

Newland Surgery**Contact Details****DES Patient Survey Report 2011 -2012****Client**

Juned Islam
Practice Manager
Newland Surgery
Normanton
West Yorkshire WF6 1QD
T : 01924 220256

PatientDynamics Limited
5 Nutfield Lane
High Wycombe
HP11 2ND

Telephone: 01494 536346
Fax: 01494 536146
Email: info@patientdynamics.org.uk

Analyst - Andrew Smith MSc

Newland Surgery**Mean rating scores**

Mean rating scores- how they are calculated?

The statements on the survey are all worded in the same direction, so a score can be given to each answer (please see below).

Positive Question Score

Strongly Agree	100
Agree	75
Neutral	50
Disagree	25
Strongly Disagree	0

The question scores and dimensions in this report are the means of these ratings for all the respondents to the component question.

Rating Scores

The tables below show your scores on each of the questions in the survey.

All scores are calculated so that 100 is the best score possible regardless of how the question was worded: if a question was worded positively . Strongly agree was given the highest score and Strongly disagree the lowest

Frequency Tables

How to read frequency tables

The tables below represent the amalgamation of all of the answers that the responders to the survey gave us. The base (number of people answering that question) figure will move up and down as this reflects the number of people responding to that individual question. As a rule we leave out no replies.

A simple way of interpreting the table below is to add together the first 2 answers (Strongly agree and Agree). This means that 89% (almost 9 out of 10) of patients are totally satisfied with the service provided.

Q1. I am totally satisfied with my visit to this doctor

Answer	Frequency	Percentage
BASE	68	100%
Strongly Agree	28	41%
Agree	32	47%
Neutral	3	4%
Disagree	3	4%
Strongly Disagree	2	3%

Newland Surgery

Introduction and methodology

This bespoke survey is based on a broad range of questions taken from various patient survey instruments, such as GPAQ and CSQ. It is designed to measure patient satisfaction / experience and to highlight areas that the practice can improve. This survey was developed by the (PPG) in partnership with the Practice. The resulting 4 page questionnaire contains 25 or so questions and the results of these are combined to produce the following broad topic areas:

- Practice administration
- Appointments
- Booking
- Length of consultation
- Professional care
- GPs
- Nurses
- Practice matters
- Online services
- Waiting room

In this report you will find:

·Your scores out of 100 for questions that have been rated. I.e. a Mean score produced. Unfortunately comparison with a benchmark score for other practices is not possible as the questionnaire is unique to this practice. Although standard questions have been used the ability to benchmark would be too time consuming and therefore expensive. As a rule of thumb, score of 80 plus are usually achievable.

·Sample information produced by age and gender- where you can compare the breakdown in the type of patients completing your survey with that of the breakdown of the practice demographic. A requirement of the DES Patient survey.

·Your scores out of 100 for the rated questionnaires enable you to look at the strong and weak areas of each topic area.

·Frequency tables for each question- where you can see exactly how your patients responded to each question.

·Patient comments- where you can see comments patients made about their consultations.

The results of this DES Patient Survey will be used for the patient feedback component of the DES patient assessment. This report will be made available on the practice web site.

Methodology

PatientDynamics produced a bespoke questionnaire for the practice. This questionnaire was produced as a paper questionnaire and as an on-line version for people with access to the Internet to complete. It was important that each questionnaire retained the same question structure as this enabled faster and more complete analysis of these data. No attempt was made to differentiate between on-line replies or paper questions. Patients were invited to take part via an emailed link to the survey or by the receptionists in the practice. Questionnaires are collected in the practice or via email and returned to PatientDynamics for analysis.

124 replies were received and analysed

Newland Practice Patient Survey

About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

Very helpful	82.3%	Not at all helpful.....	0.0%
Fairly helpful	14.5%	Don't know.....	0.8%
Not very helpful	2.4%		

Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy	43.5%	Not at all easy.....	2.4%
Fairly easy	47.6%	Don't know.....	0.0%
Not very easy	6.5%	Haven't tried	0.0%

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy	25.8%	Not at all easy.....	4.0%
Fairly easy	21.0%	Don't know.....	6.5%
Not very easy	9.7%	Haven't tried	30.6%

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes.....	54.8%	Don't know / never needed to	15.3%
No.....	27.4%		

Q5 How easy is it to book ahead in your practice?

