

General Practice Assessment Questionnaire

Report

Princes Gardens Surgery

All Respondents
06/03/2013

Summary

In total there were 350 respondents.

Receptionists and Appointments

- 100% said that they found receptionists at the practice helpful.
- 95% said that it is easy to get through on the phone.
- 94% said that it is easy to speak to a doctor or nurse on the phone.

96% said that if they need to speak to a GP urgently they can normally get seen on the same day.

80% said that it is important to them to be able to book appointments ahead of time in the practice and 84% said that it is easy to book ahead in the practice.

24% said that they normally book appointments at the practice in person, and 81% do so by phone. When asked how they prefer to book appointments, 25% said in person, 78% said by phone and 49% said that they prefer to book their appointments online.

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 58% said that they usually get seen the same day or next day, and 34% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 92% said that they usually get seen on the same day or next day, and 8% said that they usually get seen within 2 to 4 days.

Overall, 71% rated the time it takes to be seen by a particular doctor as excellent or very good, and 86% rated the time it usually takes to be seen by any doctor as excellent or very good.

In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 29% said that it took less than 5 minutes, 57% said it took between 5 and 10 minutes, 11% said it took between 11 and 20 minutes and 3% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 65% of patients.

Opening Hours

90% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for patients to see or speak to someone. 42% said before 8am, 13% said at lunchtime, 50% said after 6.30pm, 42% said Saturday and 21% Sunday. 8% said that none of these times would be convenient.

Seeing Preferred Doctor

63% said that there is a particular GP who they usually prefer to speak to. Of these, 51% said that they always or almost always get to speak to that GP, and 24% said that they get to speak to that GP a lot of the time.

Ratings of GP

Patients were asked a series of questions about the last GP that they saw.

- 97% rated the GP as very good or good at giving them enough time.
- 96% rated the GP as very good or good at listening.
- 95% rated the GP as very good or good at explaining tests and treatments.
- 93% rated the GP as very good or good at involving them in decisions about their care.
- 95% rated the GP as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the GP they last saw or spoke to. 91% said that they definitely had confidence and trust in the GP and 8% said that they had some confidence and trust in the GP.

Ratings of Last Nurse Seen

Patients were asked a series of questions about the last nurse that they saw.

- 99% rated the nurse as very good or good at giving them enough time.
- 97% rated the nurse as very good or good at listening.
- 97% rated the nurse as very good or good at explaining tests and treatments.
- 97% rated the nurse as very good or good at involving them in decisions about their care.
- 97% rated the nurse as very good or good at treating them with care and concern.

Patients were then asked whether they had confidence and trust in the nurse they last saw or spoke to. 92% said that they definitely had confidence and trust in the nurse and 8% said that they had some confidence and trust in the nurse.

Quality of Care Received

Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel their practice helped them:

- 96% said that they felt that the practice helped them to understand their health problems very well.
- 95% said that their practice helps them to cope with health problems very well.
- 94% said that their practice helps them to keep themselves healthy very well.

Overall Ratings of Practice

Overall 93% said that they would describe their experience as excellent or very good and 88% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

Analysis of Data within this Report

Figures are calculated as a proportion of respondents who answered each question - that is, excluding those that did not reply. The report also removes instances where a respondent has indicated that they don't know the answer to the question, or where they have said that the question is not applicable to them. Not all figures add to 100%. This may be due to rounding, or because each respondent was allowed to give more than one answer to the question.

Furthermore, in the commentary the report often quotes a combination of scores. Due to this approach, at times, the overall '% positive' score can be slightly different to the score obtained when adding together the '% excellent' and '% very good' as displayed on the chart as a consequence of rounding of the data.

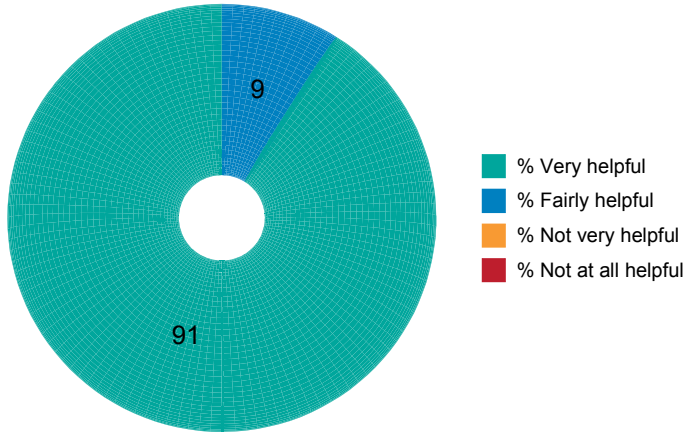
Booking Appointments & Reception

At the beginning of the questionnaire, patients were asked a series of questions about the quality of service they receive when making appointments. To begin with, 100% said that they found receptionists at the practice helpful.

They were then asked about how easy it is to get through to the practice:

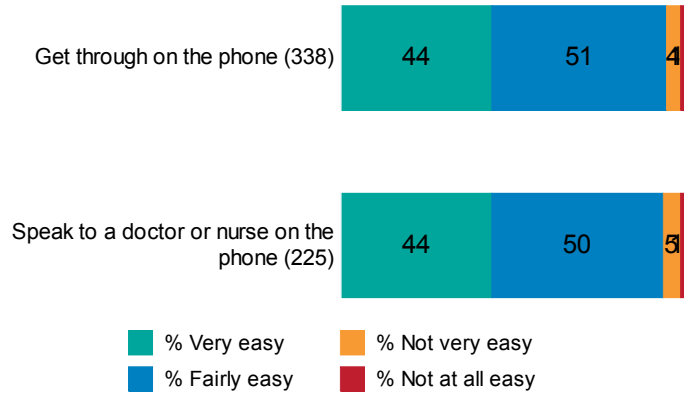
- 95% said that it is easy to get through on the phone.
- 94% said that it is easy to speak to a doctor or nurse on the phone.

Helpfulness of receptionists



Base: All Respondents excluding Don't know (350)

Dealing with calls

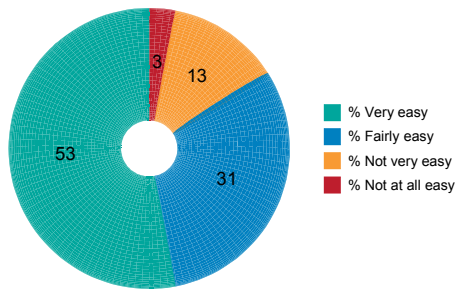


Base: All Respondents excluding Have not tried and Don't know

84% said that it is easy to book ahead in the practice, and 80% said that it is important to them to be able to book appointments ahead of time.

