

The Downlands Medical Centre

GPAQ V3 2012 Patient Survey

Number of Responses: **287**

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

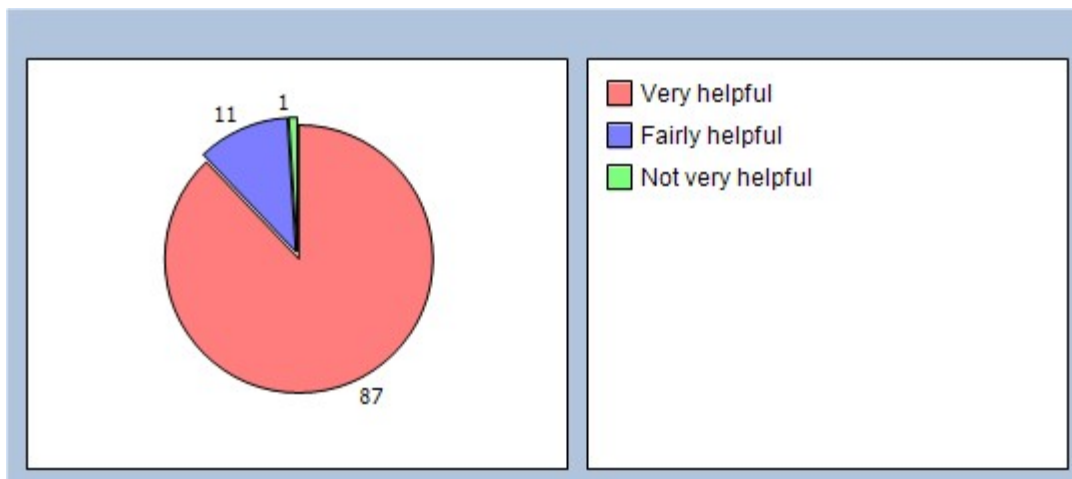
Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Receptionists and Appointments

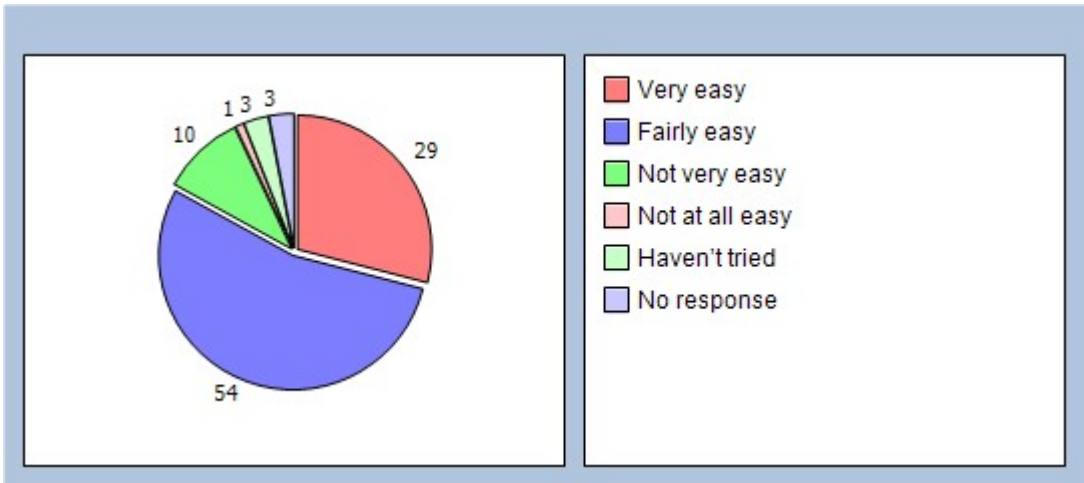
Q1 How helpful do you find the receptionists at your GP practice?

Very helpful **87%**
Fairly helpful **11%**
Not very helpful **1%**
Not at all helpful **0%**
Don't know **0%**



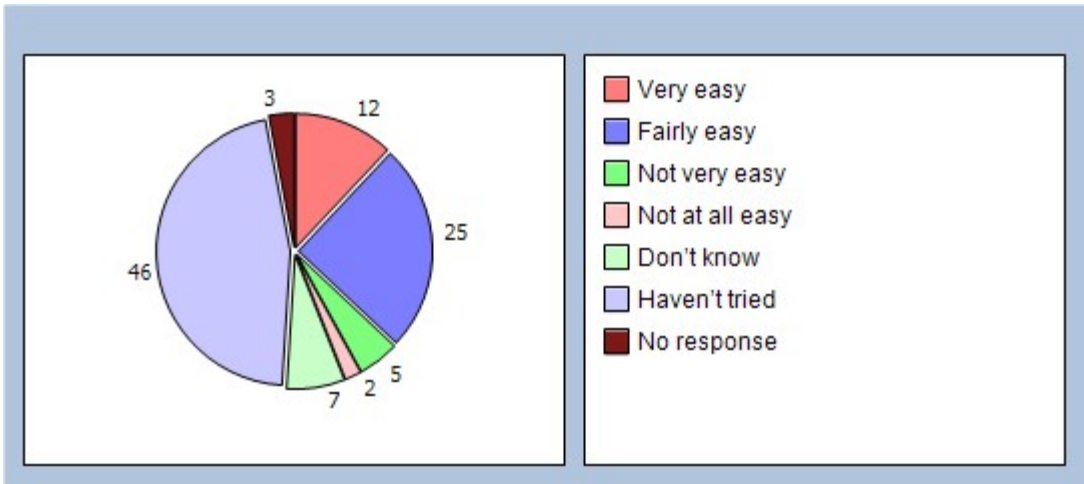
Q2 How easy is it to get through to someone at your GP practice on the phone?

Very easy **29%**
Fairly easy **54%**
Not very easy **10%**
Not at all easy **1%**
Don't know **0%**
Haven't tried **3%**
No response **3%**



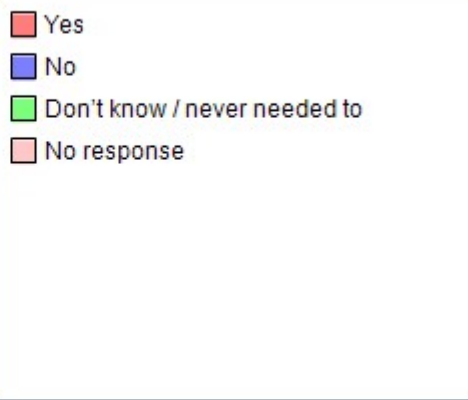
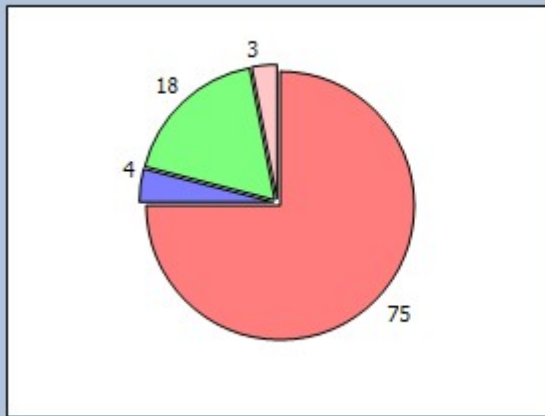
Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

Very easy **12%**
 Fairly easy **25%**
 Not very easy **5%**
 Not at all easy **2%**
 Don't know **7%**
 Haven't tried **46%**
 No response **3%**



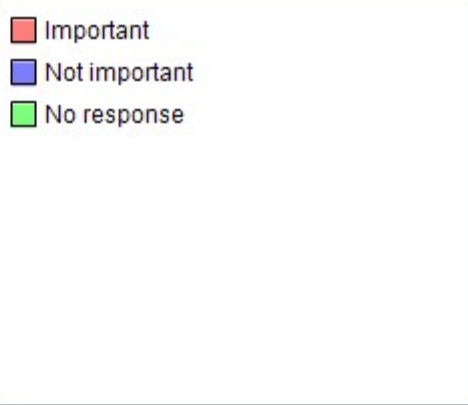
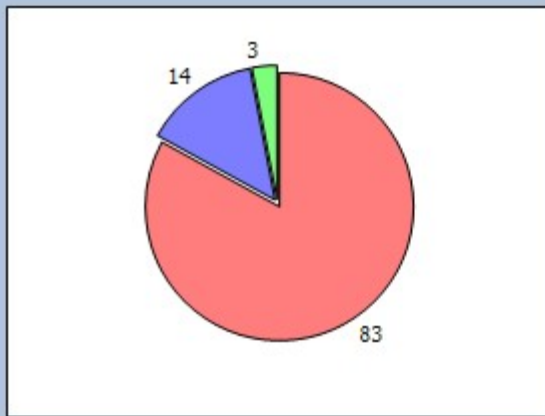
Q4 If you need to see a GP urgently, can you normally get seen on the same day?

