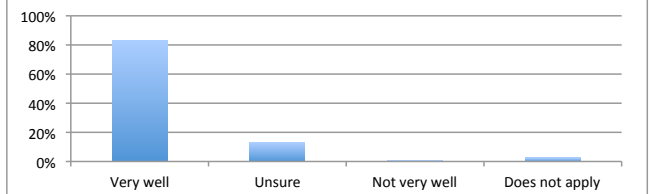
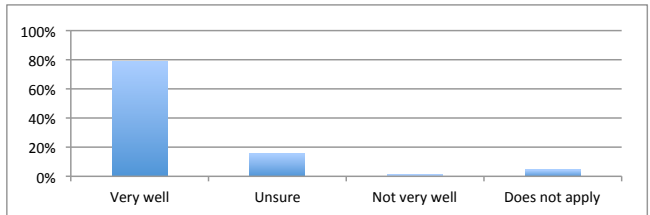
**Nursing Staff**

Option	Total Responses	% of Responses	GPPS Benchmark
<b>Q.25 How good was the last nurse you saw at giving you enough time?</b>			
1 Very good	41	47%	48%
2 Good	36	41%	33%
3 Fair	6	7%	5%
4 Poor	1	1%	1%
5 Very poor	1	1%	0%
6 Does not apply	3	3%	12%
<b>Good (total)</b>		<b>91%</b>	<b>92%</b>
<b>Q.26 How good was the last nurse you saw at listening to you?</b>			
1 Very good	43	49%	47%
2 Good	32	36%	33%
3 Fair	9	10%	6%
4 Poor	1	1%	1%
5 Very poor	0	0%	1%
6 Does not apply	3	3%	12%
<b>Good (total)</b>		<b>88%</b>	<b>91%</b>
<b>Q.27 How good was the last nurse you saw at explaining tests and treatments?</b>			
1 Very good	42	48%	45%
2 Good	34	39%	32%
3 Fair	9	10%	7%
4 Poor	0	0%	1%
5 Very poor	0	0%	0%
6 Does not apply	2	2%	14%
<b>Good (total)</b>		<b>89%</b>	<b>90%</b>
<b>Q.28 How good was the last nurse you saw at involving you in decisions about your care?</b>			
1 Very good	38	44%	37%
2 Good	34	39%	30%
3 Fair	7	8%	10%
4 Poor	1	1%	1%
5 Very poor	0	0%	1%
6 Does not apply	7	8%	21%
<b>Good (total)</b>		<b>90%</b>	<b>85%</b>
<b>Q.29 How good was the last nurse you saw at treating you with care and concern?</b>			
1 Very good	45	52%	46%
2 Good	30	34%	33%
3 Fair	7	8%	6%
4 Poor	0	0%	1%
5 Very poor	1	1%	1%
6 Does not apply	4	5%	13%
<b>Good (total)</b>		<b>90%</b>	<b>91%</b>
<b>Q.30 Did you have confidence and trust in the nurse you saw or spoke to?</b>			
1 Yes, definitely	55	63%	64%
2 Yes, to some extent	25	29%	23%
3 No, not at all	0	0%	2%
4 Don't know / can't say	7	8%	11%
<b>Yes (total)</b>		<b>92%</b>	<b>87%</b>



**Overall Experience**

Option	Total Responses	% of Responses	GPFS Benchmark
<b>Q.31 Overall, how well do the doctors and nurses help you to understand your health problems?</b>			
1 Very well	87	79%	
2 Unsure	17	15%	
3 Not very well	1	1%	
4 Does not apply	5	5%	
<b>Q.32 Overall, how well do the doctors and nurses help you to cope with your health problems?</b>			
1 Very well	89	83%	
2 Unsure	14	13%	
3 Not very well	1	1%	
4 Does not apply	3	3%	
<b>Q.33 Overall, how well do the doctors and nurses help you to keep yourself healthy?</b>			
1 Very well	80	75%	
2 Unsure	20	19%	
3 Not very well	0	0%	
4 Does not apply	7	7%	
<b>Q.34 Overall, how would you describe your experience of your GP surgery?</b>			
1 Excellent	54	50%	NA
2 Very good	32	30%	44%
3 Good	19	18%	42%
4 Fair	2	2%	9%
5 Poor	1	1%	3%
6 Very poor	0	0%	1%
<b>Good (total)</b>		<b>97%</b>	<b>86%</b>
<b>Q.35 Would you recommend your GP surgery to someone who has just moved to your local area?</b>			
1 Yes, definitely	75	68%	48%
2 Yes, probably	28	25%	31%
3 No, probably not	4	4%	5%
4 No, definitely not	0	0%	3%
5 Don't know	3	3%	13%
<b>Yes (total)</b>		<b>94%</b>	<b>79%</b>



**Written Feedback**

- Excellent
- Very happy much better then previous practices
- Need to provide a screen, when names come up on screen, ready to see GP
- More care, concern, understanding & empathy please! The nurse was terrible!
- We have received excellent service from the Nurse. We prefer a particular GP but often do not get to see her, we would like more GP availability. She gets fully booked very quickly when I call 8:00- 8:15am for an appointment.
- Is it possible to remove magazines from the reception which have distressing headlines on their covers? 'Take A Break' etc often have disturbing stories on the front cover which a) shock children and b) are upsetting for previous abuse victims (often to be found in GP's I'm sure!).
- There is nothing to say because I am very satisfied with all their care (excellent, very happy thank you to the staff and doctors)
- I like this GP surgery. They are all good staff.

Sample Demographics

Option	Total Responses	% of Responses	GPFS Benchmark
<b>Q.36 Are you?</b>			
1 Male	42	39%	49%
2 Female	65	61%	51%
<b>Q.37 How old are you?</b>			
1 Under 16	0	0%	0%
2 16 to 44	52	49%	44%
3 45 to 64	41	38%	33%
4 65 to 74	11	10%	12%
5 75 or over	3	3%	10%
<b>Q.38 Do you have a long-standing health condition?</b>			
1 Yes	47	45%	54%
2 No	52	50%	44%
3 Don't know / can't say	6	6%	2%
<b>Q.39 What is your ethnic group?</b>			
1 White	77	73%	87%
2 Black or Black British	11	10%	2%
3 Asian or Asian British	12	11%	5%
4 Mixed	1	1%	0%
5 Chinese	3	3%	1%
6 Other ethnic group	2	2%	3%
<b>Q.40 Which of the following best describes you?</b>			
1 Employed (full or part time)	72	69%	57%
2 Unemployed / looking for work	7	7%	6%
3 At school or in full time education	1	1%	4%
4 Unable to work due to long term sickness	2	2%	4%
5 Looking after your home / family	8	8%	5%
6 Retired from paid work	14	13%	21%
7 Other	1	1%	2%