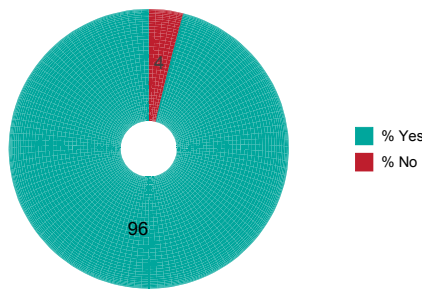
When it comes to more urgent appointments, 96% said that if they need to speak to a GP urgently they can normally get seen on the same day.

Thinking about your practice, how easy is it to book ahead?



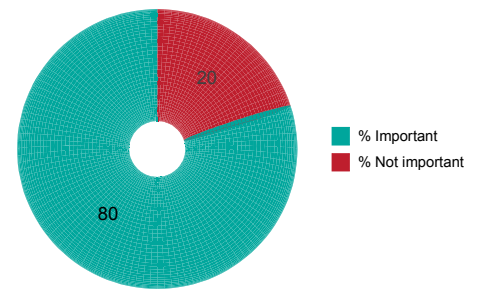
Base: All Respondents excluding Have not tried (291)

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



Base: All Respondents excluding Don't know (298)

How important is it to book appointments ahead of time?



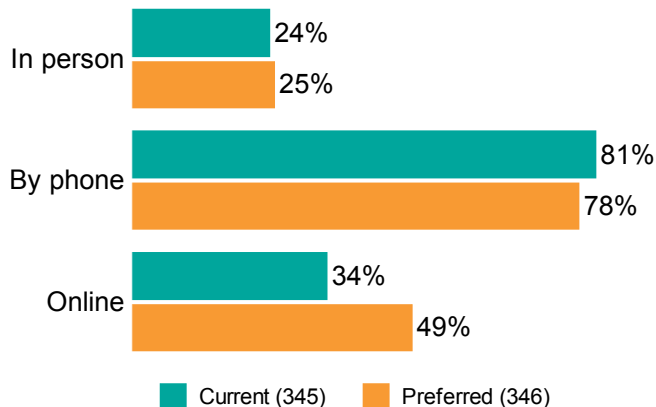
Base: All Respondents (348)

Current & Preferred Methods of Contact

24% said that they normally book appointments at the practice in person, 81% do so by phone and 34% do so online. When asked how they prefer to book appointments, 25% said in person, 78% said by phone, and 49% said that they prefer to book their appointments online.

The practice manager should look at the findings to these questions to see if there is a large gap between how customers currently book and how they would like to book. One way of doing this is to simply identify the size of the gap between the two findings; i.e. by subtracting the 'preferred' proportion from the 'current' proportion.

Current and preferred methods of contact



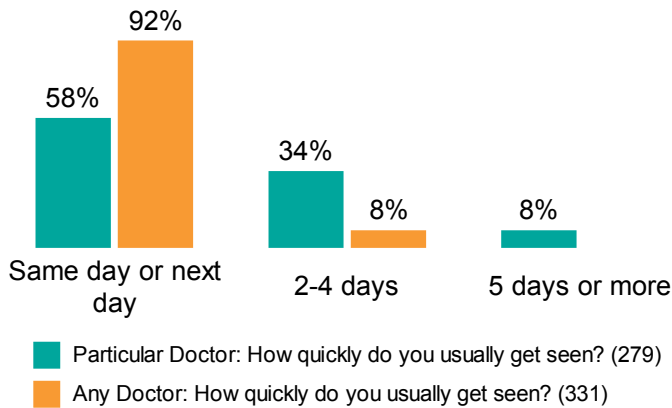
Base: All Respondents excluding Doesn't apply

Availability of GPs

Patients were then asked a series of questions about seeing a particular doctor as opposed to any doctor. When wanting to see a particular doctor 58% said that they usually get seen the same day or next day, and 34% said that they normally get seen within 2 to 4 days. When wanting to see any doctor 92% said that they usually get seen on the same day or next day, and 8% said that they usually get seen within 2 to 4 days.

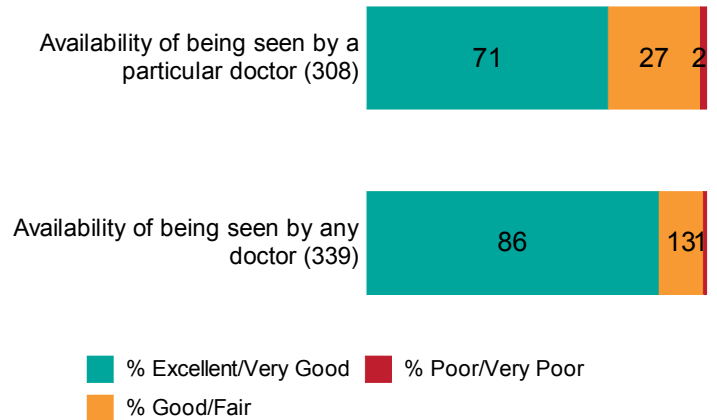
Overall, 71% rated the time it takes to be seen by a particular doctor as excellent or very good, and 86% rated the time it usually takes to be seen by any doctor as excellent or very good. When looking at the ratings for speed of being seen by any doctor, the overall length of wait was rated as excellent or very good by 86% of patients.

Availability of appointments



Base: All Respondents excluding Don't know, never tried and Don't need to be seen quickly

Rating availability of appointments



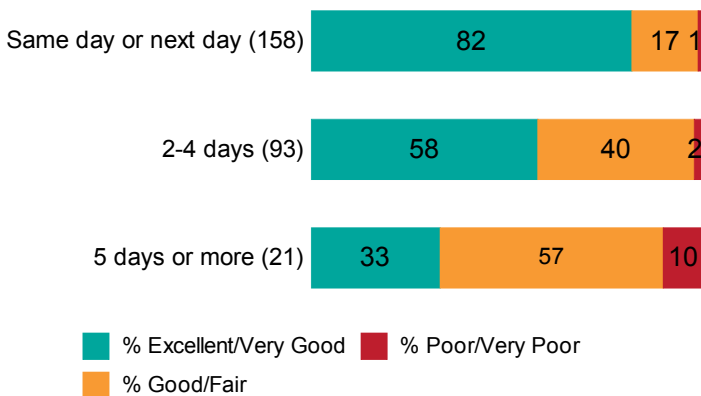
Base: All Respondents excluding Does not apply

In the following chart, the data has been broken down, so that we can see whether those who waited less time to be seen by a doctor were more satisfied than those who waited for longer.