Yes **75%**
 No **4%**
 Don't know / never needed to **18%**
 No response **3%**



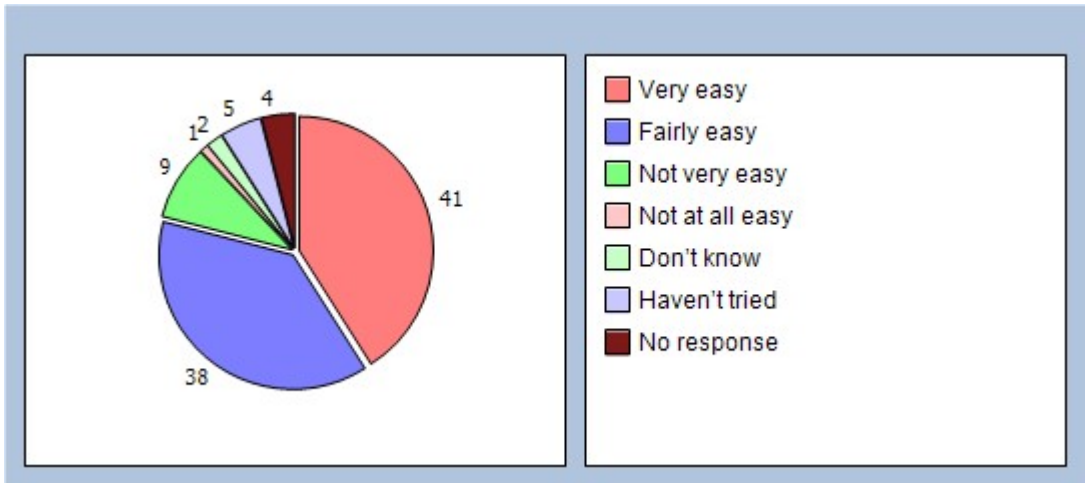
Q5 How important is it to you to be able to book appointments ahead of time in your practice?

Important **83%**
 Not important **14%**
 No response **3%**



Q6 How easy is it to book ahead in your practice?

Very easy **41%**
 Fairly easy **38%**
 Not very easy **9%**
 Not at all easy **1%**
 Don't know **2%**
 Haven't tried **5%**
 No response **4%**



Q7 How do you normally book your appointments at your practice? Please tick all boxes that apply.

In person **44%**
 By phone **85%**
 Online **0%**
 Doesn't apply **0%**

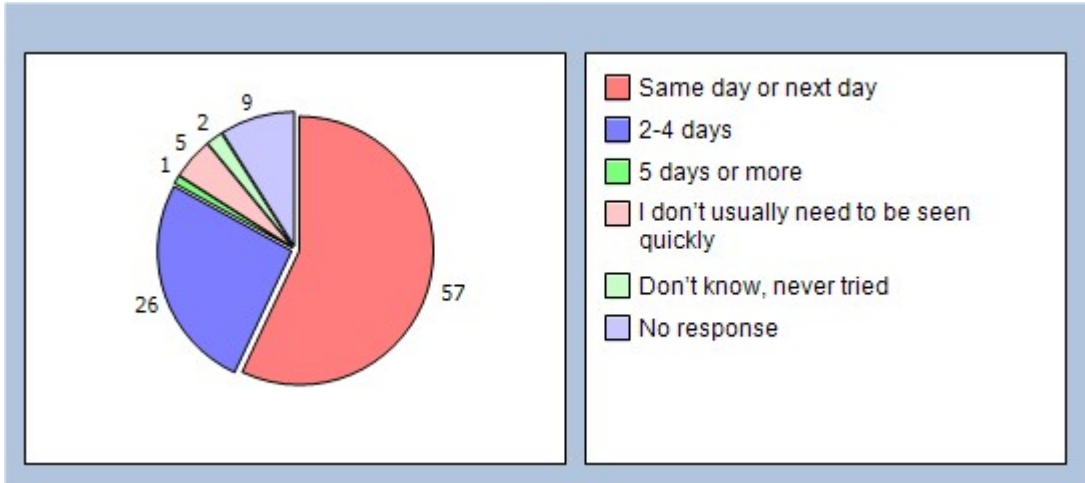
Q8 Which of the following methods would you prefer to use to book appointments at your practice? Please tick all boxes that apply.

In person **45%**
 By phone **86%**
 Online **11%**
 Doesn't apply **0%**

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

Q9 How quickly do you usually get seen?

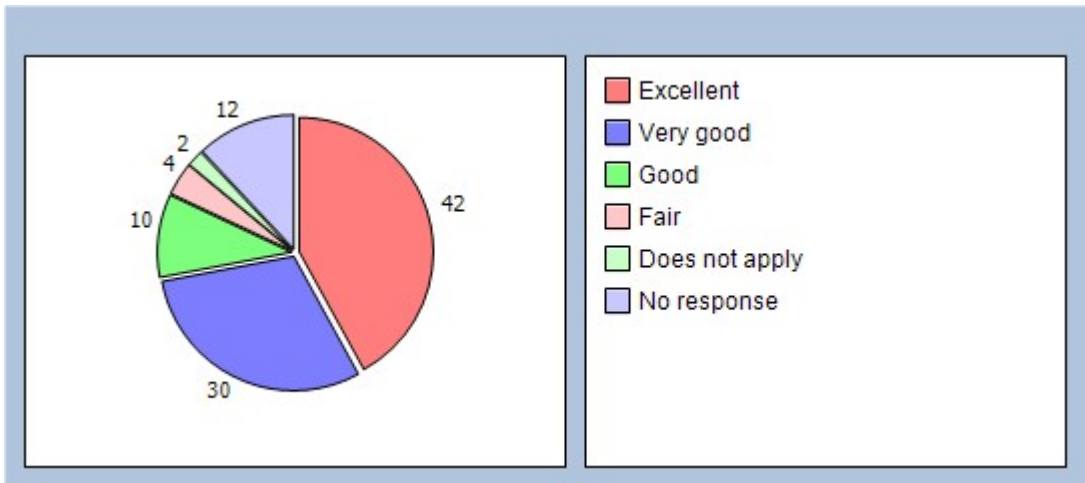
Same day or next day **57%**
 2-4 days **26%**
 5 days or more **1%**
 I don't usually need to be seen quickly **5%**
 Don't know, never tried **2%**
 No response **9%**



Q10 How do you rate this?

