

Practice: Leatside

1. INTRODUCTION

Our programme of research aims to develop various ways of helping practices contribute to improving patient experience, and involves practice teams and individuals, as well as their patients. To elicit patients' views, we have used a questionnaire entitled "Seeing the Doctor", which is a modified version of the General Practice Patient Survey (GPPS). The modifications are designed to allow patients to provide feedback about their particular doctor regarding a specific consultation, as well as their practice. This report outlines the information that has been collected and analysed from a sample of patients attending your practice. In total, questionnaires were sent to 1014 patients from your practice, and overall we received a 64.5% (654) response rate. We hope that this report will offer you useful feedback on your practice and perhaps guidance for your practice development. Comparisons are provided which are based on data collected via the GPPS for Devon PCT and nationally during the period April 2010 –March 2011. A full set of data tables is attached to the end of the report, for your information.

Anonymised data has been given to the Primary Care Research Group of the Peninsula Medical School, Smeall Building, St Luke's Campus, Exeter EX1 2LU. The data has been aggregated with data from all participating doctors, and may contribute to scientific literature. The data will be held in accordance with the requirements of the Data Protection Act 1998.

2. PATIENT DEMOGRAPHICS

Your patient feedback is based on questionnaires received during the period 10 December 2011 to 12 December 2012 from patients who attended a consultation with one of the participating doctors between 20 August 2012 and 10 October 2012. Patients who responded to the questionnaire (654(64.5% response rate)), had the following characteristics:

Table 1: GENDER & AGE OF RESPONDENTS

Male	37.6%	229			
Female	62.4%	380			
18-24	2.3%	14	55-64	23.2%	142
25-34	4.4%	27	65-74	24.5%	150
35-44	7.9%	48	75-84	17.2%	105
45-54	13.7%	84	85 or over	6.7%	41

3. ACCESS

The majority of respondents (89.1%(546)) used the phone to make an appointment at the surgery. Of people who reported they had tried to phone the practice in the last 6 months, 444 (76.2%) patients found it very easy or fairly easy to get through on the phone but 23.8% (139) reported that they found it not very easy or not at all easy to get through on the phone. 66.1% (399) of patients reported trying to see a doctor fairly quickly (on the same day or in the next 2 weekdays) within the previous six months: of these, 75.4% (297) were able to see a doctor fairly quickly the last time they wanted to. For those who could not be seen fairly quickly, the main reason (81.1% (73)) was because "There weren't any appointments". 79.3% (475) of patients reported trying to book ahead for an appointment within the previous six months (by booking ahead, we mean booking an appointment more than

two weekdays in advance). Of these, 81.3% (383) were able to book an appointment ahead the last time they wanted to.

4. ARRIVING FOR APPOINTMENTS

98.9% (603) of patients reported they found it very easy or fairly easy to get into the practice. 100.0% (606) of patients thought that the practice was very clean or fairly clean. 10.0% (60) of patients reported that they could be overheard at reception by other patients, and were not happy about it. 96.4% (585) of patients reported that they found the receptionists at the practice either very helpful or fairly helpful.

In terms of the times people reported they had to wait to be seen for their appointments, 19.4% (113) reported that they were normally seen at their appointment time or within 5 minutes, whilst 67.1% (390) reported having to wait 5 to 15 minutes, 11.9% (69) reported waiting 16 to 30 minutes and 0.5%(3) reported having to wait more than 30 minutes.

5. CONTINUITY OF CARE

497 (82.3%) patients expressed a preference for seeing a particular doctor. Of these, 84.1% (406) said that their responses were based on a consultation with their preferred doctor while 15.9% (77) said that the consultation referred to in the questionnaire was not with their preferred doctor.

6. OPENING HOURS

89.1% (538) of people said they were very satisfied or fairly satisfied with the practice's current opening times while 45.1% (251) said they would prefer the surgery to be open at additional times.

7. SEEING THE DOCTOR

Tables 2a and 2b show your results for the key communication questions and the 'trust and confidence' question contained in the "Seeing the Doctor" questionnaire for the practice as a whole:

	% Very good (n)	% Good (n)	% Neither good/ poor (n)	% Poor (n)	% Very poor (n)
Giving you enough time	74.9 (453)	21.5 (130)	3.0 (18)	0.7 (4)	0.0 (0)
Asking about your symptoms	68.0 (397)	25.7 (150)	3.6 (21)	2.6 (15)	0.2 (1)
Listening to you	74.1 (444)	23.0 (138)	2.2 (13)	0.5 (3)	0.2 (1)
Explaining tests and treatments	66.1 (338)	26.0 (133)	5.5 (28)	2.0 (10)	0.4 (2)
Involving you in decisions about your care	66.1 (337)	26.1 (133)	5.5 (28)	2.0 (10)	0.4 (2)
Treating you with care and concern	74.3 (437)	21.3 (125)	3.4 (20)	0.9 (5)	0.2 (1)
Taking your problems seriously	74.4 (432)	18.8 (109)	5.9 (34)	0.7 (4)	0.3 (2)

Yes, definitely	85.1%	515	
Yes, to some extent	13.7%	83	
No, not at all	1.2%	7	

Chart 1 below shows the percentage of positive responses (i.e. “very good” or “good”) to the key communication questions (shown in table 2a) that were achieved nationally and by Devon PCT. The results for the practice are included for comparison. Please note that the national and PCT scores are taken from the national GPPS which has a different sampling frame and uses a slightly different question (which does not relate to a specific consultation with a named doctor) and so are not directly comparable with the results obtained for your practice. We caution against over-interpreting differences between the results from the two different surveys.