Of those who saw a particular doctor on the same day or the next day, 82% said that they rated this length of wait as excellent or very good. This compares to 58% for those who waited 2-4 days, and 33% of those who waited more than 5 days or more.

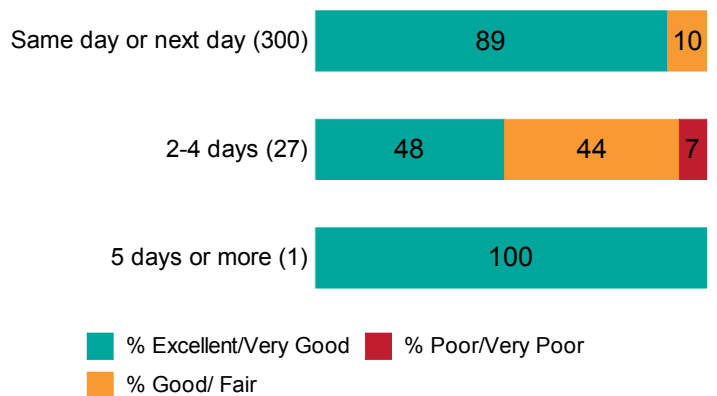
When looking at the same questions and analysis for any doctor; of those who were seen on the same day or the next day 89% said that they rated this length of wait as very good or excellent, this compares to 48% for those who waited 2-4 days and 100% of those who waited 5 days or more.

Rating availability of appointments: To see a particular doctor



Base: All Respondents excluding Does not apply

Rating availability of appointments: To see any doctor

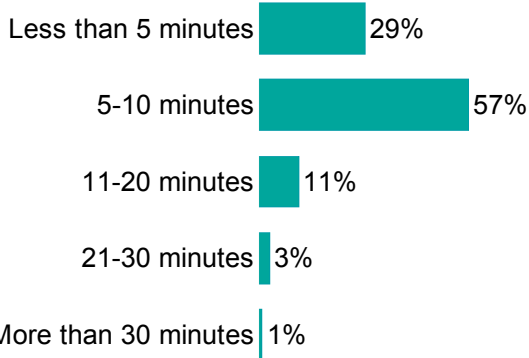


Base: All Respondents excluding Does not apply

Waiting Times

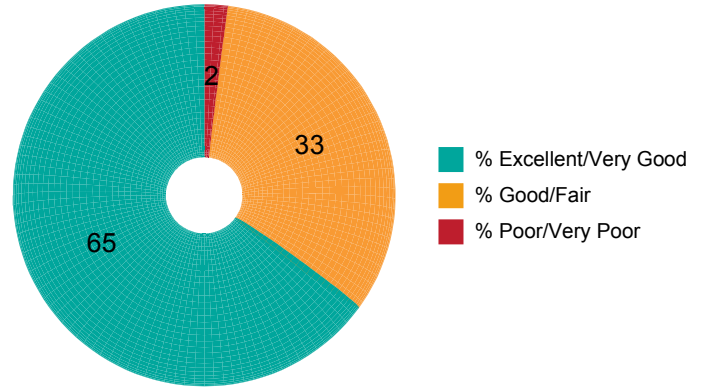
In the final questions in this section, patients were asked how long they had to wait for their consultation to start and how they rated the length of the wait. 29% said that it took less than 5 minutes, 57% said it took between 5 and 10 minutes, 11% said it took between 11 and 20 minutes and 3% said it took more than 20 minutes. Overall the length of wait was rated as excellent or very good by 65% of patients.

How long did you wait for your consultation to start?



Base: All Respondents excluding There was no set time for my consultation (345)

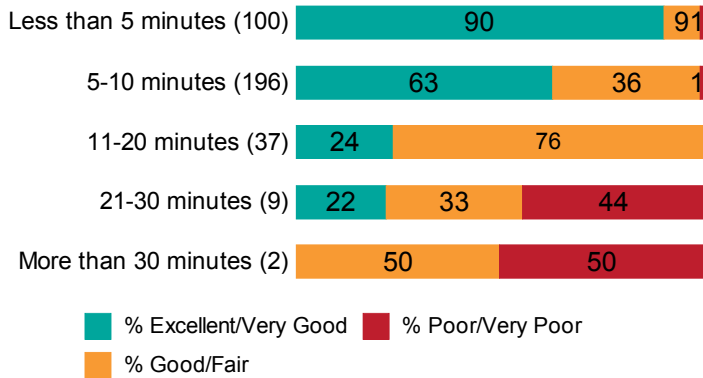
Speed of being seen for most recent consultation



Base: All Respondents excluding There was no set time for my consultation (346)

Of those who waited less than 5 minutes, 90% rated the speed of wait as excellent or very good, while 63% who said they waited 5-10 minutes rated the speed of being seen as excellent or very good and 24% of those who waited 11-20 minutes rated the speed with which they were seen as excellent or very good. 22% of those who waited 21-30 minutes before being seen rated the length of wait as excellent or very good, and - of those who waited more than 30 minutes rated the length of wait as excellent or very good.

Rating of speed with which patient was seen for this consultation (%)



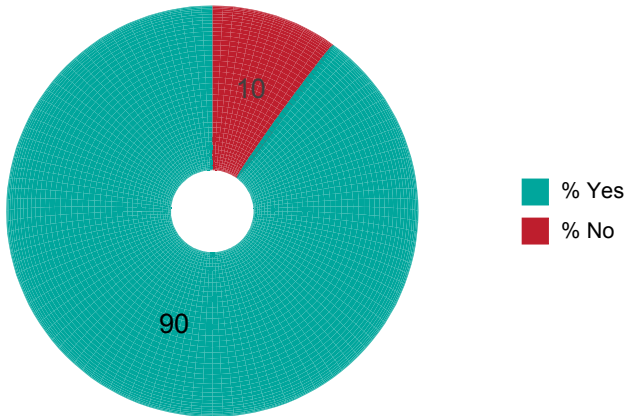
Base: All Respondents excluding There was no set time for my consultation

Accessing the GP

Opening Hours

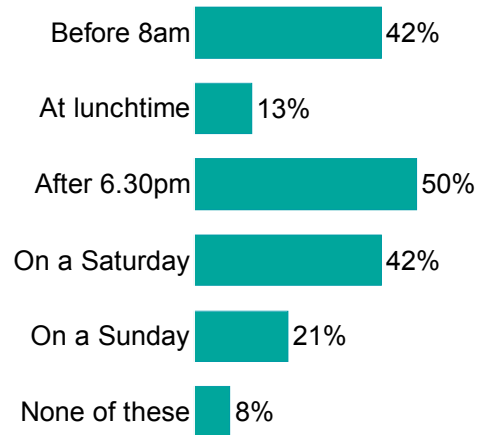
90% said that the practice is currently open at times that are convenient to them. Those who said that the opening hours are not convenient to them were then asked what opening hours would make it easier for them to see or speak to someone. 42% said before 8am, 13% said at lunchtime, 50% said after 6.30pm, 42% said Saturday and 21% Sunday. 8% said that none of these times would be convenient.