Excellent **42%**
 Very good **30%**
 Good **10%**
 Fair **4%**
 Poor **0%**

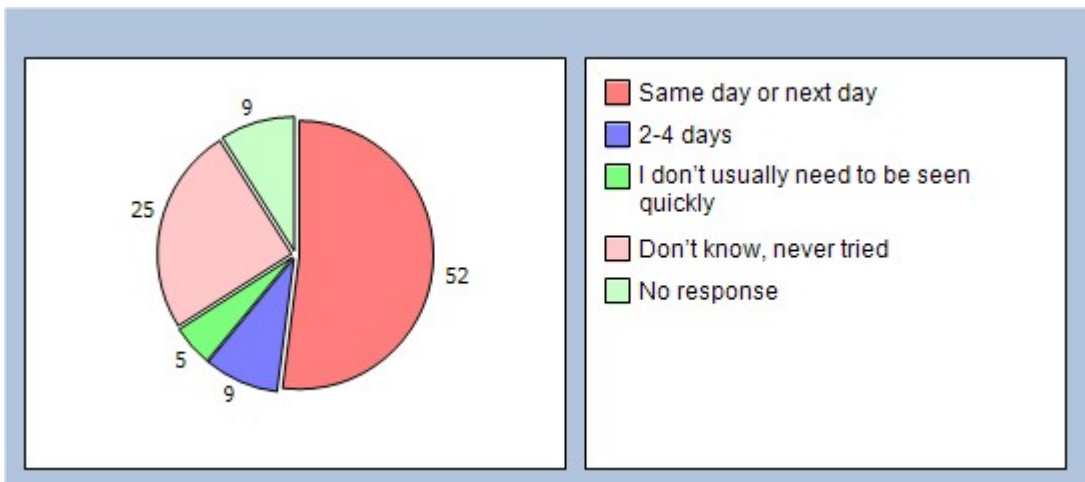
Very poor **0%**
 Does not apply **2%**
 No response **12%**



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

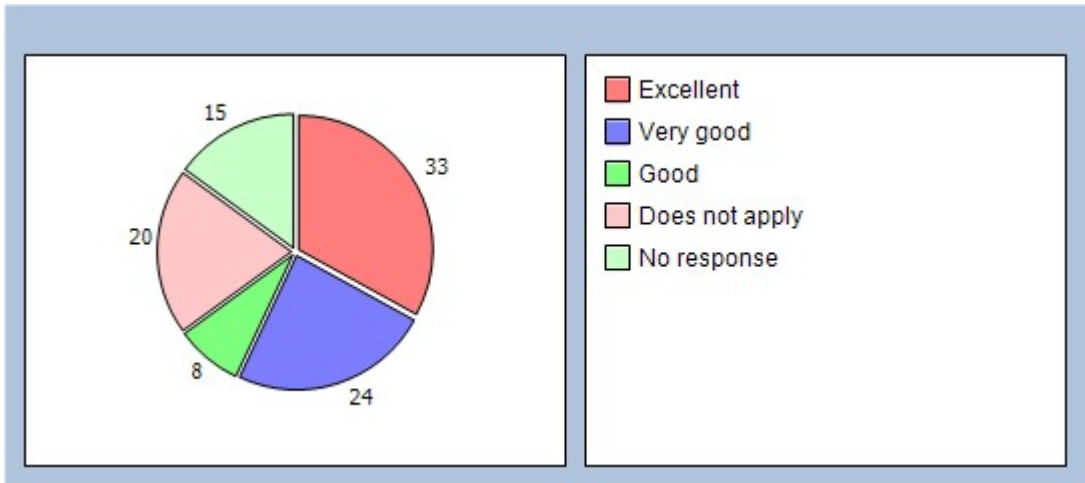
Q11 How quickly do you usually get seen?

Same day or next day **52%**
 2-4 days **9%**
 5 days or more **0%**
 I don't usually need to be seen quickly **5%**
 Don't know, never tried **25%**
 No response **9%**



Q12 How do you rate this?

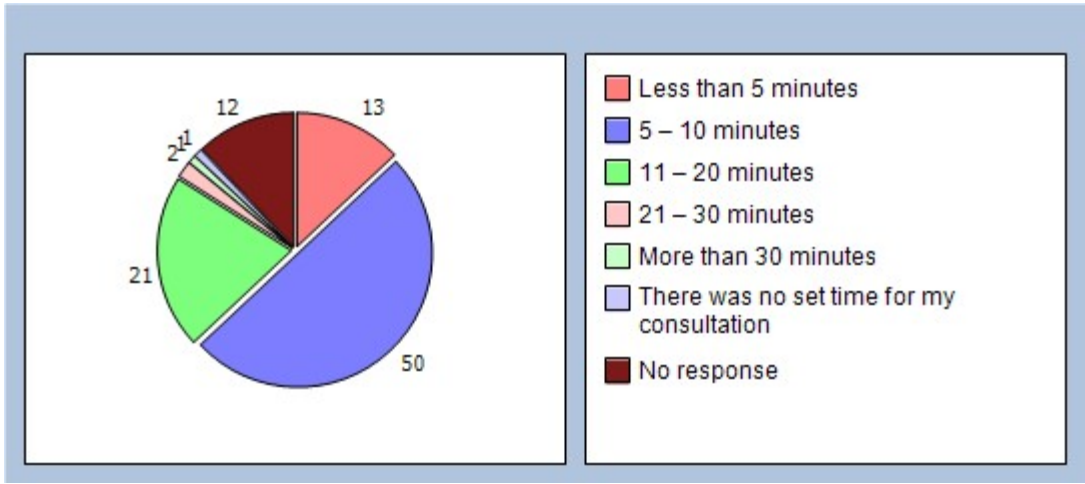
Excellent **33%**
 Very good **24%**
 Good **8%**
 Fair **0%**
 Poor **0%**
 Very poor **0%**
 Does not apply **20%**
 No response **15%**



Thinking of your most recent consultation with a doctor or nurse

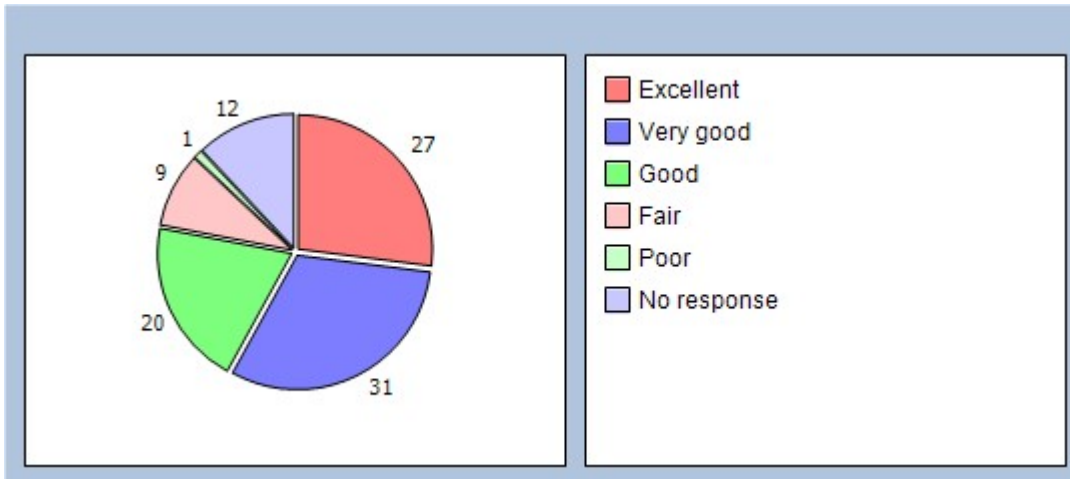
Q13 How long did you wait for your consultation to start?

- Less than 5 minutes **13%**
- 5 – 10 minutes **50%**
- 11 – 20 minutes **21%**
- 21 – 30 minutes **2%**
- More than 30 minutes **1%**
- There was no set time for my consultation **1%**
- No response **12%**



Q14 How do you rate this?