Very easy	45.2%	Not at all easy.....	4.0%
Fairly easy	37.1%	Don't know.....	0.0%
Not very easy	11.3%	Haven't tried	1.6%

Q6 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person	18.4%	Online.....	8.8%
By phone	72.1%	Doesn't apply.....	0.0%

Q7 Home visits are for housebound patients. Have you had any issues or difficulties when you have tried to request or book a home visit?

Doesn't apply.....	58.9%	No.....	29.8%
Yes.....	6.5%		

Q8 When the surgery is closed, do you know how to obtain help and advice from the Out Of Hours services. An alternative to attending A&E at the hospital unless it is an emergency? i.e. local pharmacy for advice, attending the walk in centre in Wakefield or ringing NHS direct

Yes definitely	45.2%	No not at all	6.5%
Yes to some extent....	46.0%	Does not apply	1.6%

Q9 The practice has a "patient participation group" which meets to discuss and improve services provided by the practice. Would you like to get involved?

Yes (see receptionist).	6.5%	Unsure don't know....	27.4%
No.....	62.1%		
<i>if no, please state why</i>			
	16.9%		

About opening times

Q10 Is your GP practice currently open at times that are convenient to you?

Yes	91.9%
No	6.5%
Don't know	0.8%

Q11 Which of the following additional opening hours would make it easier for you to see or speak to someone?
Current opening times are 8am to 6.30pm

Before 8am	18.4%
At lunchtime	13.3%
After 6.30pm	17.7%
On a Saturday.....	24.7%
On a Sunday.....	4.4%
None of these	10.8%

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

Q12 How quickly do you usually get seen?

Same day or next day	41.9%	I don't usually need to be seen quickly	4.0%
2-4 days	37.9%	Don't know, never tried	3.2%
5 days or more	5.6%		

Q13 How do you rate this?

Excellent	21.8%
Very good	28.2%
Good	21.0%
Fair	11.3%
Poor	6.5%
Very poor	0.8%
Does not apply	2.4%

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

Q14 How quickly do you usually get seen?

Same day or next day	56.5%	I don't usually need to be seen quickly	4.0%
2-4 days	25.8%	Don't know, never tried	4.0%
5 days or more	1.6%		

Q15 How do you rate this?

Excellent	24.2%
Very good	34.7%
Good	16.1%
Fair	11.3%
Poor	4.0%
Very poor	0.8%
Does not apply	2.4%

Thinking of your most recent consultation with a doctor or nurse

Q16 How long did you wait for your consultation to start?

Less than 5 minutes	30.6%
5 – 10 minutes	50.8%
11 – 20 minutes	12.1%
21 – 30 minutes	0.0%
More than 30 minutes	0.0%
There was no set time for my consultation	1.6%

Q17 How do you rate this?

Excellent	25.8%
Very good	37.1%
Good	18.5%
Fair	8.9%
Poor	2.4%
Very poor	0.0%
Does not apply	0.8%

About seeing the doctor of your choice

Q18 Is there a particular GP you usually prefer to see or speak to?

Yes	66.9%	No	30.6%
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Q19 How often do you see or speak to the GP you prefer?

Always or almost always	45.2%	Never or almost never	3.2%
A lot of the time	26.6%	Not tried at this GP practice	5.6%
Some of the time	12.9%		

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

Q20	About the GP						Does not apply
		Very good	Good	Fair	Poor	Very poor	
	Giving you enough time	60.5%	27.4%	3.2%	0.0%	0.0%	0.0%
	Listening to you	58.9%	31.5%	2.4%	0.8%	0.0%	0.0%
	Explaining tests and treatments	50.0%	31.5%	4.0%	0.8%	0.0%	0.0%
	Involving you in decisions about your care	43.5%	29.8%	7.3%	0.8%	0.0%	1.6%
	Treating you with care and concern	50.0%	33.1%	1.6%	0.8%	0.0%	0.0%
	Did you have confidence and trust in the person you saw	54.0%	26.6%	3.2%	1.6%	0.0%	0.8%