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



Base: All Respondents excluding Don't know (344)

Preferred opening times

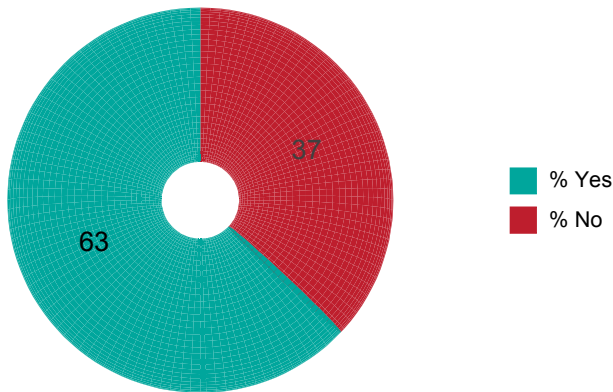


Base: All Respondents who said opening times are not convenient (38)

Seeing a Doctor of Choice

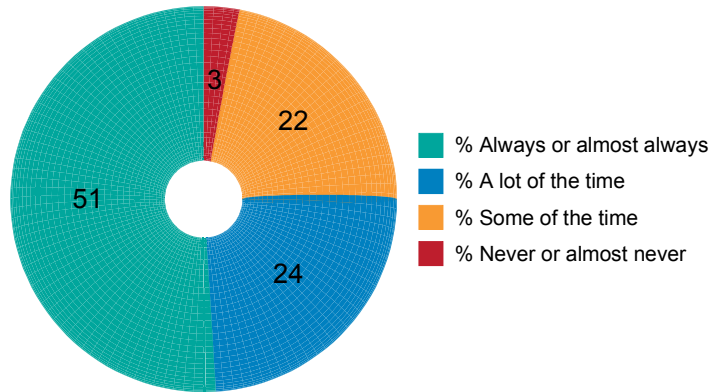
63% said that there is a particular GP who they usually prefer to see or speak to. Of these, 51% said that they always or almost always get to speak to that GP, and 24% said that they get to speak to that GP a lot of the time.

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



Base: All Respondents excluding There is usually only one doctor in my surgery (342)

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

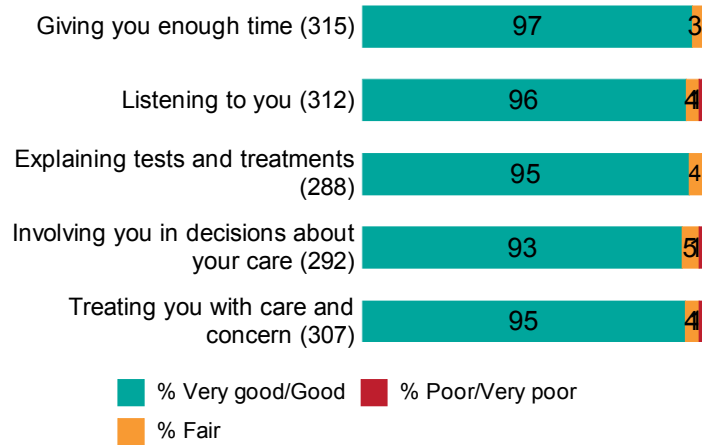


Base: All Respondents who have a preferred GP excluding Not tried (207)

Performance of GP

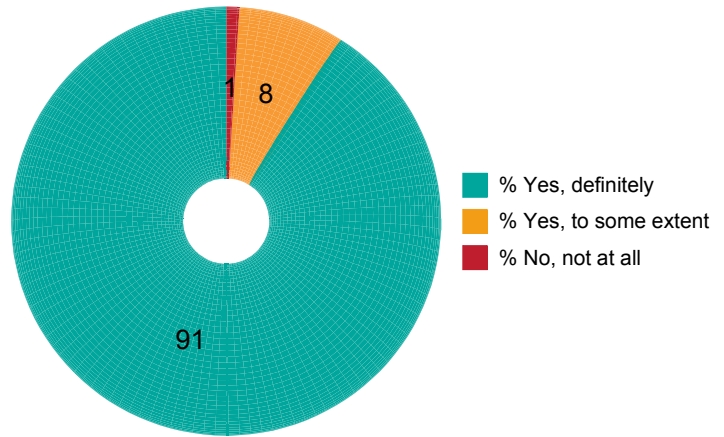
- 97% rated the GP as very good or good at giving them enough time.
- 96% rated the GP as very good or good at listening.
- 95% rated the GP as very good or good at explaining tests and treatments.
- 93% rated the GP as very good or good at involving them in decisions about their care.
- 95% rated the GP as very good or good at treating them with care and concern.
- 91% said that they definitely had confidence and trust in the GP they last saw or spoke to.

Performance of GP



Base: All Respondents excluding Does not apply

Confidence & Trust in GP

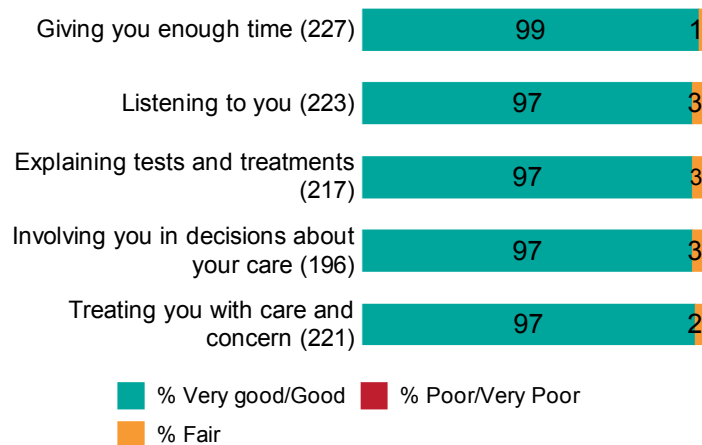


Base: All Respondents excluding Don't know (310)