- Excellent **27%**
- Very good **31%**
- Good **20%**
- Fair **9%**
- Poor **1%**
- Very poor **0%**
- Does not apply **0%**
- No response **12%**



About opening times

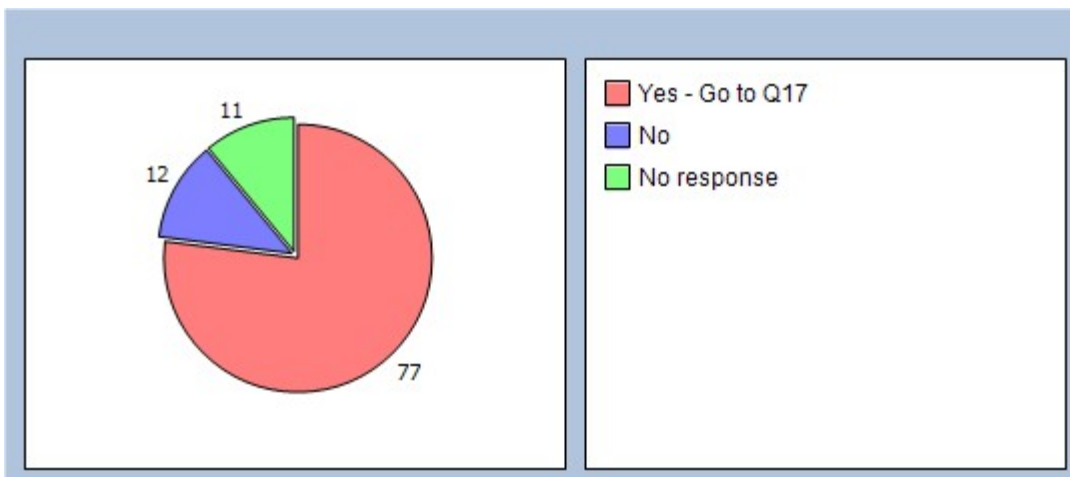
Q15 Is your GP practice currently open at times that are convenient to you?

Yes - Go to Q17 **77%**

No **12%**

Don't know **0%**

No response **11%**



Q16 Which of the following additional opening hours would make it easier for you to see or speak to someone? Please tick all boxes that apply.

Before 8am **5%**

At lunchtime **4%**

After 6.30pm **7%**

On a Saturday **12%**

On a Sunday **2%**

None of these **3%**

About seeing the doctor of your choice

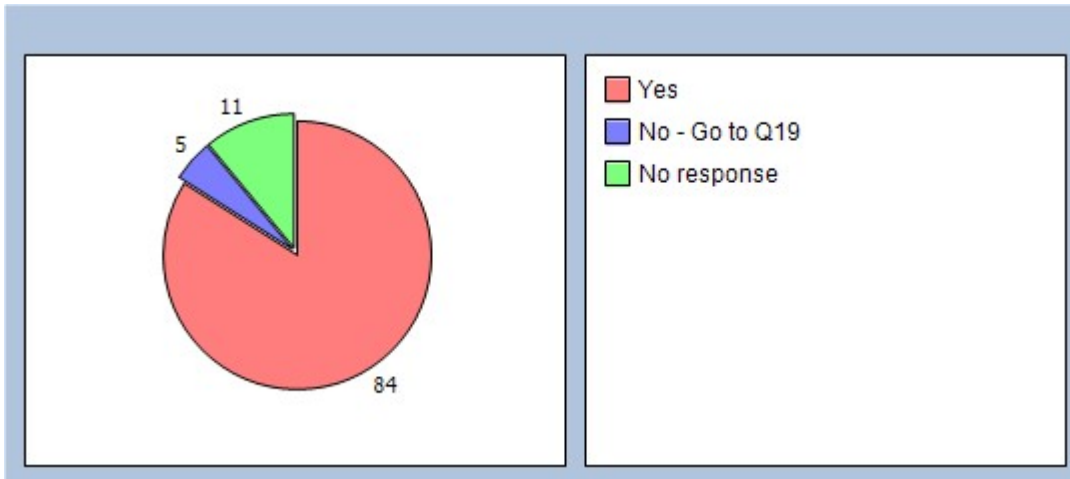
Q17 Is there a particular GP you usually prefer to see or speak to?

Yes **84%**

No - Go to Q19 **5%**

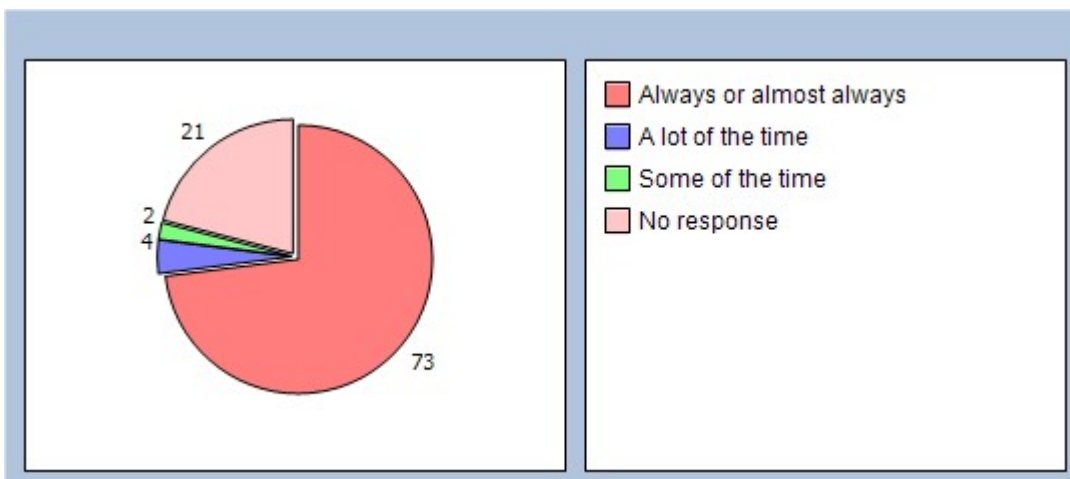
There is usually only one doctor in my surgery - Go to Q19 **0%**

No response **11%**



Q18 How often do you see or speak to the GP you prefer?

Always or almost always **73%**
 A lot of the time **4%**
 Some of the time **2%**
 Never or almost never **0%**
 Not tried at this GP practice **0%**
 No response **21%**

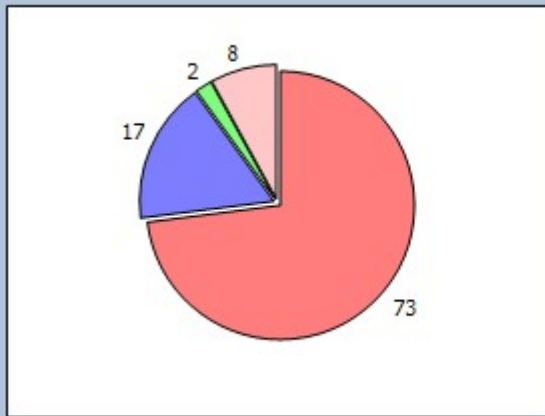


How good was the last GP you saw at each of the following?

(If you haven't seen a GP in your practice in the last 6 months, please go to Q25)

Q19 Giving you enough time

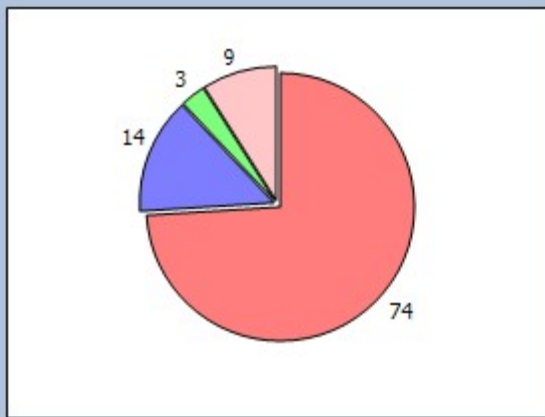
Very good **73%**
 Good **17%**
 Fair **2%**
 Poor **0%**
 Very poor **0%**
 Does not apply **0%**
 No response **8%**



- Very good
- Good
- Fair
- No response

Q20 Listening to you

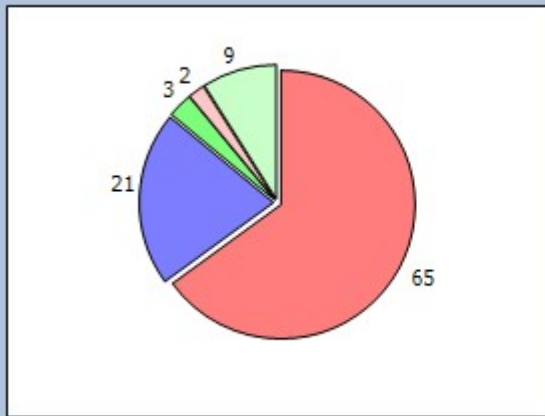
Very good **74%**
 Good **14%**
 Fair **3%**
 Poor **0%**
 Very poor **0%**
 Does not apply **0%**
 No response **9%**