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

Q21	About the nurse						Does not apply
		Very good	Good	Fair	Poor	Very poor	
	Giving you enough time	69.4%	14.5%	0.8%	0.0%	0.0%	5.6%
	Listening to you	62.1%	19.4%	0.8%	0.0%	0.0%	5.6%
	Explaining tests and treatments	61.3%	15.3%	1.6%	0.0%	0.0%	5.6%
	Involving you in decisions about your care	58.9%	16.9%	2.4%	0.0%	0.0%	6.5%
	Treating you with care and concern	63.7%	13.7%	2.4%	0.0%	0.0%	5.6%
	Did you have confidence and trust in the person you saw	62.1%	14.5%	2.4%	0.0%	0.0%	5.6%

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:

Q22	Understand your health problems?
	Very well89.5%
	Unsure4.0%
	Not very well2.4%
	Does not apply0.8%

Q23	Cope with your health problems?
	Very well86.3%
	Unsure5.6%
	Not very well2.4%
	Does not apply2.4%

Q24	Keep yourself healthy
	Very well79.8%
	Unsure9.7%
	Not very well2.4%
	Does not apply4.8%

Q25	Overall, how would you describe your experience of your GP surgery?
	Excellent36.3%
	Very good41.9%
	Good13.7%
	Fair3.2%
	Poor1.6%
	Very poor0.0%

Q26 Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, definitely	50.8%
Yes, probably	40.3%
No, probably not.....	3.2%
No, definitely not	2.4%
Don't know	1.6%
<i>If not please explain why</i>	1.6%

Q27 Have you had any problems with the requesting and issuing of your repeat medication?

Yes, definitely	5.6%	No, definitely not.....	63.7%
Yes, to some extent....	14.5%	Haven't tried / doesn't apply.....	12.9%

Q28 When you have had tests carried out at the practice, were you informed clearly of how to obtain your results?

Yes, definitely	61.3%	No, definitely not.....	3.2%
Yes, to some extent....	21.0%	Haven't tried / doesn't apply.....	8.1%

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

Q29 Are you ?

Male	37.1%	Female	58.1%
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Q30 How old are you?

Under 16	0.0%	65 to 74	15.3%
16 to 44	37.9%	75 or over	8.9%
45 to 64	33.9%		

Q31 Do you have a long-standing health condition?

Yes.....	47.6%	Can't say / Don't know	4.8%
No.....	42.7%		

Q32 What is your ethnic group?

White	95.2%	Mixed.....	0.0%
Black or Black British..	0.8%	Chinese	0.0%
Asian or Asian British .	0.8%	Other ethnic group.....	0.0%

Q33 Which of the following best describes you?

Employed (full or part time,including self-employed)	46.8%
Unemployed / looking for work.....	3.2%
At school or in full time education	1.6%
Unable to work due to long term sickness / disability	8.1%
Looking after your home/family	8.9%
Retired from paid work.....	25.8%
Other.....	2.4%

Q34 Finally, please add any other comments you would like to make about your GP practice:

18.5%

Newland Surgery**Helpfulness of the receptionists**

Counts Analysis % Responses	
Base	124 100.0%
How helpful do you find the receptionists at your GP practice?	
Very helpful	102 82.3%
Fairly helpful	18 14.5%
Not very helpful	3 2.4%
Not at all helpful	- -
Don't know	1 0.8%

Ease of getting through to the practice on the telephone

Counts Analysis % Responses	
Base	124 100.0%
Mean	79.23
How easy is it to get through to someone at your GP practice?	
Very easy	54 43.5%
Fairly easy	59 47.6%
Not very easy	8 6.5%
Not at all easy	3 2.4%
Don't know	- -
Haven't tried	- -

Newland Surgery**Ease of speaking to a doctor or nurse**

Counts Analysis % Responses	
Base	121 100.0%
Mean	68.67
How easy is it to speak to a doctor or nurse on the phone?	
Very easy	32 26.4%
Fairly easy	26 21.5%
Not very easy	12 9.9%
Not at all easy	5 4.1%
Don't know	8 6.6%
Haven't tried	38 31.4%