Performance of Nurse

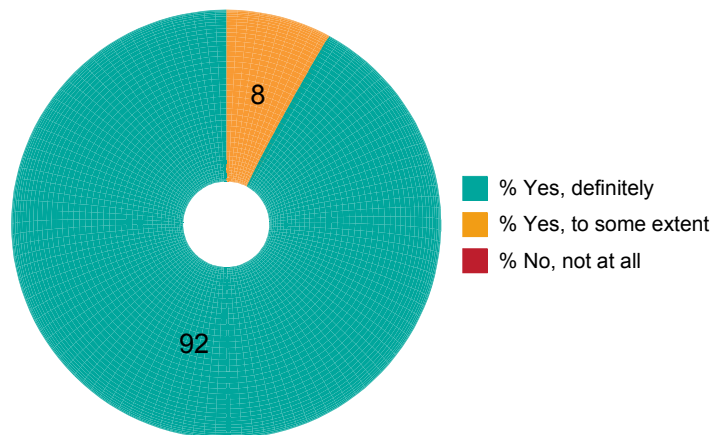
- Patients were asked a series of questions about the last Nurse that they saw.
- 99% rated the nurse as very good or good at giving them enough time.
 - 97% rated the nurse as very good or good at listening.
 - 97% rated the nurse as very good or good at explaining tests and treatments.
 - 97% rated the nurse as very good or good at involving them in decisions about their care.
 - 97% rated the nurse as very good or good at treating them with care and concern.
 - 92% said that they definitely had confidence and trust in the nurse they last saw or spoke to.

Performance of Nurse



Base: All Respondents excluding Does not apply

Confidence & Trust in Nurse



Base: All Respondents excluding Don't know (226)

Overall Feelings about this Practice

Quality of Care Received

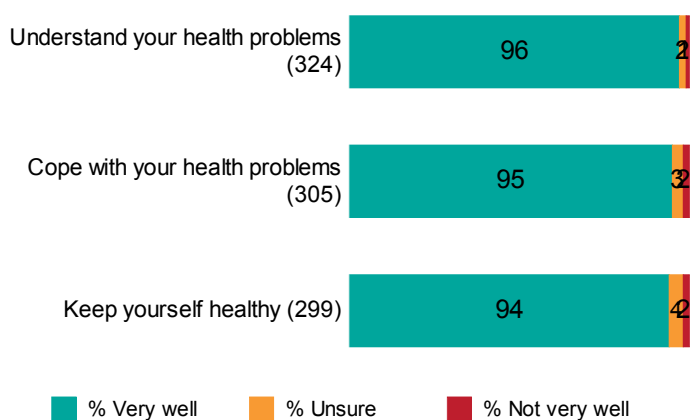
Respondents were asked to think about the care that they get from their doctors and nurses, and were then asked how they feel that their practice helped them:

- 96% said that they felt that the practice helped them to understand their health problems very well.
- 95% said that their practice helps them to cope with health problems very well.
- 94% said that their practice helps them to keep themselves healthy very well.

Overall ratings of Practice

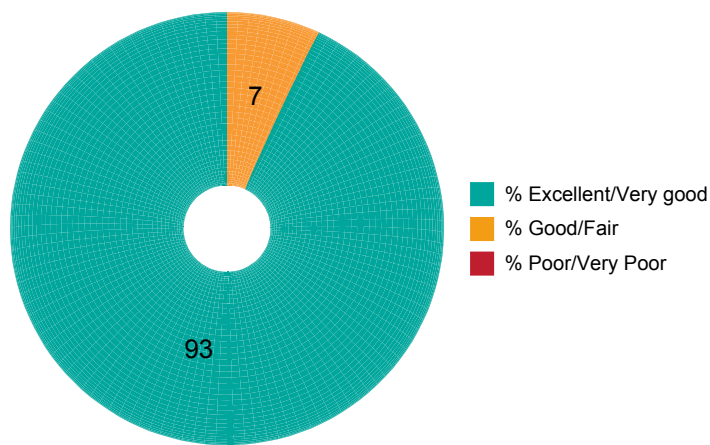
Overall, 93% said that they would describe their experience as excellent or very good.

How well does your practice help you to...



Base: All Respondents excluding Does not apply

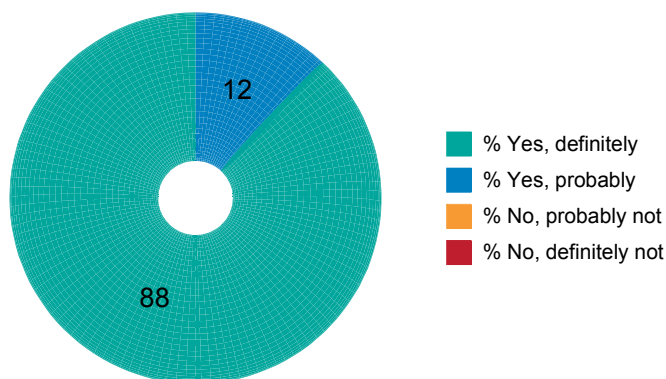
Overall experience of GP surgery



Base: All Respondents (339)

88% said that they would definitely recommend their GP surgery to someone who has just moved to their local area.

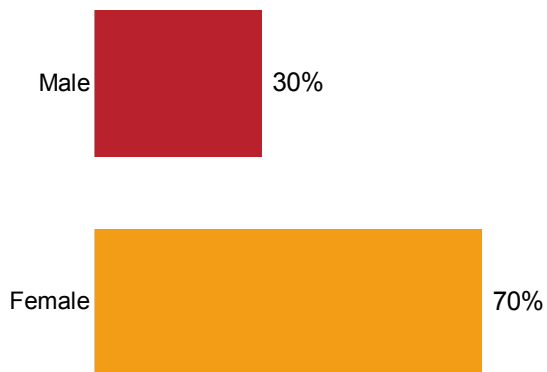
Would you recommend your GP surgery to someone who has just moved to your local area?