- Very good
- Good
- Fair
- No response

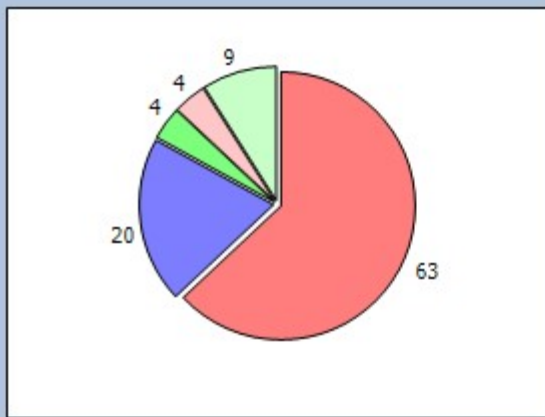
Q21 Explaining tests and treatments

Very good **65%**
 Good **21%**
 Fair **3%**
 Poor **0%**
 Very poor **0%**
 Does not apply **2%**
 No response **9%**



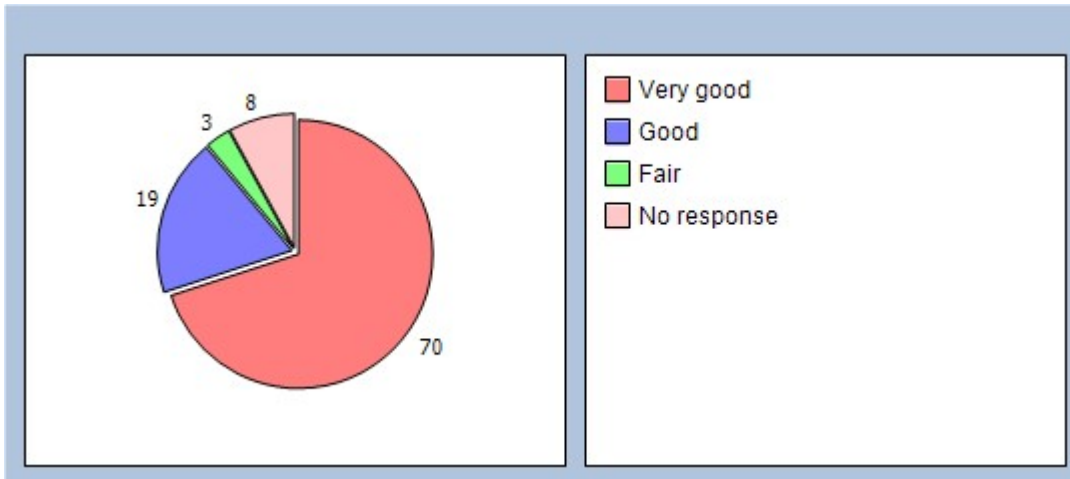
Q22 Involving you in decisions about your care

Very good **63%**
 Good **20%**
 Fair **4%**
 Poor **0%**
 Very poor **0%**
 Does not apply **4%**
 No response **9%**



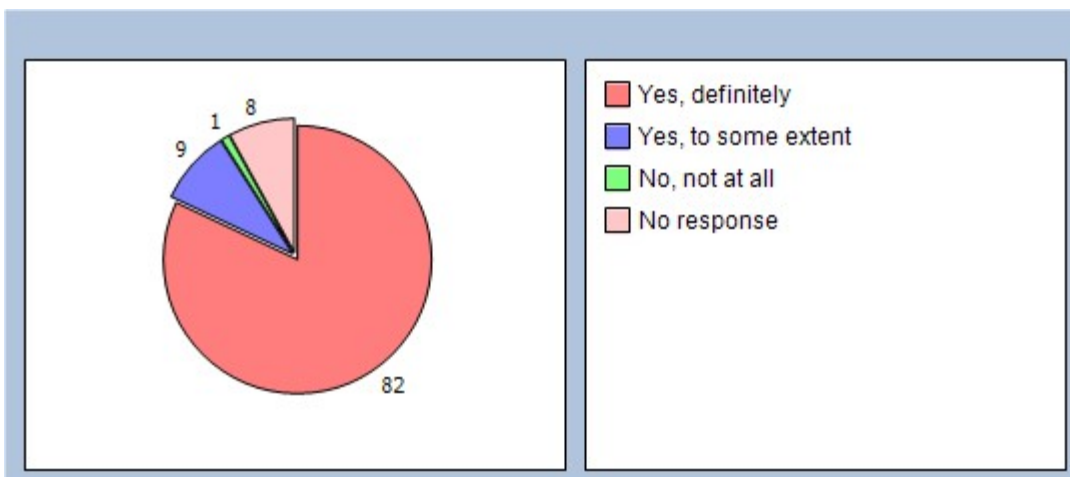
Q23 Treating you with care and concern

Very good **70%**
 Good **19%**
 Fair **3%**
 Poor **0%**
 Very poor **0%**
 Does not apply **0%**
 No response **8%**



Q24 Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely **82%**
 Yes, to some extent **9%**
 No, not at all **1%**
 Don't know / can't say **0%**
 No response **8%**



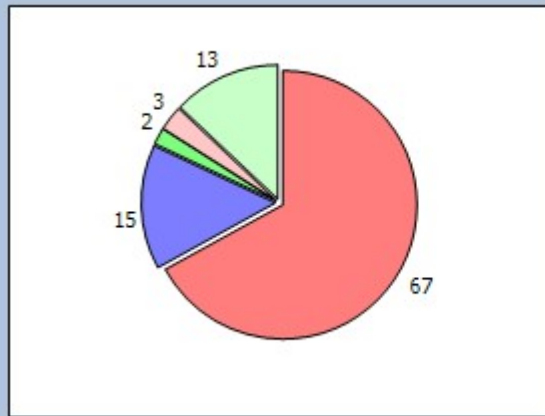
If you know the name of the GP you last saw, please write it here:

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

(If you haven't seen a nurse in your practice in the last 6 months, please go to Q31)

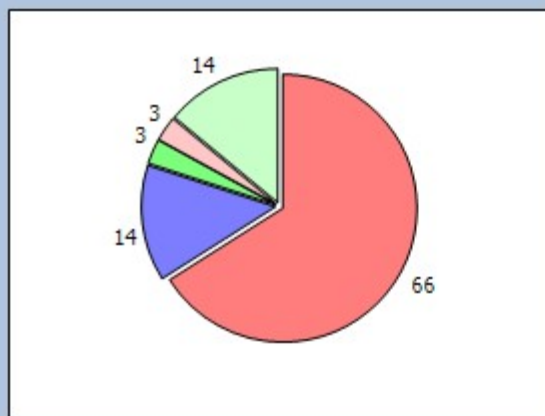
Q25 Giving you enough time

Very good **67%**
 Good **15%**
 Fair **2%**
 Poor **0%**
 Very poor **0%**
 Does not apply **3%**
 No response **13%**



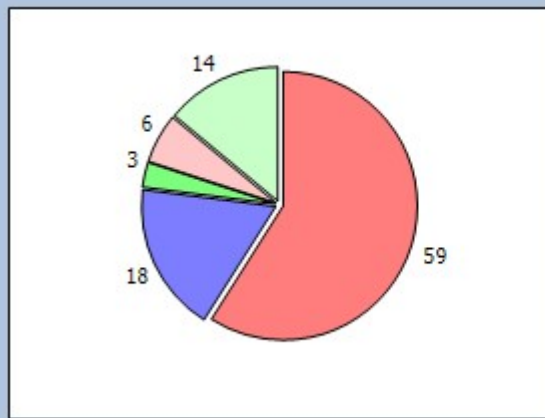
Q26 Listening to you

Very good **66%**
 Good **14%**
 Fair **3%**
 Poor **0%**
 Very poor **0%**
 Does not apply **3%**
 No response **14%**