Seeing a doctor urgently

Counts Analysis % Responses	
Base	121 100.0%
If you need to see a GP urgently, can you normally get seen on the same day?	
Yes	68 56.2%
No	34 28.1%
Don't know / never needed to	19 15.7%

Newland Surgery**Ease of booking ahead**

Counts Analysis % Responses	
Base	123 100.0%
Mean	74.79
How easy is it to book ahead in your practice?	
Very easy	56 45.5%
Fairly easy	46 37.4%
Not very easy	14 11.4%
Not at all easy	5 4.1%
Don't know	- -
Haven't tried	2 1.6%

Preferred method of booking appointments

Counts Analysis % Responses	
Base	146 100.0%
Which of the following methods would you prefer to use to book appointments at your practice?	
In person	27 18.5%
By phone	106 72.6%
Online	13 8.9%
Doesn't apply	- -

Newland Surgery

Home visits

Counts Analysis % Responses	
Base	118 100.0%
Home visits are for housebound patients. Have you had any issues or difficulties when you have tried to request or boo...	
Doesn't apply	73 61.9%
Yes	8 6.8%
No	37 31.4%

Home visits - less those that visits don't apply

Counts Analysis % Responses	
Base	45 100.0%
Home visits are for housebound patients. Have you had any issues or difficulties when you have tried to request or boo...	
Doesn't apply	- -
Yes	8 17.8%
No	37 82.2%

Newland Surgery**Obtaining help and advice outside of surgery hours**

Counts Analysis % Responses	
Base	123 100.0%
When the surgery is closed, do you know how to obtain help and advice from the Out Of Hours services. An alternative t...	
Yes definitely	56 45.5%
Yes to some extent	57 46.3%
No not at all	8 6.5%
Does not apply	2 1.6%

getting involved in the patient participation group

Counts Analysis % Responses	
Base	119 100.0%
The practice has a "patient participation group" which meets to discuss and improve services provided by the practice....	
Yes (see receptionist)	8 6.7%
No	77 64.7%
Unsure don't know	34 28.6%

Newland Surgery**Why the patient doesn't want to be involved with the patient participation group****if no, please state why***Not enough time**Not at this moment in time**To busy social/ work life. Not enough hours.**No time**Too busy.**Barely visit doctors and don't care.**Not got time.**don't have time**Work long hours.**Haven't got time.**Haven't got time and isn't my thing.**Work commitments**Not enough time**Time limits**don't want to.**Haven't got time.**don't feel qualified.**Busy at work***Why the patient doesn't want to be involved with the patient participation group****Convenient opening times**

Counts	
Analysis %	
Responses	
Base	123 100.0%
Is your GP practice currently open at times that are convenient to you?	
Yes	114 92.7%
No	8 6.5%
Don't know	1 0.8%

Newland Surgery**Additional hours**

Counts Analysis % Responses	
Base	141 100.0%
Which of the following additional opening hours would make it easier for you to see or speak to someone?	
Before 8am	29 20.6%
At lunchtime	21 14.9%
After 6.30pm	28 19.9%
On a Saturday	39 27.7%
On a Sunday	7 5.0%
None of these	17 12.1%

Speed of being seen - A particular Gp

Counts Analysis % Responses	
Base	115 100.0%
How quickly do you usually get seen?	
Same day or next day	52 45.2%
2-4 days	47 40.9%
5 days or more	7 6.1%
I don't usually need to be seen quickly	5 4.3%
Don't know, never tried	4 3.5%

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Rating the speed of getting seen - a particular Gp

Counts Analysis % Responses	
Base	114 100.0%
Mean	59.68
How do you rate this?	
Excellent	27 23.7%
Very good	35 30.7%
Good	26 22.8%
Fair	14 12.3%
Poor	8 7.0%
Very poor	1 0.9%
Does not apply	3 2.6%

Speed of being seen - Any Gp

Counts Analysis % Responses	
Base	114 100.0%
How quickly do you usually get seen?	
Same day or next day	70 61.4%
2-4 days	32 28.1%
5 days or more	2 1.8%
I don't usually need to be seen quickly	5 4.4%
Don't know, never tried	5 4.4%