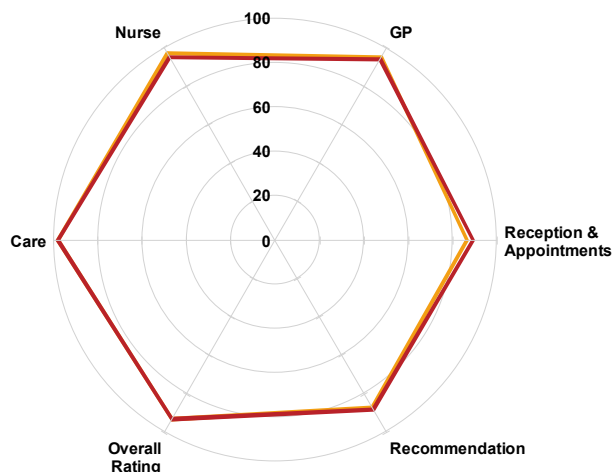
Base: All Respondents excluding Don't know (339)

Comparison of Different Groups

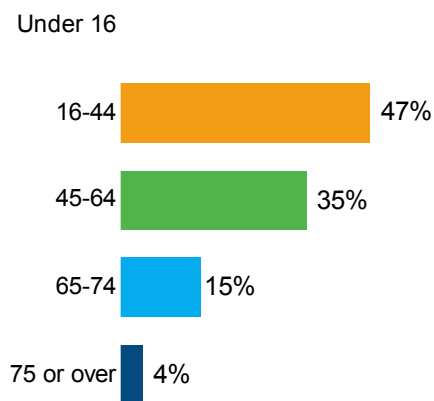
Gender



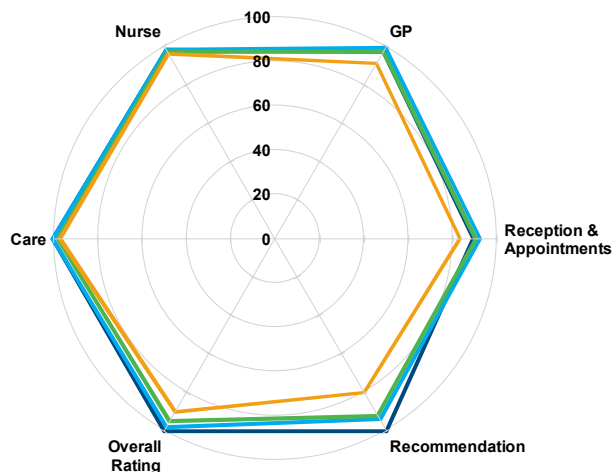
Base: All Respondents (339)



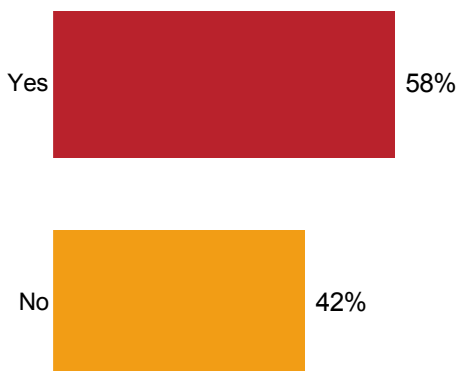
Age group



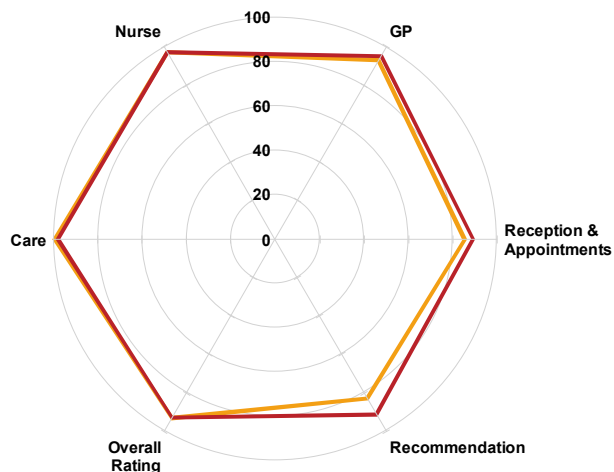
Base: All Respondents (336)



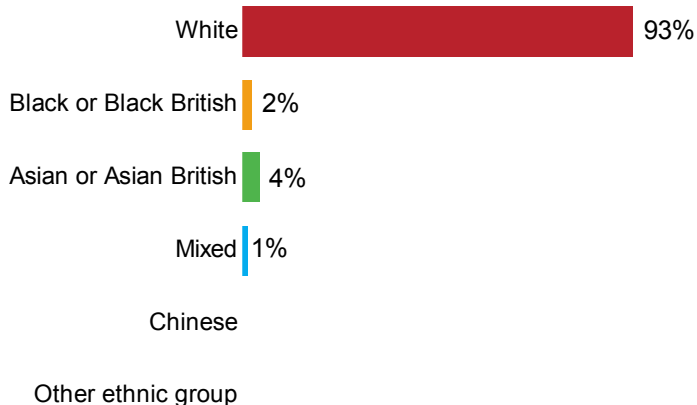
Long-standing health condition



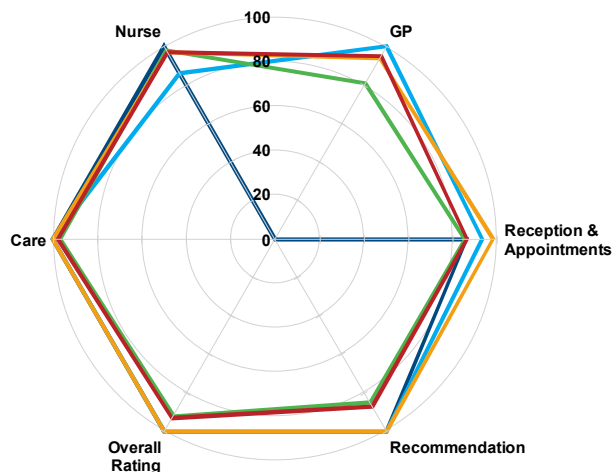
Base: All Respondents (314)



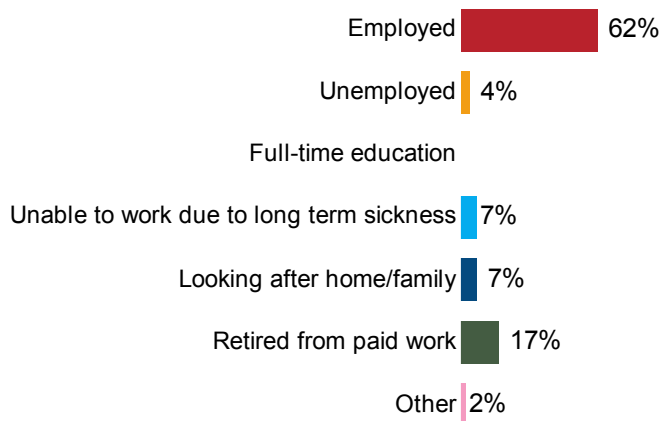
Ethnic group



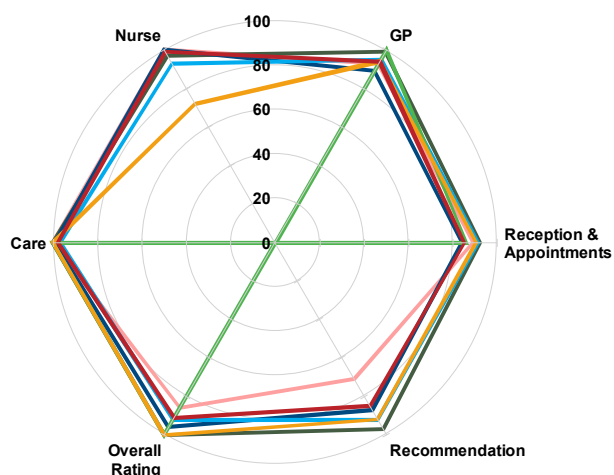
Base: All Respondents (339)



Employment status



Base: All Respondents (338)



Comments

A list of comments is included below for reference.