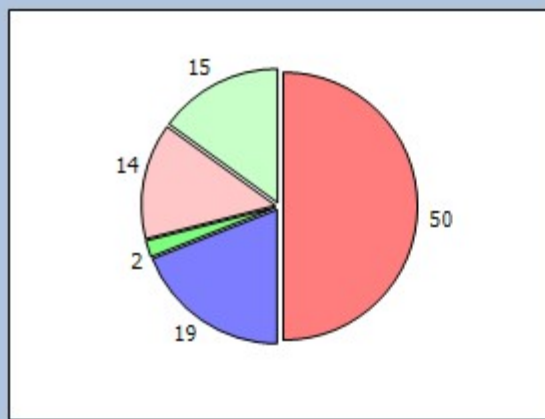
Q27 Explaining tests and treatments

Very good **59%**
 Good **18%**
 Fair **3%**
 Poor **0%**
 Very poor **0%**
 Does not apply **6%**
 No response **14%**



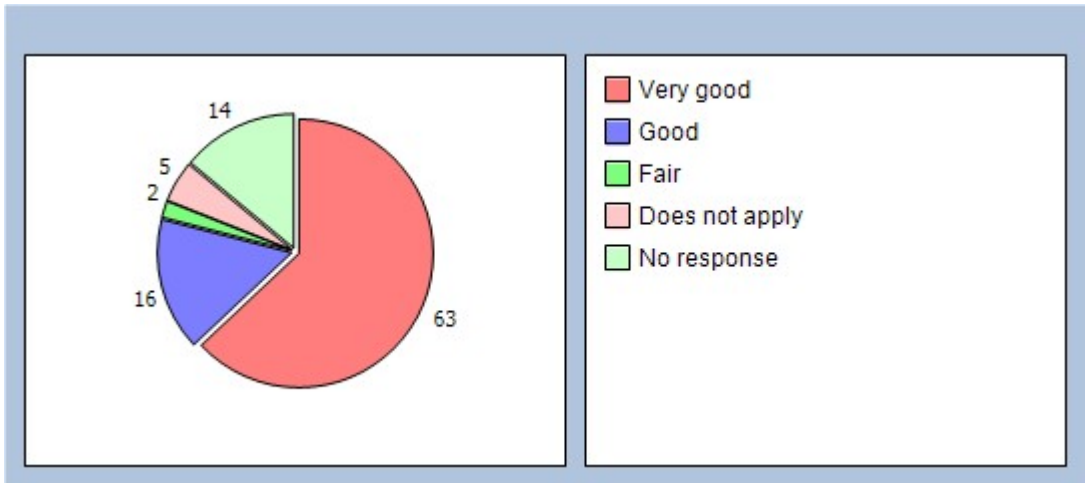
Q28 Involving you in decisions about your care

Very good **50%**
 Good **19%**
 Fair **2%**
 Poor **0%**
 Very poor **0%**
 Does not apply **14%**
 No response **15%**



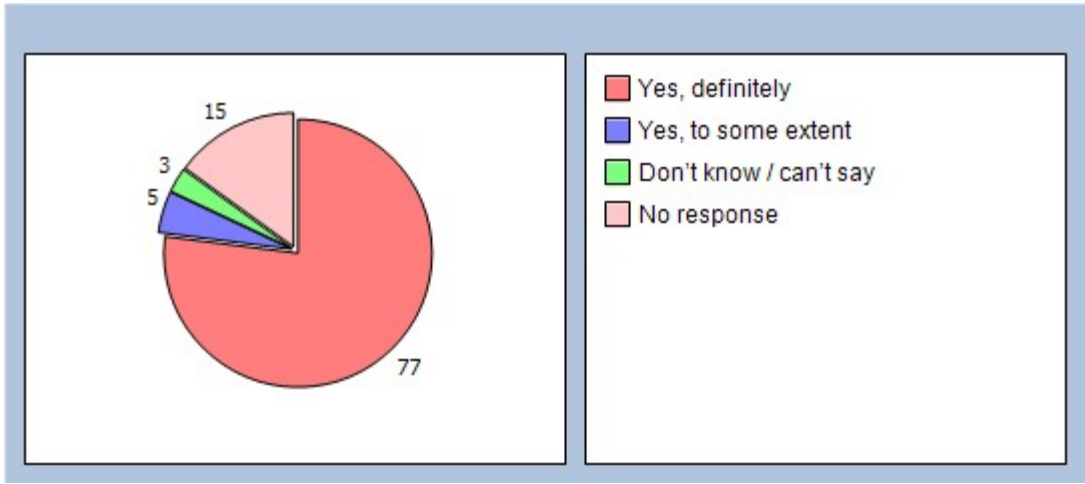
Q29 Treating you with care and concern

Very good **63%**
 Good **16%**
 Fair **2%**
 Poor **0%**
 Very poor **0%**
 Does not apply **5%**
 No response **14%**



Q30 Did you have confidence and trust in the nurse you saw or spoke to?

- Yes, definitely **77%**
- Yes, to some extent **5%**
- No, not at all **0%**
- Don't know / can't say **3%**
- No response **15%**



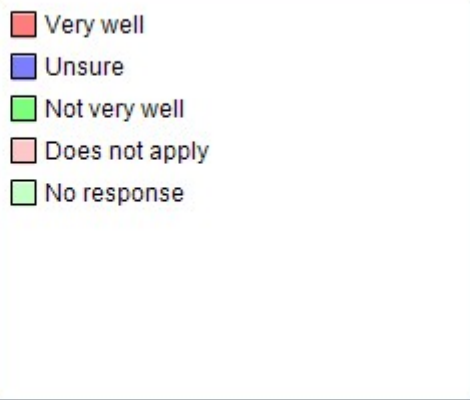
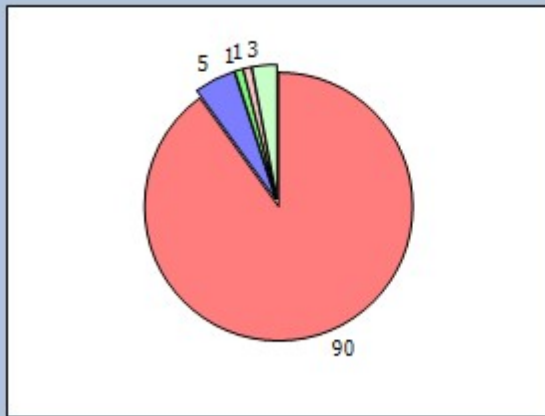
If you know the name of the nurse you last saw, please write it here:

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:

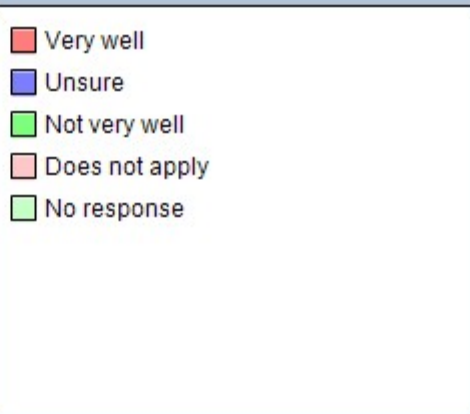
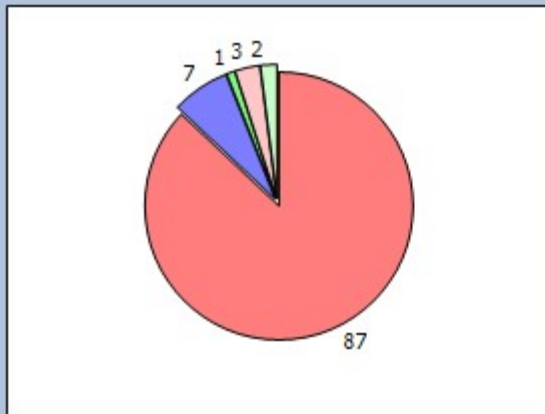
Q31 Understand your health problems?