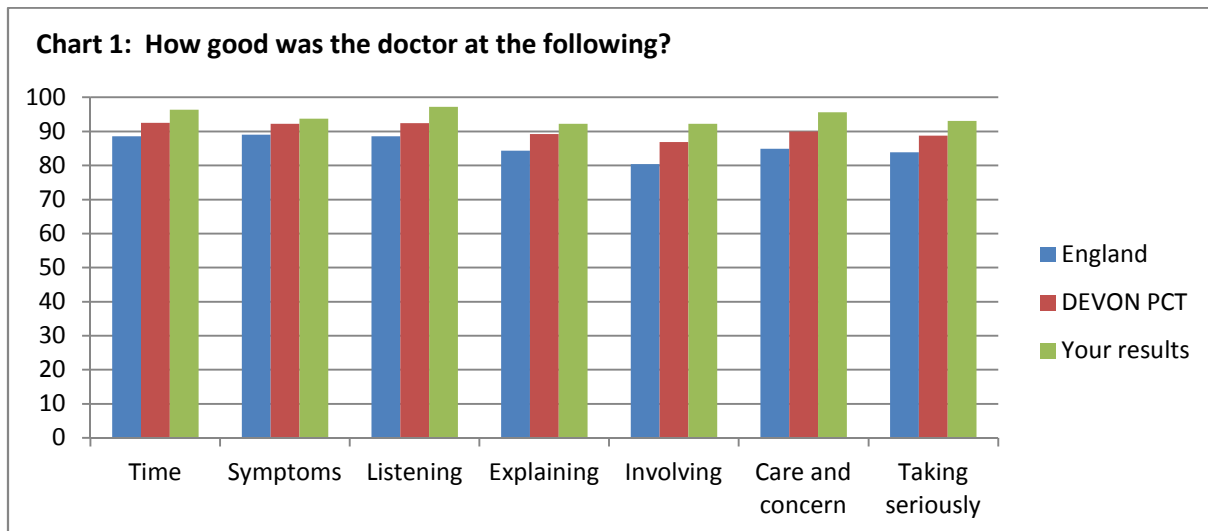
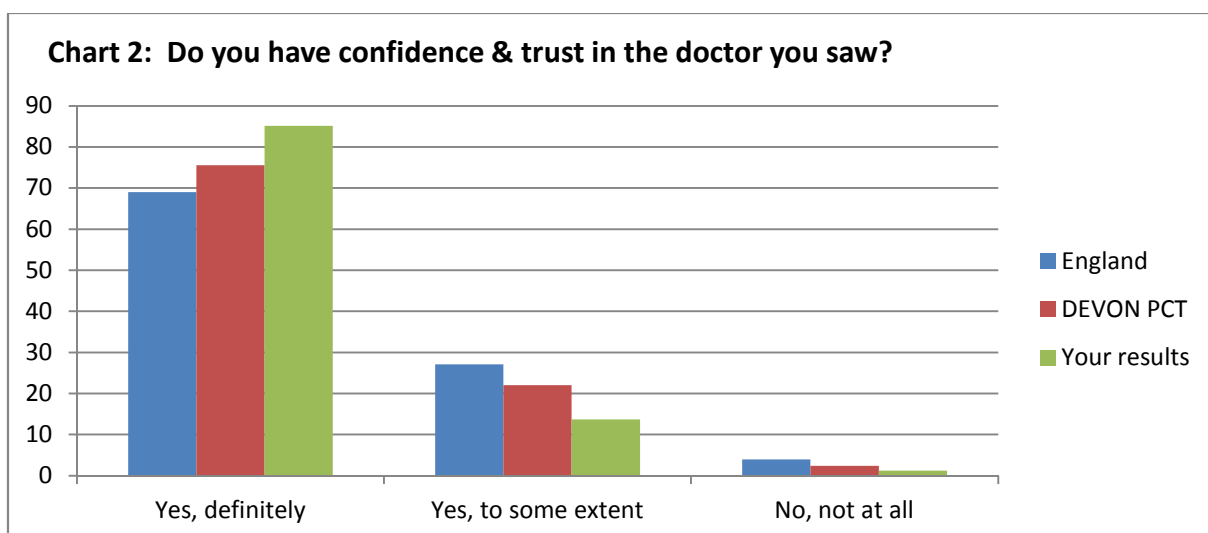


Chart 2 below shows national and PCT percentage scores for the questionnaire item relating to trust and confidence in the doctor. The results for your practice are included for comparison. Again, we caution against over interpretation of differences between your practice results and the national and PCT results due to the different sources.



8. OVERALL SATISFACTION WITH THE PRACTICE

Overall, 96.1% (587) people reported that they are either very satisfied or fairly satisfied with the practice and 82.7% (501) of respondents said they would definitely recommend the practice to someone who has just moved to the area.

9. DATA TABLES AND FREE TEXT COMMENTS FROM YOUR PATIENTS

Tables showing the responses to all items in “Seeing the Doctor” questionnaire together with an anonymised list of **all*** the free text comments received from your patients are included in an annexe to this report. Comments are included verbatim and in no particular order. Some comments are prefaced with a question number. In these instances, patients have provided text to explain or supplement their response to a particular question. Where names were used, these have been removed.

**Comments which were made by patients about their personal situations/medical conditions which could not be easily anonymised have been removed from the list of free text comments.*

10. FURTHER INFORMATION & PROJECT TEAM DETAILS

If you would like any further information about this study and other associated research, please contact the project team via Inocencio Maramba at:

Primary Care Research Group
Peninsula Medical School
Smeall Building
St Luke’s Campus
Exeter EX1 2LU
Email: inocencio.maramba@pcmd.ac.uk
Telephone: 01392 722895