Newland Surgery

Rating the speed of getting seen - By any Gp

Counts Analysis % Responses	
Base	116 100.0%
Mean	63.94
How do you rate this?	
Excellent	30 25.9%
Very good	43 37.1%
Good	20 17.2%
Fair	14 12.1%
Poor	5 4.3%
Very poor	1 0.9%
Does not apply	3 2.6%

Waiting for the consultation to start

Counts Analysis % Responses	
Base	118 100.0%
Mean	78.60
How long did you wait for your consultation to start?	
Less than 5 minutes	38 32.2%
5 – 10 minutes	63 53.4%
11 – 20 minutes	15 12.7%
21 – 30 minutes	- -
More than 30 minutes	- -
There was no set time for my consultation	2 1.7%

...

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Patients' rating - Waiting for the consultation to start

Counts Analysis % Responses	
Base	116 100.0%
Mean	67.83
How do you rate this?	
Excellent	32 27.6%
Very good	46 39.7%
Good	23 19.8%
Fair	11 9.5%
Poor	3 2.6%
Very poor	- -
Does not apply	1 0.9%

Seeing a particular Gp

Counts Analysis % Responses	
Base	121 100.0%
Is there a particular GP you usually prefer to see or speak to?	
Yes	83 68.6%
No	38 31.4%

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Speaking to a preferred Gp

Counts Analysis % Responses	
Base	116 100.0%
Mean	74.08
How often do you see or speak to the GP you prefer?	
Always or almost always	56 48.3%
A lot of the time	33 28.4%
Some of the time	16 13.8%
Never or almost never	4 3.4%
Not tried at this GP practice	7 6.0%

How good was the GP

Counts Analysis % Responses	Base	Mean						Very poor	Does not apply
			Very good	Good	Fair	Poor			
Base	652	88.00	393 60.3%	223 34.2%	27 4.1%	6 0.9%	-	3 0.5%	
Giving you enough time	113	90.71	75 66.4%	34 30.1%	4 3.5%	-	-	-	
Listening to you	116	89.44	73 62.9%	39 33.6%	3 2.6%	1 0.9%	-	-	
Explaining tests and treatments	107	87.62	62 57.9%	39 36.4%	5 4.7%	1 0.9%	-	-	
Involving you in decisions about your care	103	83.74	54 52.4%	37 35.9%	9 8.7%	1 1.0%	-	2 1.9%	
Treating you with care and concern	106	88.44	62 58.5%	41 38.7%	2 1.9%	1 0.9%	-	-	
Did you have confidence and trust in the person you saw	107	87.62	67 62.6%	33 30.8%	4 3.7%	2 1.9%	-	1 0.9%	

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How good was the Nurse

Counts Analysis % Responses	Base	Mean						Very poor	Does not apply
			Very good	Good	Fair	Poor			
Base	641	87.71	468 73.0%	117 18.3%	13 2.0%	-	-	43 6.7%	
Giving you enough time	112	89.29	86 76.8%	18 16.1%	1 0.9%	-	-	7 6.3%	
Listening to you	109	87.61	77 70.6%	24 22.0%	1 0.9%	-	-	7 6.4%	
Explaining tests and treatments	104	87.74	76 73.1%	19 18.3%	2 1.9%	-	-	7 6.7%	
Involving you in decisions about your care	105	85.95	73 69.5%	21 20.0%	3 2.9%	-	-	8 7.6%	
Treating you with care and concern	106	87.97	79 74.5%	17 16.0%	3 2.8%	-	-	7 6.6%	
Did you have confidence and trust in the person you saw	105	87.62	77 73.3%	18 17.1%	3 2.9%	-	-	7 6.7%	

Understanding Health issues

Counts Analysis % Responses	
Base	120 100.0%
Mean	95.38
Understand your health problems?	
Very well	111 92.5%
Unsure	5 4.2%
Not very well	3 2.5%
Does not apply	1 0.8%

Newland Surgery**Coping with Health issues**

Counts Analysis % Responses	
Base	120 100.0%
Mean	94.44
Cope with your health problems?	
Very well	107 89.2%
Unsure	7 5.8%
Not very well	3 2.5%
Does not apply	3 2.5%