- Very well **90%**
- Unsure **5%**
- Not very well **1%**
- Does not apply **1%**
- No response **3%**



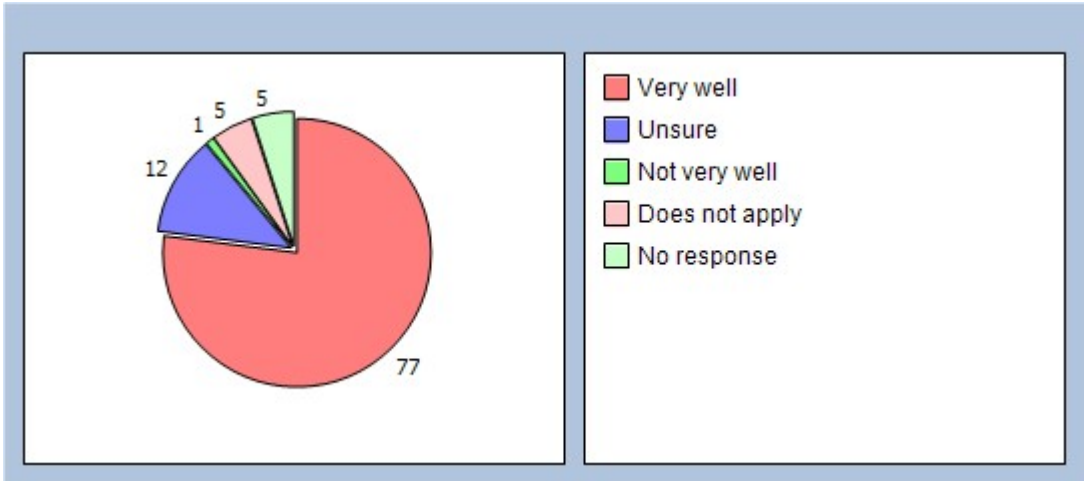
Q32 Cope with your health problems

Very well **87%**
 Unsure **7%**
 Not very well **1%**
 Does not apply **3%**
 No response **2%**



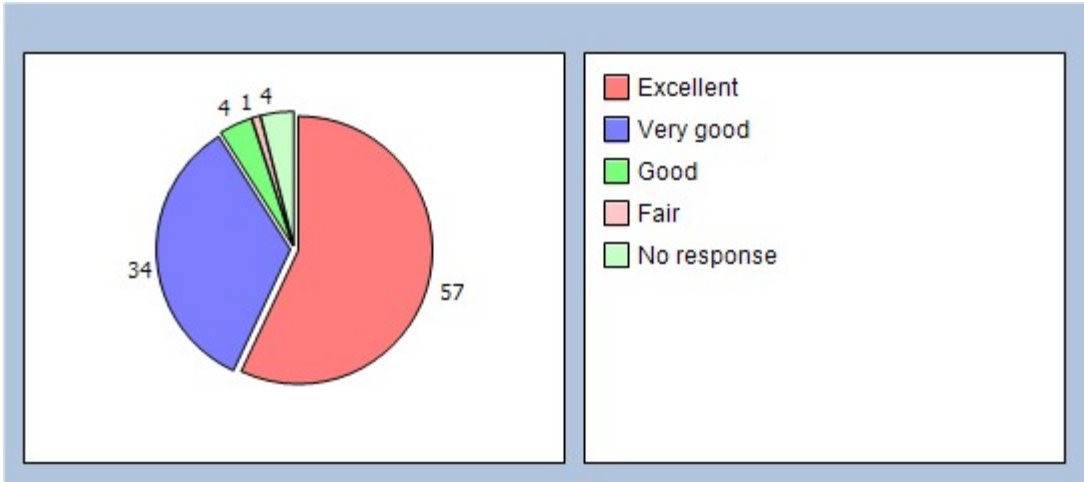
Q33 Keep yourself healthy

Very well **77%**
 Unsure **12%**
 Not very well **1%**
 Does not apply **5%**
 No response **5%**



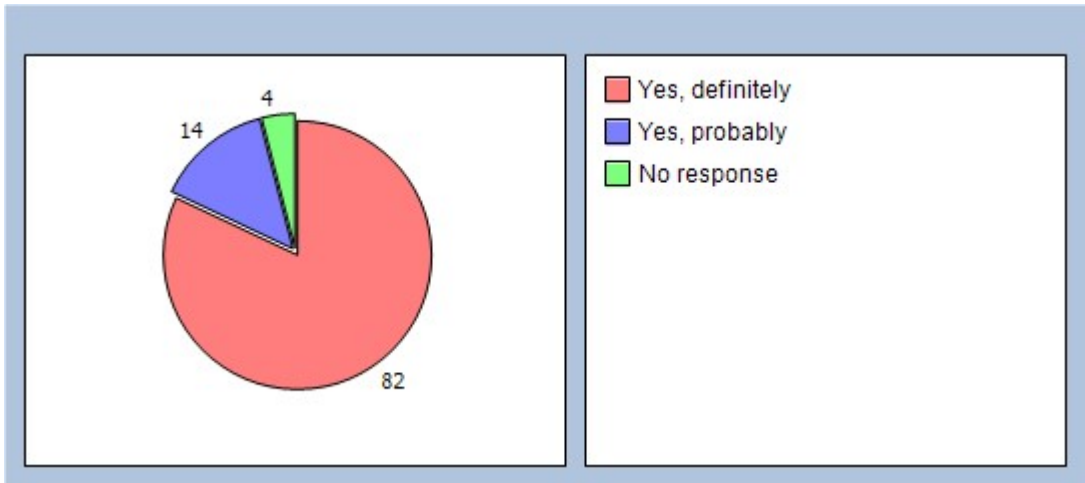
Q34 Overall, how would you describe your experience of your GP surgery?

Excellent **57%**
 Very good **34%**
 Good **4%**
 Fair **1%**
 Poor **0%**
 Very poor **0%**
 No response **4%**



Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

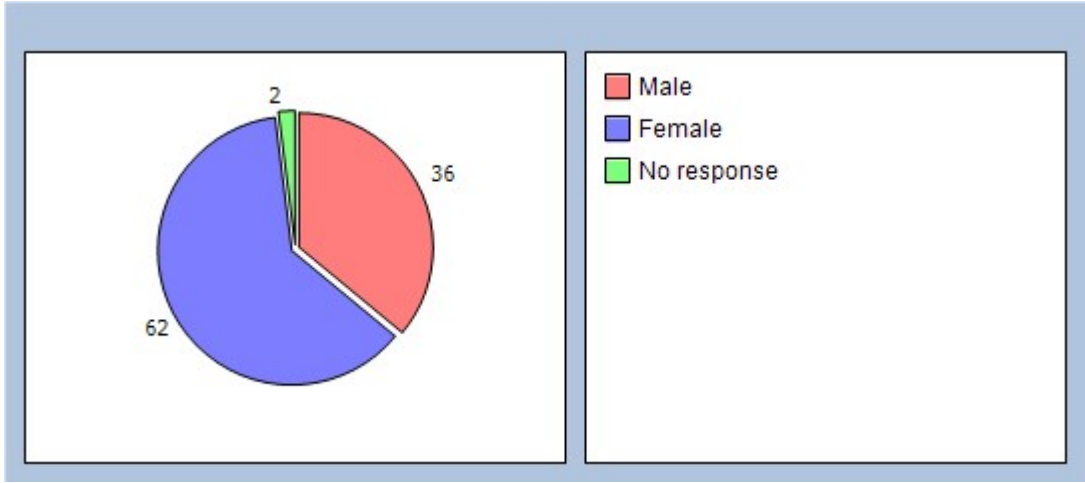
Yes, definitely **82%**
 Yes, probably **14%**
 No, probably not **0%**
 No, definitely not **0%**
 Don't know **0%**
 No response **4%**