- *I have always been very happy with the service our whole family receives at Princes Gardens and always feel that no reasonable request is too much trouble. I have always felt very supported by everyone there and am very appreciative of this.*
- *The Princess Gardens Surgery is truly a centre of excellence in all respects, charming, personable, professional.*
- *At present my work pattern is 4 days on 4 days off, I am hoping to change to Monday to Friday 8 o'clock till 5 o'clock, does the surgery do evening appointments.*
- *I have been with the practice for about 30+ years and have only once had to complain and that was dealt with quickly and to my satisfaction. Everyone at the practice that I have had contact with is helpful, polite and caring no matter how busy, thank you.*
- *I don't like having to pay 80p to park. The increasing numbers of patients at the practice has affected how quickly I can get to see my doctor for a non emergency appointment at hours that suit me - around work time. Aside from this I am always happy with the way I am treated and the care I get.*
- *I moved to Aldershot a year ago and was worried about health/surgery ect., however, Princes Garden Surgery is exceptionally patient friendly, the receptionist, the doctors, the nurses - make me want to stay where I am living at present, to be able to access a great surgery. I am lucky and would like to thank an exceptional staff at Princes Garden Surgery.*
- *I have been a patient at the surgery for many years and have always found ALL staff helpful and professional. As a health professional myself this is very important to me.*
- *I am very pleased to be a patient at the practice. Reports from friends with other practices make me doubly pleased.*
- *The care for my children has been outstanding and it is this element with which I am most pleased.*
- *Cant speak highly enough of the practice as a whole and all the Doctors and staff as individuals.*
- *Best GP practice in Aldershot*
- *Although it takes a while to get through by phone the service is always excellent for such a busy practice.*
- *An Excellent service, I feel lucky to have such nice Doctors and Nurses oops and receptionists nearly forgot to mention them.*
- *I think all who work at Princes Gardens Surgery are fantastic, they are all very thoughtful, patient & understanding & the receptionists in particular always try their very best to accommodate whatever comes their way! Thank you.*
- *Could only add positive comments. Keep up the good work :)*
- *If GP's surgeries were given stars - Princes Gardens would get FIVE*
- *I attended my doctor's practice for a medical review on the medication I was taking, as I regularly see locums I had to ask if I needed blood tests as I take H Blood pressure medication as I hadn't had tests for some time, he said oh yes we seem to have missed those!*
- *Having experienced another practice while away from home recently, We are very lucky and thankful we have Princes Gardens as the standard by which all others should be judged. .*
- *you are all doing a great job will done*
- *A very satisfied patient*
- *very pleased with service overall*
- *Really glad the practice accepted me as I think they are the best I have ever been registered with, very very caring and friendly.*
- *It was difficult to answer the questions as I only saw the nurse to register as a new patient. I saw the GP on the same day about something minor. Apart from the day I actually registered this is the only visit I have made.*
- *My GP, Dr Summerville is a very good person, she listens and tries to resolve your problems before you leave her consultation room, and if she can't answer your questions; she will always pass it onto one of her colleagues and then come back to you. she always gives you respect and acknowledges your needs and takes care in explaining to you your concerns; giving unconditional positive regard.*
- *Faultless service, always a pleasure.*
- *Excellent receptionist, excellent practice*
- *Very Good*
- *Thank you for caring you make life a lot better by doing what you all do very well.*
- *Thank you, with smiley face and 5*s*
- *Very happy with the surgery*
- *Moved to this practice after leaving Aldershot Centre for Health as was receiving very bad service, no appointments, huge waiting time, doctor appearing not to care. This surgery is clean, professional, helpful and generally on time. Very pleased I moved. Thank you*
- *I am very happy with the care I get from my GP practice*
- *Excellent practice, receptionist always there to help - advise. I have complete confidence in all the doctors I have attended.*

- *I am really glad i am with this practice as i think they are just great .*
- *The online system really helps with the bookings although getting the doctor of your choice can be hard.*
- *Dislike paying car park charges, cold, clinical waiting room.*
- *I feel we get excellent treatment & care. I speak for my husband also, who does have health problems. The follow up care is excellent*
- *Fantastic service and staff always helpful from reception staff through to all staff. Thank you*
- *All Doctor's & Nurses are really nice and understand my problem.*
- *Yes but not appropriate here! I am happy with my service.*
- *Brilliant practice Internet helps for booking/prescriptions as I am a shift worker, always get seen would not go anywhere else.*
- *Appointments start the same time doors open, ill people stood outside in the freezing cold. Doors could open 10 mins earlier this is not likely to cause to much problem.*
- *Sorry I will have to leave you when I move!!!!*
- *All the GP's and nurses they have been helpful to me.*
- *Fantastic doctor's, keep up great work.*
- *Thank you.*
- *Overall service is excellent the main receptionists are very helpful and doctor's very good.*
- *Q25 only a couple of GP understand my condition, and have bothered to look it up, and my children are even less understood. Dr Payne is fantastic with my asp.adult son.*
- *Doctors could use patients as 'Experts' more often to provide suggestions for other patients with same condition. Have invited speakers in to talk to groups of patients about health issues, eg. diet, child health, mental health, etc.*
- *A great place if your unwell, Thanks to all.*
- *There are times when I would like to book in advance for Dr Pallant to see my wif, but there appears not to be a facility to book on-line?, but I have been able to do so in person.*
- *No comments all staff are outstanding and very helpful.*
- *I think that the majority of the staff @ Princes Gardens including the Practice Manager, are exceptional!!!. If only all surgeries and staff withing them were as good. We are very fortunate as patients, to be treated so well, and with such care & knowledge.*
- *Its become nearly impossible to book an appt. ever since the dr.surgery next to police station finished, seems all patients moved here. Dr's good, over crowded, impossible to make appt. no one picks up phone, the dr I feel good for me, its difficult to see her, she is fully booked up by 9am. My children astham & eczema suffers. After going through almost all the dr. at surgery I felt dr payne is one for them.*
- *Overall, I would say the practice is excellent, however, a recent visit to a locum left me in tears. I was patronised, shouted at and dismissed when I asked if a mole on my arm could be checked fro skin scancer. His parting words were "I dont like the look of that, but I've runt out of time to check it so make another appt". Not very condusive to good bedside manner at all.*
- *Keep up the good work :)*
- *I had a very bad experience with nurse that suppose to take my smear. She didn't manage to do it. She said she cant see anything. I have n ever had situation like that before (and after). It was very uncomfortable situation.*
- *Dislike having to pay for car parking due to inconvenience of having change and worrying about appointments over running. Cold looking waiting froom. Previous one much nicer.*
- *Very happy keep up the good work.*
- *Nothing is every to much trouble for the receptionists.*
- *Nothing to change.*
- *Q2 getting through on phone can be difficult, depending on which day you phone, and how may other callers there are, you cannont book an appt. for the next day but you can book two week in advance. Also depends on if doctor is running on time, that is not always possible as an emergency could mean all appts. would then run late. No fault of doctors.*
- *Q2 getting through on the phone depends on which day you call, sometimes sheer volume off calls means a substantial wait to be answered. You cannot book appt for next day you can book two weeks in advance!. 8&Q10 this depends if doctor is running on time. Sometimes due to unforeseen circumstances it is not possible to see the doctor/nurs at specified time.*
- *Too many Nepalese taking up seats in waiting room when only 1 has appointment. Have you followed one of thes in toilet?*
- *We have the best doctor's surgery in the area.*
- *My previous doctor of eleven years advised me to join your surgery when I moved to Aldershot. I am glad she did as all the doctor's, nurses and receptionists I have seen in the last four years have been excellent.*
- *Hope to be with this GP surgery for a long time yet!, Excellent service every time.*
- *Very pleased overall*
- *The best GP I have ever used.*
- *Excellent Service*
- *Staff and doctors very nice and helpful.*