Keeping yourself healthy

Counts Analysis % Responses	
Base	120 100.0%
Mean	92.11
Keep yourself healthy	
Very well	99 82.5%
Unsure	12 10.0%
Not very well	3 2.5%
Does not apply	6 5.0%

Newland Surgery**Overall experience with the practice**

Counts Analysis % Responses	
Base	120 100.0%
Mean	77.08
Overall, how would you describe your experience of your GP surgery?	
Excellent	45 37.5%
Very good	52 43.3%
Good	17 14.2%
Fair	4 3.3%
Poor	2 1.7%
Very poor	- -

Recommending the surgery

Counts Analysis % Responses	
Base	122 100.0%
Mean	84.02
Would you recommend your GP surgery to someone who has just moved to your local area?	
Yes, definitely	63 51.6%
Yes, probably	50 41.0%
No, probably not	4 3.3%
No, definitely not	3 2.5%
Don't know	2 1.6%

Newland Surgery

Repeat medication

Counts Analysis % Responses	
Base	120 100.0%
Mean	84.62
Have you had any problems with the requesting and issuing of your repeat medication?	
Yes, definitely	7 5.8%
Yes, to some extent	18 15.0%
No, definitely not	79 65.8%
Haven't tried / doesn't apply	16 13.3%

Informed about test results

Counts Analysis % Responses	
Base	116 100.0%
Mean	83.96
When you have had tests carried out at the practice, were you informed clearly of how to obtain your results?	
Yes, definitely	76 65.5%
Yes, to some extent	26 22.4%
No, definitely not	4 3.4%
Haven't tried / doesn't apply	10 8.6%

Newland Surgery**Patients' gender**

Counts Analysis % Responses	
Base	118 100.0%
Are you ?	
Male	46 39.0%
Female	72 61.0%

Patients' age

Counts Analysis % Responses	
Base	119 100.0%
How old are you?	
Under 16	- -
16 to 44	47 39.5%
45 to 64	42 35.3%
65 to 74	19 16.0%
75 or over	11 9.2%

Newland Surgery**Long standing health conditions**

Counts Analysis % Responses	
Base	118 100.0%
Do you have a long-standing health condition?	
Yes	59 50.0%
No	53 44.9%
Can't say / Don't know	6 5.1%

Patients' ethnicity

Counts Analysis % Responses	
Base	120 100.0%
What is your ethnic group?	
White	118 98.3%
Black or Black British	1 0.8%
Asian or Asian British	1 0.8%
Mixed	- -
Chinese	- -
Other ethnic group	- -

Newland Surgery

Patients' daily activity

Counts Analysis % Responses	
Base	120 100.0%
Which of the following best describes you?	
Employed (full or part time, including self-employed)	58 48.3%
Unemployed / looking for work	4 3.3%
At school or in full time education	2 1.7%
Unable to work due to long term sickness / disability	10 8.3%
Looking after your home/family	11 9.2%
Retired from paid work	32 26.7%
Other	3 2.5%

Other comments about the practice

Finally, please add any other comments you would like to make about your GP practice:

They are very caring and trying hard to see if you understand about yourself and the medication you are taking I feel at home, everyone is so good from receptionist, nurses and GP's. I am proud to have them.

Patients who don't work should be secluded to take morning appointment, don't often need an appointment and when I do I would expect to be able to get one not have to wait 3/4 days.

I have always found my GP practice understanding, willing to help and give advice the best they can with my health care needs.

I think my answers say it all. Great.

All staff from reception, nurses and doctors are always very helpful.

Very good.

The doctor is really good. The others lack her bedside manner and skills.

Very good service.

First visit this week in 6 years.

Was concerned for a while that practice seems to be run on locums, but we now appear to have a permanent team, much better for all concerned.

All staff look after me great.

There's nothing I can say apart from maybe having a display so I know I am next to the GP as I cant hear the speaker and have to rely on the person at reception, but overall they are very helpful.

I used to see my doctor now I see another doctor.

Newland Surgery

Other comments about the practice