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

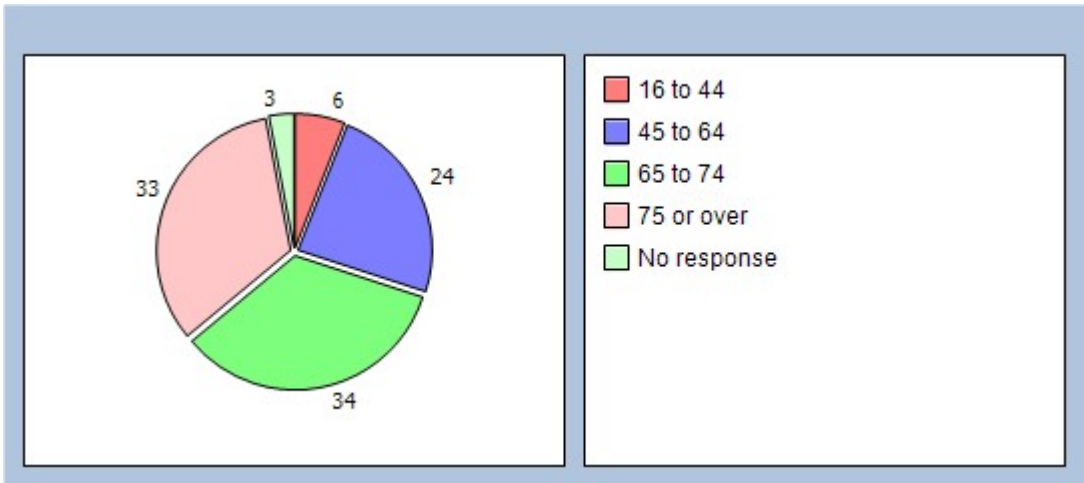
Q36 Are you?

Male **36%**
 Female **62%**
 No response **2%**



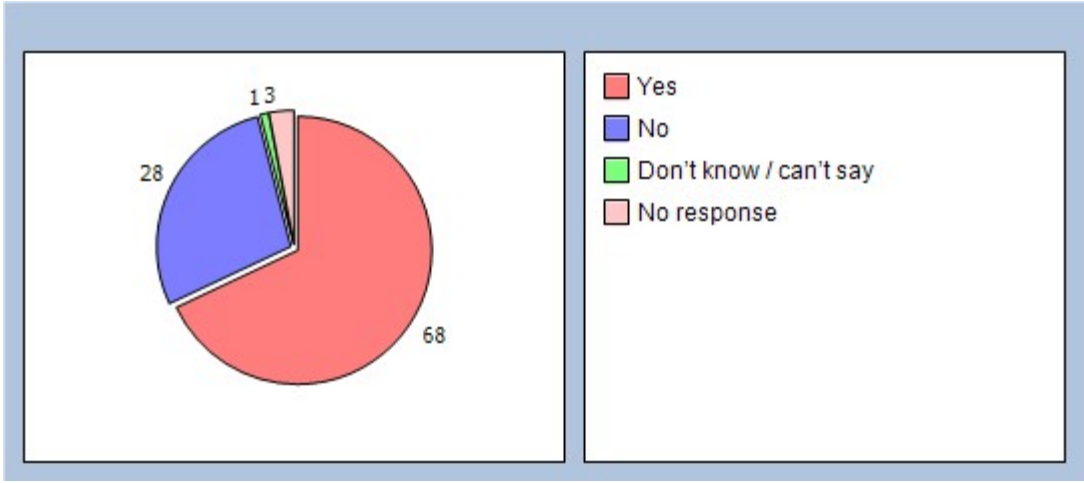
Q37 How old are you?

Under 16 **0%**
 16 to 44 **6%**
 45 to 64 **24%**
 65 to 74 **34%**
 75 or over **33%**
 No response **3%**



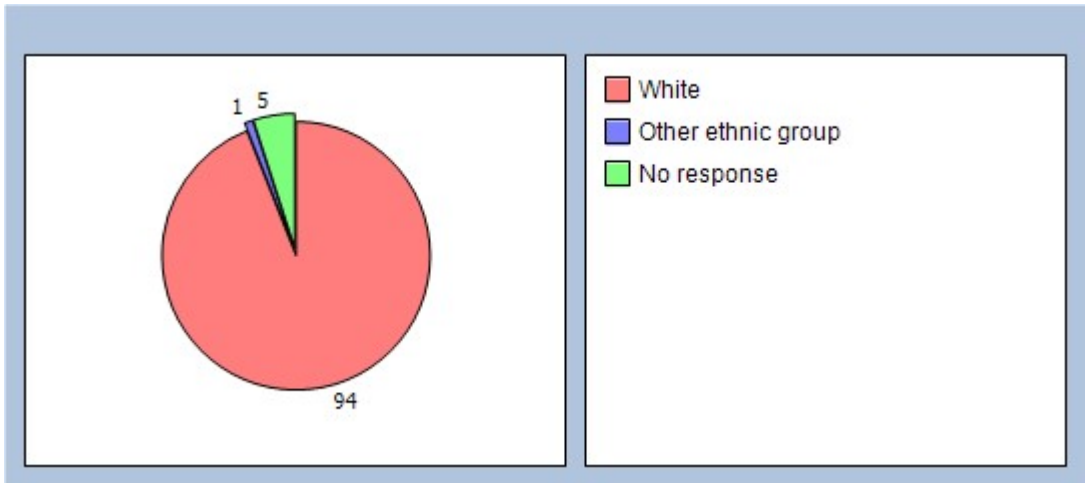
Q38 Do you have a long-standing health condition?

Yes **68%**
 No **28%**
 Don't know / can't say **1%**
 No response **3%**



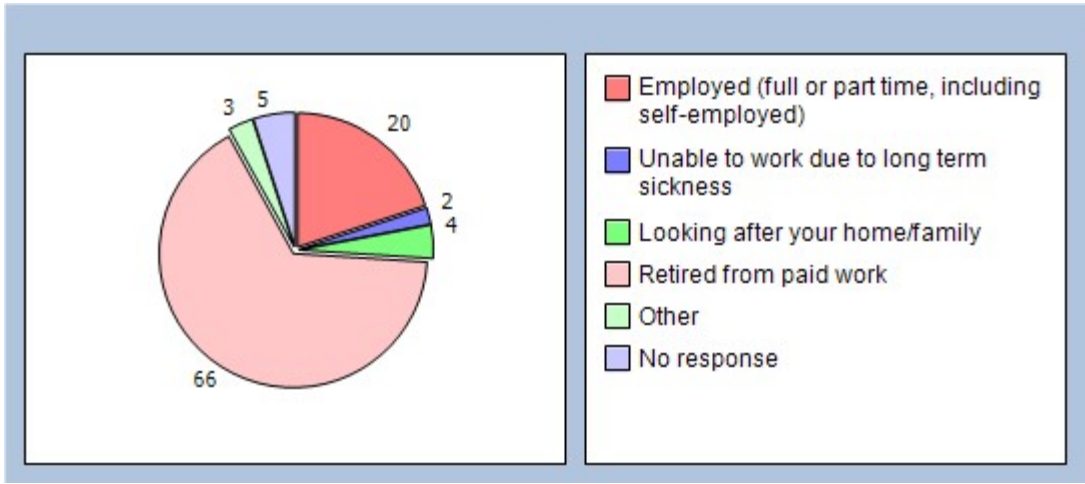
Q39 What is your ethnic group?

White **94%**
 Black or Black British **0%**
 Asian or Asian British **0%**
 Mixed **0%**
 Chinese **0%**
 Other ethnic group **1%**
 No response **5%**



Q40 Which of the following best describes you?

- Employed (full or part time, including self-employed) **20%**
- Unemployed / looking for work **0%**
- At school or in full time education **0%**
- Unable to work due to long term sickness **2%**
- Looking after your home/family **4%**
- Retired from paid work **66%**
- Other **3%**
- No response **5%**



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