- *Simple the best practice to have cared for me during my life to date! Keep up the good work and your high standards!! Nothing but praise for a well run caring practice.*
- *I love this practice, in every aspect. Very friendly, understanding, go out of the way to help Doctors and all staff.*
- *Clean, very helpful staff, names well highlighted in the reception area.*
- *The reception staff are always friendly, go out of their way to help me in any way they can. My GP is excellent with me and looks after me well. I am very happy with my surgery.*
- *This practice is consistently outstanding in dealing with all aspects of person care and health care.*
- *Q7 it depends when the particular doctor is at the surgery.*
- *I don't often need to visit but am always very satisfied when I do.*
- *Very satisfied with surgery in all aspects.*
- *Text reminders are good, time given by doctor's is really good.*
- *Excellent*
- *Staff very friendly and the doctors surgery very clean.*
- *Brilliant practice, love the GP's, love Kerry the nurse, but don't like the other nurse, she is rude & doesn't explain things like Kerry.*
- *Yes I've been meaning to say this for a while. The voices on the answering service appear very unfriendly especially when you are waiting in a queue. "You are waiting in a queue, you will be answered shortly", very abrupt and intimidating!*
- *I always find all the staff at the surgery very helpful.*
- *I would never want to leave this practice. The care and empathy from reception staff is excellent and the support and care from the doctors second to none (in particular Dr Pallant and Dr Payne).*
- *I find it very easy and helpful to get an appointment and everyone at the practice is very friendly.*
- *Booking online is an excellent facility, especially for the next day. It would be better however, if patients have their own doctor rather than seeing any doctor.*
- *Over all the Princess Gardens Practice has been and still is a very good practice all staff have assisted my whole family very well and hopefully shall continue to do so in the future. Many thanks to them all.*
- *Q7 depends when the particular doctor is in the practice.*
- *I have been perfectly happy with everyone I deal with at this practice and have been so for over thirty years. They all do a wonderful job sometimes in very stressful situations but it never seems to ruffle any of them. Top marks for help, care and compassion.*
- *A very good service.*
- *A friendly & expert team. Thankyou.*
- *I am very happy to be able to tell people that the service here is fantastic, 99% of the time.*
- *I love my doctor's surgery, would be too scared to move!!*
- *100%.*
- *Brilliant surgery, Staff are always fantastic, so friendly and accommodating, highly recommended.*
- *Good all round Improve patient calling Board*
- *Very Helpful*
- *The Surgery is always friendly & very clean. Doctors Nurses take time with you, they are caring & considerate. Very very helpful in fitting you in if you are very poorly or in an emergency. I am happy with the Doctors, Nurse, & Reception Staff*
- *It would be useful to be able to choose which doctor you see when booking appointments on line*
- *Confusion yesterday over why being called back in to see the Doctor causing some stress which could have been avoided*
- *Great Service very kind and helpful*
- *Staff are always very helpful and friendly. Dr Sommerville, Dr Payne, Dr Leopold are very good*
- *I have been with this practice since I was born, a service you can't fault. Lovely, caring staff. NB Always so kind to my Dad who is still unwell, nothing too much trouble for them.*
- *I have always received excellent service from the Doctors and all the Staff*
- *100% respect for the ladies in reception*
- *When coming for an 8.30 appointment, It would be good if the door was opened earlier to enable us to get out of the cold. The door is now open at 8.25. It would be good if the First calling Bleep was different TONE to the subsequent ones to save interrupting Book reading every Bleep.*
- *Princes Gardens Surgery staff/nurses/GPs are always very helpful and polite and are a pleasure to speak to. Keep up the good work (smiley face)*
- *very pleased the way we are treated by all staff*
- *I have found the surgery always a friendly environment*
- *WE have had excellent and quick treatment at all times. Thank you so much*

- *Good Practice, Clean, which matters, and very Helpful*
- *Excellent*
- *All very good*
- *I have been with these Doctors for 6 years and they always have been brilliant with Me and my Children always helped when needed*
- *I was recommended to come here and I am so glad I did so. The staff on reception are always very helpful and efficient. I have great confidence in my GP'd . Thank you for all your care.*
- *It has changed since moving?*
- *Lovely surgery I like to see Dr Leopold as long term conditions for continuity otherwise happy to see any other Doctor. Highly recommended to everyone*
- *Excellent Service from the receptionists, and Kerry. Doctors are excellent too. I have always had a top class Medical Service from this Practice*
- *Excellent, service Registered a few days ago and was seen very quickly. Very easy process and now able to access Doctors appointments on line 5 *Star Surgery*
- *Compared to my last Surgery you are brilliant the Staff are pleasant and always willing to help*